

RE: Problem when renaming user name, account and email address

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-06/msg02776.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Tue, 19 Jun 2007 12:10:22 GMT
-

Hi,

Thanks for updating.

After you changed the E-mail address, did you set the new one as primary?
If the older one exists, please delete the older one.

If you have customized e-mail address, please uncheck Automatically update e-mail address based on recipient policy.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner.

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Microsoft engineers can only focus on one issue per thread. Although we

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provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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<Thread-Topic: Problem when renaming user name, account and email address
<thread-index: Acexpy73bf7/M0STTO6QBY3z7SQxSw==
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<From: =?Utf-8?B?TXVyd2luVGVj?= <MurwinTec@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
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<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<After renaming the user in the Management console I then opened the user
via
<the management console to make the other changes.
<I changed the following property items;
<1. E-mail address on General tab.
<2. User logon name and logon name pre-Windows 2000 on the Account tab.
<3. Changed the smtp e-mail address on the E-Mail addresses tab.
<4. I had to manually rename the users home folder.
<
<I was able to logon with the new user name, however when I sent a test
<e-mail message from the renamed account the received message still shows
that

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<the e-mail came from the old e-mail address. When I go into Exchange manager

<it still shows the old account name.

<Do I need to rename the Exchange name also?

<If so how is that done?

<Thanks.

<

<"Robert Li [MSFT]" wrote:

<

<> Hello,

<>

<> Thanks for positing in our newsgroup.

<>

<> From your description, I know that after you rename the user name, you get

<> the error:

<>

<> -----

<> The operation failed.

<> ID no:80004005

<> Microsoft Active Directory – Exchange Extension

<> -----

<> If I am off-base, please don't hesitate to let me know.

<>

<> I did the same test as you did:

<>

<> 1. Open Advanced Management' Active directory Users and Computers'Domain'

<> MyBusiness' Users' SBSUsers.

<> 2. Rename the user name.

<> 3. Go to Server Management'User.

<> 4. Right click the user and select property, the same error occur.

<>

<> This is because the user account information has not been updated

<> immediately. This needs some time. I restart computer and then check

<> properties. The error didn't occur again.

<>

<> Based on my research the Users snap-in in SBS Management console is related

<> to the Active Directory database. Using Active directory Users and

<> Computers console is just an alternative method for account maintenance.

<> Normally, when you rename a user, please do the following:

<>

<> 1. Open SBS Server management console, navigate to the 'Users' snap-in.

<> 2. Right-click the user account and choose 'Rename User', change the information needed.

<> 3. Click Ok.

<> 4. Right click username and select Properties.

<> 5. You can modify the e-mail address now.

<>

<> Hope the information helps.

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< <thread-index: AceuCzeVxYCFmD/LRKaY5EwqTmKGAQ==

< <X-WBNR-Posting-Host: 207.46.19.168

