

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-01/msg02799.html>

- *From:* Mary Z <Mary.Z@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 27 Jan 2007 10:34:01 -0800
-

Rebecca and Dave,

Thank you for the information provided on the previous posts.

I used it to completely rename a user's name on a Exchange Server 2003 and a DC Server 2003, the user's machine uses Outlook 2002 and everything worked fine except for when the user sent an email, the old display name showed on her sent emails instead of the new name but when I sent her a message her new name was ok on the email. After much investigation I found that in Outlook's: Tools.... Options.... E-mail Options, it still had her old name on the Mark My comments with selection, once I entered her new name there everything worked ok.

To rename the account I followed the following steps:

In Active Directory I right clicked on the user name and renamed it, the rename window popped up and I made the appropriate changes there.

Then I went to the account properties and made sure that the new Display name and names changed replaced the old one wherever I found them.

The new name was automatically selected as the Primary email and I added the old email so that the user could continue to receive emails from people that weren't aware of the change.

I made sure to change the first name and sur name in the X400 address.

After a while, her mailbox name in the Mailbox store in Exchange had not been updated yet but this morning it had the new name.

I also had to re-configure Outlook with the new user account. On the user's computer (the user had to sign in with the new display name) right click on the Outlook icon, select Properties and click on E-mail accounts, select View or change existing email accounts and click on Change, there you will need to change the user name to the new user name and click on Check Name. Make sure the Outlook Address Book points to the new user name Mailbox and not the old one, it doesn't get changed there automatically either.

The problem I mentioned previously about her emails coming with her old display name was resolved by changing it in Outlook's Tool ... Options ...

E-mail options tab and updating to her new name on the "Mark my comments with" section; seems like during Outlook's first setup this gets put in automatically but when the account is renamed it has to be manually renamed here too.

Hope this helps others.

Mary

"Rebecca" wrote:

Dave: my problem still exists, so I m crawling back for more help! Please let me know what our next step should be. In previous emails you had said For this repro give me the exact steps you followed and I will do it as well and no worries. Lets get this solved :) 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. Which one of those do you suggest now? THANK YOU THANK YOU THANK YOU for all previous help and all future help.

When I rename an AD user account and Exchange Mailbox using the steps described below in MESSAGE #11, the exact problem that I described does occur, so I know I can replicate the problem step-by-step on my own system.

Combined below in chronological order are all previous emails with reply duplications removed.

MESSAGE #1 "Rebecca" wrote:

After renaming an Active Directory user account, the new user name and the new Exchange mailbox work correctly almost everywhere, but there is a problem in the autocomplete feature of all client Outlook 2003 for all users.

OLD USER jgoulding
OLD EMAIL jgoulding@xxxxxxxxxx
OLD ALIAS jgoulding
OLD DISPLAY NAME Jessica Goulding
OLD AUTOCOMPLETE Jessica Goulding <jgoulding>

NEW USER jwalter
NEW EMAIL jwalter@xxxxxxxxxx
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

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

jgoulding and there is nothing.

I typed jwalter into Outlook, arrowed down, and deleted the name from the 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 mcase Windows NT4.0/2000/2003. I know a bug when I see one. I cannot rename an AD account so that outlook displays the 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

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

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 it 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 response."

MESSAGE #2 "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.

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-process.aspx>
<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-showing-after>

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

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

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.

MESSAGE #3 "Rebecca" wrote:

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.

MESSAGE #4 "Dave Goldman [MSFT]" wrote:

Anytime and no worries. Lets get this solved :)

MESSAGE #5 "Rebecca" wrote:

Good morning, Dave. My network consultant Don is here, and we are starting to step through the process. I'll email you in "real time" as we go, as three heads are better than two. If you're available I'll check for your response periodically, thanks!

We already did your Step 1 to run OABInteg and confirm that the mail attribute and Primary Proxy address should match. They do match. Here is the output from OABINTEG. Notice that the wrong address jgoulding is on the line for the LegacyExchangeDN and everything else correctly says jwalter.

Processing Address Book Entry #31 of 50.

Display Name = Judy Walter
Object is a mailbox object
LegacyExchangeDN starts with '/o=' or '/O='. Value = /o=CEM/ou=first administrative group/cn=Recipients/cn=jgoulding
Primary Proxy Address found. Value = jwalter@xxxxxxxxxx
Primary Proxy Address has a valid unicode domain. Value = @cemins.com
SMTP Domain is valid and contains '@'.
Proxy Address SMTP:jwalter@xxxxxxxxxx is 8 characters. (First 8 characters)
Primary Proxy Address found. Value = SMTP:jwalter@xxxxxxxxxx
Primary Proxy Address and mail attribute match.
Primary Proxy Address = jwalter@xxxxxxxxxx, mail attribute =

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

jwalter@xxxxxxxxxxxx

Primary Proxy Address has a valid domain. Value = @cemins.com

Now on to the next step.

MESSAGE #6 "Rebecca" wrote:

Dave, I just discovered something that MIGHT mean that one of my previous steps had already solved the problem, but maybe I had not waited long enough for the changes to replicate from the server to the client. Not sure.

We have two AD user accounts that have/had the same problem, and all of the various steps that I already did by myself before I contacted you were done for the account that was in the AutoComplete as dpritchard <amazzarisi>. No matter what I did, it was still appearing incorrectly which is what led me to contact you. However, as of today that account is showing up correctly as dpritchard <dpritchard>. Everywhere!

However, we still have jwalter <jgoulding>. I really don't want to re-do EVERY step that I tried with dpritchard because I did A LOT and I don't know which one was the trick. So, what do you recommend as my next step for jwalter <jgoulding>?

MESSAGE #7 "Dave Goldman [MSFT]" wrote:

I would hold off a bit more to make sure that your replication between domain controllers is working as fast as it should. You can use a tool called repadmin /showmeta "dn of object" and then get ldp dumps of the user object from both domain controllers to ensure that it is the same on both sides. For that object OABInteg is showing that in the active directory that users rnd portion has not been changed yet, so trying to email via legDN or by using the nicknames cache will fail.

I am not sure if you know how to use the DS Servers key on your Outlook client for testing purposes but if you do you can look at the OABInteg log to see what domain controller the first test connected too. Set the DS Servers key on your client in HKLM\Software\Microsoft\Exchange\Exchange Provider, add a Value type: REG_SZ Value: servername of your other domain controller and run OABInteg again. This registry key will force your client to connect to and only that domain controller specified. Once this is done you can remove the registry key and compare the OABInteg results to see if the objects are the same or different.

MESSAGE #8 "Rebecca" wrote:

Actually we only have one domain controller, so I think that part of step 2 is not relevant.

Don tried these steps and it seems to have changed the LegacyDN correctly in the LDAP database, as evidenced by the output of OABInteg but we won't know until tomorrow morning if it replicated and really fixed the problem.

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

On the Exchange Server

Start> Run> LDP

Choose Connection > Connect (connect to server)

Choose Connection > bind (log on as Administrator)

Choose View> tree (leave BaseDN box blank)

Click on plus sign to expand

Double click on the Users line

Double-click to choose user Judy Walter

Right-click choose Modify

Attributes = LegacyDN

Values = /o=CEM/ou=first administrative group/cn=Recipients/cn=jwalter

Choose Replace

Choose Enter

Choose Run

After that, when we run the OABInteg again, the jgoulding is gone and it says jwalter where it's supposed to.

MESSAGE 9 "Rebecca" wrote:

Eventually, after we fix jwalter <jgoulding> I guess what I really need is the answer to this question: if user Mary Zielinski (mzielinski) gets married and changes her name to Mary Smith (msmith) then EXACTLY what steps am I supposed to take?

I would expect to be able to rename her account in Active Directory and rename her Exchange mailbox and email address without losing all of the email and contacts that she received as Mary Zielinski. And then I would expect that when logs on to her own cleint computer after the wedding, her old Mary Zielinski desktop should still be there with everything correct?

I wouldn't expect that I should need to go through such a complicated process.

MESSAGE 10 "Dave Goldman [MSFT]" wrote:

Most people I know recommend to add another proxy address (smtp or x500 – make sure the legacyExchangeDN is the same, just the RDN changes /cn=davegold to /cn=dgoldman). This way everything can stay the same and your users can continue to get email to the old account address and new one. You can also change the display name so this way the gal will refelect the new name change. I dont really see the point to changing the RDN portion as this really affects the login account name and will break mailflow. If you wanted to change the way the user logs in you could do this.

With any proxy changes you need to make sure that the mail attribute and the primary proxy address (the one denoted in capitals SMTP) are the same as the below example

MESSAGE #11 "Rebecca" wrote:

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

RE: Dave Goldman help: rename AD user creates prob w autocomplete Outl

Dave: yes, running LDP as described in my previous email shown below DOES fix the problem in Outlook autocomplete!!! I waited overnight to be sure the GAL was updated and replicated everywhere, and