

## Re: rename AD user account creates problem with autocomplete in Ou

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*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-01/msg01536.html>

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- *From:* "Dave Goldman [MSFT]" <[Dgoldman@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:Dgoldman@xxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 15 Jan 2007 14:47:32 -0500
- 

Anytime and no worries. Lets get this solved :)

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Dgoldman

<http://blogs.msdn.com/dgoldman>

"Rebecca" <[Rebecca@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:Rebecca@xxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
<news:E83CA082-BBA1-4366-A61E-021F13FC2FEF@xxxxxxxxxxxxxxxx>

Wow, Dave, thanks for the fast answer, I'll definitely work on this with you and maybe we can resolve! I'm sorry that my first post sounded so crabby and accusatory. I had a good night's sleep, and I'm calmer now!!

I'm a very inexperienced Exchange Server administrator, so feel free to explain at kindergarten level because that's about where I am!!

One thing I do know is that the autocomplete cache is on the client side, that was one of the first steps I did by renaming the NK2 file on the client.

I'll print out your reply and chip away at it throughout this week.

Thanks again! I'll reply as I move through the process.

Becky

"Dave Goldman [MSFT]" wrote:

Number one your auto complete cache (commonly known as the 'Nickname cache' is kept on the client side, not in your OAB. You should read this article: <http://www.outlookpower.com/issues/issue200506/00001584001.html> to learn more about this.

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For this repro give me the exact steps you followed and I will do it as well.

Now off to more pressing matters.

1. If you renamed your user accounts in the active directory the mail attribute and Primary Proxy address should match. You can download OABInteg and run the following:

OABInteg.exe /s:servername /t:proxytest /v:2 /l (which will produce a c:\oabinteg.txt file). Once this is done you can see just how many of these were really renamed or not. If the primary proxy address and mail attribute do NOT match they will be skipped from the OAB generation process.

2. You can rename an account in the active directory and it will need to replicate to ALL of your domain controllers. I do see that you are frustrated, but have you taken the time to check every domain controller you have?? The OAB Generation process will only use one domain controller, so if the domain controller that is being used for the OAB Generation process did not get the update, it will not make it in to the GAL. You can read this blog for more information on how the OAB Generation process works:

<http://blogs.msdn.com/dgoldman/archive/2005/03/31/Overview-of-the-OABgen-process.aspx>  
<http://blogs.msdn.com/dgoldman/archive/2005/07/16/How-to-troubleshoot-the-OAB-Generation-p>  
<http://blogs.msdn.com/dgoldman/archive/2006/01/26/518038.aspx>  
<http://blogs.msdn.com/dgoldman/archive/2006/07/03/New-Active-Directory-objects-are-not-showi>

What you need to do is read all of the above and verify that the dang gone object was actually renamed on the domain controller that you were connected too? If you are not on the Exchange Server and you are on a workstation your ESM will connect to the same domain controller your workstation does. Make sure you know which domain controller you are connected too. Make your changes and then use ADSIEdit.msc to verify that the RDN, mail attribute and proxy have changed. It's typically a good idea to add a new proxy address if the person has changed their name because changing it does not usually change the RDN portion of the legacyExchangeDN.

And if this is really a bug then you should open a case and have someone from PSS reproduce this so it can get fixed.

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Dgoldman  
<http://blogs.msdn.com/dgoldman>

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"PL" <syplai@xxxxxxxxxxxxx(autodeletejunkemails)> wrote in message  
news:uDcVPB\$NHHA.536@xxxxxxxxxxxxxxxxxxxxxxxxxxxx  
>I read that you have rebuild OAB. Have you also tried "Rebuild" (not  
> "Update Now") the GAL?  
>  
>  
> PL  
>  
>  
>> After renaming an Active Directory user account, the new user name and  
>> the  
>> new Exchange mailbox works correctly almost everywhere, but there is a  
>> problem in the autocomplete feature of the client Outlook 2003.  
>>  
>> OLD USER jgoulding  
>> OLD EMAIL jgoulding@xxxxxxxxxxxx  
>> OLD ALIAS jgoulding  
>> OLD DISPLAY NAME Jessica Goulding  
>> OLD AUTOCOMplete Jessica Goulding <jgoulding>  
>>  
>> NEW USER jwalter  
>> NEW EMAIL jwalter@xxxxxxxxxxxx  
>> NEW ALIAS jwalter  
>> NEW DISPLAY NAME Judy Walter  
>> NEW AUTOCOMplete Judy Walter <jgoulding> THIS IS THE  
PROBLEM  
>>  
>> In other words, if any user in my office wants to email to Judy, and >>  
they  
>> type the letter "J" on their Outlook "TO:" line, it displays as "Judy  
> Walter  
>> <jgoulding>" which is new display name but old alias or old legacyDN  
>> or  
>> whatever.  
>>  
>> I have already tried MANY MANY MANY troubleshooting ideas. These  
are >> the  
>> same troubleshooting steps that I found by searching and searching the  
>> Internet, possibly even some suggestions from your own site. Maybe >>  
some  
> of  
>> them are right but I did them in the wrong combination.  
>>  
>> I checked all tabs under the user's AD account for references to the >>  
name  
>> jgoulding and there is nothing.  
>>  
>> I typed jwalter into Outlook, arrowed down, and deleted the name from  
>> the

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>> autocomplete list. It deletes it, but the problem comes back after  
>> sending  
> an  
>> email to jwalter@xxxxxxxxxx  
>>  
>> I renamed the NK2 file and tested.  
>>  
>> I created a brand new Outlook profile and tested.  
>>  
>> I tried Outlook in online mode.  
>>  
>> I rebuilt the Offline Address Book on the Exchange server and  
>> redownloaded  
>> it on a workstation, and tested.  
>>  
>> I deleted all OAB files on a workstation, redownloaded the address >>  
book,  
> and  
>> tested.  
>>  
>> I verified all tabs under 'Outlook properties' and there were no  
> references  
>> to jgoulding.  
>>  
>> I deleted the mailbox completely, created a blank mailbox, attached it >>  
to  
>> the jwalter account, and tested.  
>>  
>> Most of these tests were done on at least two workstations and all  
>> yielded  
>> the same results.  
>>  
>> I'm very frustrated because renaming an AD user account and associated  
>> Exchange mailbox SHOULD NOT BE SO DIFFICULT!!! Why are there  
so many  
>> messages on this site, and others, indicating that lots of Exchange  
>> server  
>> administrators have tons of trouble just to rename an account? >>  
Exchange  
>> should not be this way!  
>>  
>> At least one place on the Internet suspects that this is an EXCHANGE  
> SERVER  
>> BUG  
>>  
>> QUOTE FROM INTERNET: "I have 10 years experience in Specializing  
in  
>> Microsoft products and 3 mcse Windows NT4.0/2000/2003. I know a bug  
>> when  
> I  
>> see one. I cannot rename an AD account so that outlook displays the

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> correct  
>> autocomplete name from the drop down list. Yes I have cleared the nk2  
>> file  
>> and deleted it manually. The incorrect autocomplete name keeps on >>  
coming  
>> back. I use Exchange 2003 SP1 and I have just had a user get married >>  
so I  
>> changed her last name in all entries in AD. this includes the Exchange  
> e-mail  
>> addresses. All clients use Outlook in cached mode. So when a user >>  
clicks  
> the  
>> letter of the name in outlook it comes up with the correct name but in  
>> the  
>> square parenthesis <> the name has not changed. I have deleted this  
>> autocomplete entry only to find its doesn't help. I have redownlaoded >>  
the  
>> address book, I have rebuilt and updated the recipient policies and >> the  
>> offline address book....The only place that I can find a problem is in  
>> the  
>> following string: /o=First Organization/ou=First Administrative  
>> Group/cn=Recipients/cn=WRONGNAME  
>> How do I edit the last value "CN=" I am assuming that this is where  
> outlook  
>> is getting the value name<WRONGNAME> . I urge anyone to to create a  
>> user  
> in  
>> AD with a mailbox and then rename it. Go to outlook and then try and >>  
use  
> the  
>> autocomplete feature and you will find that is does not display the  
> changed  
>> name in the square parenthesis <>. Any help would be greatly >>  
appreciated.  
>> PLEASE REPORT TO MICROSOFT AS A BUG. I encourage anyone  
to duplicate  
>> this  
> by  
>> creating a new user and then renaming it. One of the other MVP's did >>  
and  
> he  
>> saw my problem and I never got a repsonse."  
>>  
>>  
>  
>