**Working With Orphaned Users During Migrations Performed with ShareGate**

**1. What is an Orphaned User?**

a. The term “Orphaned User” refers to user accounts still referenced by SharePoint even though the user can't access SharePoint anymore.

b. A user is orphaned when their account is removed from Active Directory, but it still exists in the SharePoint User Information List (UIL) and therefore could still be assigned as member of SharePoint Group, have been granted permissions directly, be the owner of a document, etc.

**2. Why are Orphaned Users a Concern for Migration?**

a. An Orphaned User can pose a security risk if their permissions are not properly removed from SharePoint.

b. However, removing Orphaned Users from SharePoint can result in the loss of critical metadata such as Item Created By, Item Modified By, workflow histories, etc.

c. So ideally, we want to remove all the permissions of the Orphaned Users without removing the metadata related to those Orphaned Users.

**3. What are the Tools ShareGate Provides for Migrating Orphaned Users?**

a. Orphaned Users Report: The ShareGate Orphaned User Report provides the means for Administrators to identify all the orphaned users in a Site, Site Collection, etc.

b. Clean Orphaned Users Utility: The ShareGate Orphaned User Utility will remove the permissions of the Orphaned Users without removing their associated metadata.

c. “Insane Mode” vs Normal Mode: When migrating using Insane Mode, ShareGate keeps the Orphaned User metadata but does not migrate the user’s permissions. When migrating using Normal Mode, ShareGate does not keep the Orphaned User metadata or permissions, but instead will automatically map them to the Current User (the person running the report) or can be manually mapped to any account desired.

**4. Recommendations for Migrating Orphaned Users.**

a. First run the ShareGate Orphaned User Report for the site(s) to be migrated.

b. Review the Orphaned User Report checking for accuracy.

c. Run your migration in Insane Mode (this will migrate the Orphaned Users, and their metadata and permissions).

d. After\* migration, run the Clean Orphan User Utility against the sites you’re migrating (again, keeping in mind that this will remove the users but not their metadata).

\* For most migrations is best to run the Clean Orphan User Utility post migration, just in the rare case where the utility may cause some kind of issue with the site.

**5. References:**

[SharePoint Online: Find and Delete Orphaned Users using PowerShell - SharePoint Diary](https://www.sharepointdiary.com/2018/01/sharepoint-online-find-and-delete-orphaned-users-using-powershell.html)

[How to find Microsoft 365 and SharePoint orphaned users - ShareGate](https://sharegate.com/blog/how-to-find-orphaned-users-in-microsoft-365)

[ShareGate's migration tool FAQ – ShareGate](https://documentation.sharegate.com/hc/en-us/articles/17813814906644-ShareGate-s-migration-tool-FAQ#01H7DDKAXREVD5YKWFCJEY11C4)

[Clean orphaned users – ShareGate](https://documentation.sharegate.com/hc/en-us/articles/115000641068-Clean-orphaned-users)

[Clean Orphaned users - ShareGate Training (wistia.net)](https://fast.wistia.net/embed/channel/gw75bqw21u?wchannelid=gw75bqw21u&wmediaid=l28kekcfl7)

[Nuances of User Migration Using Sharegate - Netwoven](https://netwoven.com/sharepoint-custom-development/nuances-of-user-migration-using-sharegate/)

[Map users and groups – ShareGate](https://documentation.sharegate.com/hc/en-us/articles/115000640628-Map-users-and-groups#:~:text=If%20you%20are%20migrating%20to%20Microsoft%20365%20using,%28i.e.%20keeps%29%20the%20orphaned%20user%20or%20group%20information.)