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CATEGORY: UserProfiles

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User profile operations directly affect login behavior, data storage, troubleshooting, and de-provisioning workflows. These SOPs ensure every user-profile-related action performed through RDAM Script Wizard is **controlled**, **auditable**, and aligned with **enterprise operational and security standards**.

SOP 1 – List User Profiles

Script Name: List User Profiles **Category:** UserProfiles **Version:** 1.0 **Approved By:** IT Operations / Security

1. Purpose

This script enumerates all local user profiles on the system, supporting troubleshooting, cleanup, and inventory.

2. Scope

- Windows servers and workstations
- Local user profiles stored under `C:\Users`

3. Definitions

- **User Profile:** A directory containing user-specific data and configuration.
- **Profile State:** Loaded, unloaded, temporary, or corrupted.

4. Preconditions

- Operator must have permission to query profile information.

5. Required Inputs

- Optional: Username filter

6. Procedure Steps

1. Input Collection

    - Wizard prompts for optional filter.

2. Profile Enumeration

    - Retrieve all local profiles.

3. Attribute Retrieval

    - Extract:

        - Username

        - Profile path

        - SID

        - Last modified time

        - Profile state

4. Output Formatting

    - Present structured profile list.

5. Logging

    - Log filter, operator, timestamp.

7. Expected Output

- List of user profiles with key attributes.

8. Post-Execution Validation

- Operator may verify via `wmic userprofile`.

9. Error Handling

- Access denied
- Invalid filter

10. Security Considerations

- Profile data may reveal sensitive user information.

11. Audit Logging Requirements

- Operator ID

- Filter used

- Timestamp

12. Organizational Benefit Statement

This script provides a consistent, auditable method for enumerating user profiles, supporting troubleshooting and cleanup workflows.

SOP 2 – Get User Profile Details

Script Name: Get User Profile Details **Category:** UserProfiles

1. Purpose

This script retrieves detailed information about a specific user profile, supporting troubleshooting, forensic analysis, and configuration validation.

2. Scope

- Windows servers and workstations

- Local user profiles

3. Definitions

- **Profile Details:** Includes path, SID, size, state, and timestamps.

4. Preconditions

- Operator must have permission to query profile details.

- Profile must exist.

5. Required Inputs

- Username or profile path

6. Procedure Steps

1. Input Collection

    - Wizard prompts for username or path.

2. Profile Resolution

    - Identify matching profile.

3. Attribute Retrieval

    - Extract:

- SID

- Profile path

- State

- Last use time

- Profile size (optional)

4. Output Formatting

- Present structured profile details.

5. Logging

- Log username/path, operator, timestamp.

7. Expected Output

- Detailed user profile information.

8. Post-Execution Validation

- Operator may verify via `wmic userprofile`.

9. Error Handling

- Profile not found

- Access denied

10. Security Considerations

- Profile paths may contain sensitive data.

11. Audit Logging Requirements

- Operator ID

- Username/path

- Timestamp

12. Organizational Benefit Statement

This script provides a controlled, auditable method for retrieving user profile details, supporting troubleshooting and forensic workflows.

SOP 3 – Remove User Profile

Script Name: Remove User Profile **Category:** UserProfiles

1. Purpose

This script deletes a user profile from the system, supporting de-provisioning, cleanup, and troubleshooting.

2. Scope

- Windows servers and workstations
- Local user profiles

3. Definitions

- **Profile Removal:** Deletes profile directory and registry references.

4. Preconditions

- Operator must have administrative rights.
- Profile must not be currently loaded.
- Removal must be authorized.

5. Required Inputs

- Username or profile path

6. Procedure Steps

1. Input Collection
   - Wizard prompts for username or path.
2. Profile Resolution
   - Identify matching profile.
3. Safety Check
   - Confirm profile is not in use.
   - Prevent deletion of system or service profiles.
4. Removal Operation
   - Delete profile directory.
   - Remove registry references.
5. Post-Removal Verification
   - Confirm profile no longer exists.
6. Logging

- Log username/path, operator, timestamp.

7. Expected Output

- Confirmation of profile removal.

8. Post-Execution Validation

- Operator may verify via `wmic userprofile`.

9. Error Handling

- Profile in use

- Access denied

- Profile not found

10. Security Considerations

- Deleting profiles permanently removes user data; ensure approvals.

11. Audit Logging Requirements

- Operator ID

- Username/path

- Timestamp

12. Organizational Benefit Statement

This script ensures profile removal is performed safely and with full accountability, supporting de-provisioning and cleanup.

SOP 4 – Set User Profile Path

Script Name: Set User Profile Path **Category:** UserProfiles

1. Purpose

This script updates the profile path for a user account, supporting profile migrations, storage changes, and troubleshooting.

2. Scope

- Windows servers and workstations

- Local user accounts

3. Definitions

- **Profile Path:** Directory where user data is stored.

4. Preconditions

- Operator must have administrative rights.

- New path must exist or be creatable.

- User must not be logged in.

5. Required Inputs

- Username

- New profile path

6. Procedure Steps

1. Input Collection

    - Wizard prompts for username and new path.

2. Validation

    - Confirm user exists.

    - Confirm path validity.

3. Update Operation

    - Modify registry profile path.

4. Optional Migration

    - Copy existing profile data to new path (if supported).

5. Post-Update Verification

    - Confirm registry and file system alignment.

6. Logging

    - Log username, new path, operator, timestamp.

7. Expected Output

- Confirmation of profile path update.

8. Post-Execution Validation

- Operator may verify via registry and file system.

9. Error Handling

- Access denied

- Invalid path

- User logged in

10. Security Considerations

- Profile path changes may affect application behavior.

11. Audit Logging Requirements

- Operator ID

- Username

- New path

- Timestamp

12. Organizational Benefit Statement

This script ensures profile path changes are performed safely and consistently, supporting migrations and troubleshooting.

SOP 5 – Get User Profile Size

Script Name: Get User Profile Size **Category:** UserProfiles

1. Purpose

This script calculates the total size of a user profile, supporting storage analysis, cleanup planning, and troubleshooting.

2. Scope

- Windows servers and workstations

- Local user profiles

3. Definitions

- **Profile Size:** Total size of all files and subfolders.

4. Preconditions

- Operator must have read access to the profile directory.

5. Required Inputs

- Username or profile path

6. Procedure Steps

1. Input Collection

    - Wizard prompts for username or path.

2. Profile Resolution

    - Identify matching profile.

3. Recursive Enumeration

    - Traverse profile directory.

    - Sum file sizes.

4. Output Formatting

    - Present total size in MB/GB.

5. Logging

    - Log username/path, operator, timestamp.

7. Expected Output

- Total profile size.

8. Post-Execution Validation

- Operator may verify via File Explorer.

9. Error Handling

- Access denied

- Profile not found

- Large directory performance issues

10. Security Considerations

- Profile contents may include sensitive data.

11. Audit Logging Requirements

- Operator ID

- Username/path

- Timestamp

12. Organizational Benefit Statement

This script provides a controlled, auditable method for calculating profile size, supporting storage planning and cleanup.