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**Date: 12/08/2019**

User Rename

Document Control

Project Summary

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| **Organisation** | CSODBB |
| **Sponsor** | Robert Broadley |
| **Project title** | User Rename |
| **Project Number** | PO 9028 |
| **Project description** |  |

Document Information

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| --- | --- |
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| **Title** | IAM Consultant, UNIFY Solutions |
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Version History

| **Version No.** | **Date** | **Author** | **Nature of Amendment** |
| --- | --- | --- | --- |
| 0.1 | 18/3/2019 | Anthony Soquin | Initial version |
| 0.2 | 12/8/2019 | Anthony Soquin | Amendments based on review feedback |
| 0.3 | 12/8/2019 | Bob Bradley | Formatted document for delivery, and updated to reflect Gmail script ownership; added appendix A (test script) |

Distribution

| **Name** | **Organisation** | **Position** | **Date** |
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| Robert Broadley | CSODBB | Infrastructure Manager |  |
| Kalvin Rekhraj | UNIFY | Project Manager |  |
| Bob Bradley | UNIFY | MIM Practice Lead |  |

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1. Background

CSODBB require a repeatable process for renaming both staff and student accounts.

1. Name Change Process for Staff

Trigger:

* Modify the last name after person get married
* Add or Update preferred name

Systems managed by this process:

* Active Directory
* Exchange (on-Premise)
* Windows
* Gmail

**Note**: Changing the Account Name can impact other systems not listed above

**Note**: The Gmail Forwarding Script referenced below is not a UNIFY-supplied script.

Process steps:

1. Call the user
   1. Ask the computer name
   2. ask him to log off from the computer.
   3. Confirm the computer is not shutdown
2. Run NameChangeScript-Simplified.ps1 script. Please provide the following parameters:
   1. Current User Account Name
   2. FirstName or PreferredName (only supply if it is to be changed)
   3. LastName (only supply if it is to be changed)

On success, the script will display the new Account Name generated.

1. Execute current CSODBB procedures to have (via appropriate consoles):
   1. Information updated in Active Directory (these will flow back to MIM automatically)
   2. Information updated in Exchange
   3. User Profile updated
   4. Outlook Profile Updated
2. Communicate the new UserName to the user
3. Ask the user to log on his computer
4. Confirm Outlook is working correctly

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1. Contact CNET and provide the following information:
   1. Old Email Address
   2. Preferred Name (If there is no preferred name, please provide first name)
   3. Last Name
   4. New Email Address
2. Run Gmail Forwarding Script (if required)
3. Name Change Process for Students

Trigger:

* Modify the last name after person get married
* Add or Update preferred name

Systems managed by this process:

* Active Directory
* Exchange (on-Premise)
* Windows
* Gmail

**Note**: Changing the Account Name can impact other systems not listed above

**Note**: The Gmail Forwarding Script referenced below is not a UNIFY-supplied script.

Process steps:

1. Call the user
   1. Ask the computer name
   2. ask him to log off from the computer.
   3. Confirm the computer is not shutdown
2. Run NameChangeScript-Simplified.ps1 script. Please provide the following parameters:
   1. Current User Account Name
   2. FirstName or PreferredName (only supply if it is to be changed)
   3. LastName (only supply if it is to be changed)

On success, the script will display the new Account Name generated.

1. Connect to MIM Portal
   1. Find user details by typing the old Account Name in the search bar
   2. Click on User Name
   3. In the new window, locate the Account Name field
   4. Update the Account Name with the new value
   5. Click OK twice
2. Execute current CSODBB procedures to have (via appropriate consoles):
   1. Information updated in Active Directory (these will flow back to MIM automatically)
   2. Information updated in Exchange
   3. User Profile updated
   4. Outlook Profile Updated
3. Communicate the new UserName to the user
4. Ask the user to log on his computer
5. Confirm Outlook is working correctly

--------------------------------------------------------------------------------

1. Contact CNET and provide the following information:
   1. Old Email Address
   2. Preferred Name (If there is no preferred name, please provide first name)
   3. Last Name
   4. New Email Address
2. Run Gmail Forwarding Script (if required)

**Note**: The section 3 can be removed from this process by modifying the SamAccountName attribute flow in MIM (under appropriate change control).

1. Appendix A: Test Script

Scope

This document has been drafted to provide CSODBB with a repeatable process for renaming both staff and student AD accounts such that these changes "stick" and are not undone/corrupted by subsequent sync activity (MIM or otherwise). While it is not possible to test the wider ramifications of these changes on downstream, the following test can be performed in UAT.

Note that at the time of writing there was no workstation that existed on the UAT network in order to test the process. As such the tests have only been executed on a server logged on as both a staff and a student identity (with prerequisite temporary local admin rights on the server set up prior to testing).

This process uses a variant of the original script NameChangeScript-Simplified.ps1 which is designed simply to return the next available sAMAccountName based on parameter values supplied. NO updates are performed - these must be done manually, either

* To AD directly (staff); or
* To MIM first (AccountName only) , followed by AD (all other changing attributes)

This test procedure is for testing the SCRIPT ONLY … the full process is owned by CSODBB, and this script (along with advice on where to set AccountName for students) is supplied only to support that process.

Tools & Techniques

* PowerShell module for AD, with access to read AD user objects
* MIM Sync, MIM Service/Portal (AIMS) and Broker user attributes can be checked using the usual admin console or web UI.

Test Suite - Script only

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| --- | --- | --- | --- | --- |
| Test | Step | Action | Expected Result | Actual Result |
| 1 |  | **Check prerequisites** | **All OK** |  |
| 1 | 1 | Log onto a network server or workstation | User logged on OK |  |
| 1 | 2 | Open PowerShell ISE | ISE opened OK |  |
| 1 | 3 | Check AD module loaded by running the command: *Get-Module ActiveDirectory* | Module details returned OK | ModuleType Version Name ExportedCommands  ---------- ------- ---- ----------------  Manifest 1.0.0.0 ActiveDirectory {Add-ADCentralAccessPolicyMember, Add-ADComputerServiceAccount, Add-ADDomainControllerPasswordReplicationPolicy, Add-ADFineGrainedPasswordPolicySubject...} |
| 2 |  | **Deploy script components** | **Script deployed** |  |
| 2 | 1 | Log onto the MIM Portal host server and open Windows Explorer to the E:\Scripts folder | Scripts folder displayed OK |  |
| 2 | 2 | Copy the script to a local folder, e.g. E:\Script\NameChangeProcess | Scripts copied OK  Note: unlike the full version, this file   * Requires no accompanying modules or config files; * Requires no customisation for the deployed instance of the script; and * Can be run from ANY network PC with the AD module installed |  |
| 3 |  | **Change the preferred name** | **User rename OK** |  |
| 3 | 1 | Open the PowerShell ISE, e.g. with the script location of *E:\Scripts\NameChangeProcess*, then type in the following from the command section (changing parameter values accordingly) to change the **preferred name** for account "aaron.walker" to "Arnie"  PS E:\Scripts\NameChangeProcess> ***.\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker" -PreferredName "Arnie"*** | New account name calculated as expected, i.e. "arnie.walker" | PS E:\Scripts\NameChangeProcess> .\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker" -PreferredName "Arnie" -FirstName "Aaron"    ##############################################################  User information in Active Directory  ##############################################################  Account Name: aaron.walker  Display Name: aaron walkerxxx  First Name: Aaron  Last Name: Walker  Email: aaron.walker@dbb.catholic.edu.au  User Principal Name: aaron.walker@dbb.catholic.edu.au  Mail Nickname: aaron.walker  CN: aaron walkerxxx  DN: CN=aaron walkerxxx,OU=Office of the Bishop,OU=Staff,OU=Users,OU=Diocese,DC=dbb,DC=local  ProfilePath:    ## Please find below the Account Name:  New Account Name: arnie.walker |
| 4 |  | **Change the first name** | **User rename OK** |  |
| 4 | 1 | Type in the following to change the **first name** for account "aaron.walker" to "Arnie"  PS E:\Scripts\NameChangeProcess> ***.\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker" -FirstName "Arnie"*** | New account name calculated as expected, i.e. "arnie.walker" | PS E:\Scripts\NameChangeProcess> .\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker" -FirstName "Arnie"    ##############################################################  User information in Active Directory  ##############################################################  Account Name: aaron.walker  Display Name: aaron walkerxxx  First Name: Aaron  Last Name: Walker  Email: aaron.walker@dbb.catholic.edu.au  User Principal Name: aaron.walker@dbb.catholic.edu.au  Mail Nickname: aaron.walker  CN: aaron walkerxxx  DN: CN=aaron walkerxxx,OU=Office of the Bishop,OU=Staff,OU=Users,OU=Diocese,DC=dbb,DC=local  ProfilePath:      ## Please find below the Account Name:  New Account Name: arnie.walker |
| 5 |  | **Change the last name** | **User rename OK** |  |
| 5 | 1 | Type in the following to change the **last name** for account "aaron.walker" to "Waller"  PS E:\Scripts\NameChangeProcess> ***.\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker" -LastName "Waller"*** | New account name calculated as expected, i.e. "aaron.waller" | PS E:\Scripts\NameChangeProcess> .\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker" -LastName "Waller"    ##############################################################  User information in Active Directory  ##############################################################  Account Name: aaron.walker  Display Name: aaron walkerxxx  First Name: Aaron  Last Name: Walker  Email: aaron.walker@dbb.catholic.edu.au  User Principal Name: aaron.walker@dbb.catholic.edu.au  Mail Nickname: aaron.walker  CN: aaron walkerxxx  DN: CN=aaron walkerxxx,OU=Office of the Bishop,OU=Staff,OU=Users,OU=Diocese,DC=dbb,DC=local  ProfilePath:      ## Please find below the Account Name:  New Account Name: aaron.waller |
| 6 |  | **Change the preferred name and last name** | **User rename OK** |  |
| 6 | 1 | Type in the following to change the **preferred and last name** for account "aaron.walker" to "Arnie" and "Waller" respectively  PS E:\Scripts\NameChangeProcess> ***.\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker" -LastName "Waller" -PreferredName "Arnie"*** | New account name calculated as expected, i.e. "arnie.waller" | PS E:\Scripts\NameChangeProcess> .\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker" -PreferredName "Arnie" -LastName "Waller"    ##############################################################  User information in Active Directory  ##############################################################  Account Name: aaron.walker  Display Name: aaron walkerxxx  First Name: Aaron  Last Name: Walker  Email: aaron.walker@dbb.catholic.edu.au  User Principal Name: aaron.walker@dbb.catholic.edu.au  Mail Nickname: aaron.walker  CN: aaron walkerxxx  DN: CN=aaron walkerxxx,OU=Office of the Bishop,OU=Staff,OU=Users,OU=Diocese,DC=dbb,DC=local  ProfilePath:      ## Please find below the Account Name:  New Account Name: arnie.waller |
| 7 |  | **Change the first name and last name** | **User rename OK** |  |
| 7 | 1 | Type in the following to change the **first and last name** for account "aaron.walker" to "Arnie" and "Waller" respectively  PS E:\Scripts\NameChangeProcess> ***.\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker" -LastName "Waller" -FirstName "Arnie"*** | New account name calculated as expected, i.e. "arnie.waller" | PS E:\Scripts\NameChangeProcess> .\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker" -FirstName "Arnie" -LastName "Waller"    ##############################################################  User information in Active Directory  ##############################################################  Account Name: aaron.walker  Display Name: aaron walkerxxx  First Name: Aaron  Last Name: Walker  Email: aaron.walker@dbb.catholic.edu.au  User Principal Name: aaron.walker@dbb.catholic.edu.au  Mail Nickname: aaron.walker  CN: aaron walkerxxx  DN: CN=aaron walkerxxx,OU=Office of the Bishop,OU=Staff,OU=Users,OU=Diocese,DC=dbb,DC=local  ProfilePath:      ## Please find below the Account Name:  New Account Name: arnie.waller |
| 8 |  | **Incorrectly specified changes** | **User rename fails** |  |
| 8 | 1 | Type in the following to attempt unspecified changes for account "aaron.walker"  PS E:\Scripts\NameChangeProcess> ***.\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker"*** | Exception thrown:  *Usage error: must supply at least one of FirstName, LastName or PreferredName parameters* | PS E:\Scripts\NameChangeProcess> .\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker"  Usage error: must supply at least one of FirstName, LastName or PreferredName parameters  At E:\Scripts\NameChangeProcess\NameChangeScript-Simplified.ps1:33 char:5  + Throw "Usage error: must supply at least one of FirstName, LastName or Prefe ...  + ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~  + CategoryInfo : OperationStopped: (Usage error: mu...Name parameters:String) [], RuntimeException  + FullyQualifiedErrorId : Usage error: must supply at least one of FirstName, LastName or PreferredName parameters |
| 8 | 2 | Type in the following to change the **first name** for (unknown) account "aaron.walker2" to "Arnie"  PS E:\Scripts\NameChangeProcess> ***.\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker2" -PreferredName "Arnie"*** | Exception thrown:  *User not found in Active Directory. Please vefiry the Account Name value.* | PS E:\Scripts\NameChangeProcess> .\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker2" -PreferredName "Arnie"    ##############################################################  User information in Active Directory  ##############################################################  E:\Scripts\NameChangeProcess\NameChangeScript-Simplified.ps1 : User not found in Active Directory. Please vefiry the Account Name value.  At line:1 char:1  + .\NameChangeScript-Simplified.ps1 -AccountName "aaron.walker2" -PreferredName "A ...  + ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~  + CategoryInfo : NotSpecified: (:) [Write-Error], WriteErrorException  + FullyQualifiedErrorId : Microsoft.PowerShell.Commands.WriteErrorException,NameChangeScript-Simplified.ps1 |
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Endorsement and Approval

Review and Sign-off

It is a requirement that the below approvers review and accept this document prior to the commencement of further project activities.

Project Customer

I approve the process outlined in this document.

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| --- | --- | --- | --- |
| **Name** |  | | |
| **Position** |  | | |
| **Signature** |  | Date |  |

Project Sponsor

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | | |
| **Position** |  | | |
| **Signature** |  | Date |  |