Configure Directory Connector to Soft-Delete Users in Dry Run

Contents

Introduction Prerequisites Requirements Components Used Background Remove the User from Active Directory Open Active Directory Users and Computers Use PowerShell Use Directory Connector to Update Webex Control Hub Perform a Synchronization Task to Change Synced User to Soft-Deleted User Perform a Synchronization Task to Trigger the Hard Delete of the User References

Introduction

This document describes Directory Connector release 3.7.3 enhancement to display soft-delete users under Dry Run reports.

Prerequisites

Requirements

- Microsoft Windows Server 2003, 2008R2, 2012, 2012R2, 2016, 2019
- It is required to use version, at the minimum, Cisco Directory Connector 3.7.3000

Components Used

- Microsoft Windows Server 2019
- Cisco Webex DIrectory Connector 3.7.3000

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background

This article shows how to delete users from the Active Directory to flag them as soft-delete users and use the Dry Run report to directly delete them from the Webex Cloud in the next synchronization with Directory Connector. The Webex Administrator can now force deletion of users permanently in the next synchronization by selection of partial users or all users. An Administrator can delete a user from the the Active Directory and the user is marked as softdelete in Webex Cloud after the synchronization task is performed. By design, soft-delete users are hard deleted after 7 days. During the soft-delete period of 7 days, the Administrator is unable to add another new user with the same email address.

In the past, the Administrator who needed to hard delete the soft-delete user from the Webex Cloud opened a TAC Case to work with the Engineering team and then to add the new user via the synchronization task.

With this enhancement, the Webex Administrator can now force deletion of those users permanently in the next syncrhonization task by selection of partial users or all users without the need to engage Cisco TAC.

Remove the User from Active Directory

In this example, the Active (Verified) user with UUID 108cf4e8-150c-4e60-8a92-594b9a25e65d is deleted.



Open Active Directory Users and Computers

From the Windows Server, navigate to Server Manager > Local Server > TASKS > Active Directory Users and Computers.

🔁 Server Manager					– Ø ×
Server Ma	nager • Local Ser	ver			r 🗊 🏴 Manage Tools View Help
III Dashboard	PROPERTIES For Srv-Dns				2 -> TASKS -
Local Server All Servers AD CS	Computer name Domain	Srv-Dns vizcainovich.com	Last installed updates Windows Update Last checked for updates	11/03/2022 03:20 a.m. Install updates automatically usin Today at 03:23 p.m.	Shut Down Local Server Windows PowerShell Computer Management Active Directory Administrative Center
DNS ■ File and Storage Services ■ IIS	Windows Defender Firewall Remote management Remote Desktop	Domain: Off Enabled Enabled	Windows Defender Antivirus Feedback & Diagnostics IE Enhanced Security Configuration	Real-Time Protection: On Settings on Off	Active Directory Domains and Trusts Active Directory Module for Windows PowerShell Active Directory Sites and Services 3
	NIC Teaming Ethernet0	Disabled 172.16.6.250	Time zone Product ID	(UTC-06:00) Guadalajara, Mexico (00429-00523-17642-AA572 (activ	Active Directory Users and Computers ADSI Edit Certification Authority Dcdiag.exe
	Operating system version Hardware information	Microsoft Windows Server 2019 Standard VMware, Inc. VMware Virtual Platform	Processors Installed memory (RAM) Total disk space	Intel(R) Xeon(R) CPU E5-2699A v4 16 GB 199.46 GB	DNS Manager Dsacls.exe Dsdbutil.exe
	EVENTS				Dsmgmt.exe Gpfixup.exe Internet Information Services (IIS) Manager Ldp.exe
	All events 5 total	ب (۱) م			Netdom.exe Nitest.exe Nitesutil.exe Repadmin.exe
	Server Name ID Severity	Source	Log D	1/08/2022 05:24:18 p. m.	W32tm.exe
	SRV-DNS 37 Warning SRV-DNS 64 Warning	Microsoft-Windows-Kerberos-Key-Distribu	nt-AutoEnrollment Application 0	1/08/2022 12:58:29 p. m.	Ketresh
	SRV-DNS 36 Warning	Microsoft-Windows-Time-Service	System 0	1/08/2022 05:02:25 a.m.	v

Look up the desired user to delete from the specific Organizational Unit (OU), select the user, and click **Delete** at the Action bar.



Confirm the deletion task.



Use PowerShell

You can remove user objects from an Active Directory domain with the PowerShell cmdlet.

Remove-ADUser

This cmdlet is a part of the ActiveDirectory Module for Windows PowerShell, which must be preinstalled and imported into the PowerShell session with the command:



You can delete a user with the username in several ways, by selection of: distinguished name (DN), GUID, security identifier (SID), or SAM account name. To remove the user with the user logon name, run the command:

Remove-ADUser soft-deleteduser		
Administrator: Windows PowerShell	_	×
Windows PowerShell Copyright (C) Microsoft Corporation. All rights reserved.		^
PS C:\Users\Administrator> Import-Module activedirectory PS C:\Users\Administrator> Remove-ADUser soft-deleteduser		
		~

A prompt appears that asks you to confirm the removal of the user object from the domain. To delete a user, press Y and press the Enter key.

😕 Administrator: Windows PowerShell	_		\times	
Windows PowerShell Copyright (C) Microsoft Corporation. All rights reserved.			1	•
PS C:\Users\Administrator> Import-Module activedirectory PS C:\Users\Administrator> Remove-ADUser soft-deleteduser				
Confirm Are you sure you want to perform this action? Performing the operation "Remove" on target "CN=Soft-Deleted User,OU=Webex,OU=End Users,DC=vizcainov Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help (default is "Y"):	/ich,D	C=com".		
				,

To remove the AD user without confirmation prompt, add -Confirm:\$False at the end of the command:

The user was deleted successfully from Active Directory.

Use Directory Connector to Update Webex Control Hub

Perform a Synchronization Task to Change Synced User to Soft-Deleted User

From Cisco Directory Connector, perform a Dry Run task to verify the user was deleted.

Cisco Directory Connector	– 🗆 X
Cisco Directory Connector	Welcome, Directory Connector Admin Sign Out
Dashboard Configuration	
Actions Help	
Start Incremental Sync 😺 Sync Dry Run 🧭 Launch Event Viewer 🖾 Refresh [F5]	
Cloud Organization: VIZCAINOVICH LTD Active Directory Domain vizca	ainovich.com

From the generated Dry Run report, the user does not have Distinguished Name information, which means the user is no longer present in Active Directory² and is to be deleted from the Webex Cloud³ in the next synchronization.

sco Directory Co	nnector - Dry Run								
cisco Cis	co Direct	ory Conne	ctor 1						
📴 Summary 🍯	0 Admins Deleted	🎭 1 Users Deleted	🝓 0 Groups Deleted	🕂 0 Objects Added	arrow 33 Objects Matched	둼 0 Rooms Deleted	🛞 0 Soft-delet	ed Objects	
Object Type	Distinguished Name	5			Display Name (UID)	¥			
user					Soft-Deleted User (sof	ft-deleteduser@vizcainor	vich.com)		
	Co Directory Con Cisco Cis Summary Q Object Type user	Co Directory Connector - Dry Run CISCO Direct CISCO DI CIS	Connectory Connector - Dry Run Cisco Directory Connect Summary O Admins Deleted	Co Directory Connector - Dry Run CISCO Directory Connector CISCO Directory Connector CISCO Directory Connector Copiect Type Distinguished Name user	Co Directory Connector - Dry Run CISCO Directory Connector CISCO Directory Connector Connector	Inclusion Cisco Directory Connector 2 Inclusion Cisco Directory Connector 2 Inclusion I Users Deleted Image: Cisco Directory Connector 2 Inclusion I Users Deleted Image: Cisco Directory Connector 2 Image: Summary Image: Cisco Directory Connector 1 2 Image: Cisco Directory Connector 1 1 2 33 Object Type Distinguished Name 1 1 1 1 Image: Cisco Directory Connector Image: Cisco Directory Connectory Connect	Co Directory Connector - Dry Run CISCO Directory Connector CISCO Directory Connectory Connectory CISCO Directory Connectory Connectory CISCO Directory Connectory Connecto	Image: Connector - Dry Run Im	ico Directory Connector - Dry Run

Run an Incremental Synchronization task to verify the user has changed to Inactive status from the Webex Control Hub.

2022-08-02 00:44:19,913 INFO sync-task-runner-1
com.cisco.codev.identity.dirsync.engine.handler.dirsync.DirSyncUtils.createSummaryLog [tracking:
] [org: 904cbfb5-0f49-4339-a40c-ad473ac7ab24] [domain: adds-vizcainovich.com] [user:] [session:
3f5e36b2-bcc6-4dfb-bc0f-c7c4edb61388] [task: 867b27c4-4fb3-4eb3-9cfb-86c65c3cf84e] -
Synchronization Summary
StatusCode: SUCCESS
Domain: adds-vizcainovich.com
Incremental Synchronization: yes
Start Time: 2022-08-02T00:44:09Z
End Time: 2022-08-02T00:44:19Z
Object Added: 0
Object Deleted: 1
Object Modified: 0
Warning Count: 1
Avatar Failure Count: 1
Failure Count: 0
Soft-Deleted User soft-deleteduser@vizcainovich.com

Perform a Synchronization Task to Trigger the Hard Delete of the User

From the Cisco Directory Connector, perform a Dry Run task to see the soft-deleted Objects tab.

i Cisco Directory Connector		
Cisco Directory Connector	Welcome, Directory Connector Admin	Sign Out
Dashboard Configuration		
Actions Help		
Start Incremental Sync 😺 Sync Dry Run 🧭 Launch Event Viewer 🖾 Refresh [F5]		
Cloud Organization: VIZCAINOVICH LTD Active Directory Domain vizc	ainovich.com	

From the generated Dry Run report, the user is now in the **Soft-deleted Objects** tab.

To inmediatly delete the user, the Administrator can check the user and the user is hard-deleted in the next synchronization.

Cisco Directory Connector -	Dry Run
diado Cisco D	irectory Connector
😰 Summary 🍓 0 Admin	s Deleted 🧏 0 Users Deleted 👍 0 Groups Deleted 🕂 0 Objects Added 😞 33 Objects Matched 📑 0 Rooms Deleted 📧 1 Soft-deleted Objects
These objects have been so days.	t-deleted. They will be retained in the system for 7 days after deletion date. You can select objects to delete permanently in the upcoming synchronzation and don't need to wait for 7
Object Type	Display Name (UID)
Cisco Directory Connector -	Dry Run
cisco D	irectory Connector
1 ⁰ 7 o 187 o 197	
Summary 🍋 0 Admin	s Deleted 🎽 0 Users Deleted 🍓 0 Groups Deleted 🕂 0 Objects Added 🥪 33 Objects Matched 💼 0 Rooms Deleted 📧 1 Soft-deleted Objects
These objects have been so days.	ft-deleted. They will be retained in the system for 7 days after deletion date. You can select objects to delete permanently in the upcoming synchronzation and don't need to wait for 7
Object Type	Display Name (UID)
user	Soft-Deleted User (soft-deleteduser@vizcainovich.com)
N	
1	
	2
1 object selected for deletion	in upcoming sync.
Save Results to File	3 Done

Run an Incremental Synchronization task to verify the user is successfully hard deleted from the Webex Cloud, which means the user is not present anymore in the Webex Control Hub.

```
] [org: 904cbfb5-0f49-4339-a40c-ad473ac7ab24] [domain: adds-vizcainovich.com] [user: ] [session:
2abf8994-0fa0-4f7d-a56c-3b306b6a70a1] [task: 0eb43a7b-82b4-49dc-87fc-007476722f80] -
Synchronization Summary
StatusCode: SUCCESS
Domain: adds-vizcainovich.com
Incremental Synchronization: yes
Start Time: 2022-08-02T01:19:53Z
End Time: 2022-08-02T01:20:04Z
Object Added: 0
Object Deleted: 0
Object Deleted: 0
Object Modified: 0
Failure Count: 0
```

```
Sof
```

Soft-Deleted User

soft-deleteduser@vizcainovich.com



References

Delete Users Permanently After Soft Delete

Directory Connector release notes - Announcements