Server SID Change

IMM
The eSignature Company

Contents

Summary

This document discusses how to prepare for and then repair after changing the SID of an application server which uses IIS.

The server's SID may be changed through a variety of methods. One of the most common is by using Microsoft Sysprep with the Generalize option. However, other processes can change the SID and it is important that you understand your processes and prepare for the SID change before it happens.

If you **are not** going to change the SID on your server, you do not need to use this guide.

Please read the entire document and ask any questions before proceeding.

Requirements

The server must be one of the standard OVA distributions (it was downloaded from us as a prebuilt virtual server). Custom installs and older (non-OVA) installs are not supported in this process.

If you change the SID of a server which does not support this process, the server may not be repairable without a full reinstall.

I Didn't Prepare First

If you changed the SID of the server and didn't do the preparatory steps first, your server is irreparably damaged. You must re-clone or restore the server from backup and start over.

Repair/Recovery

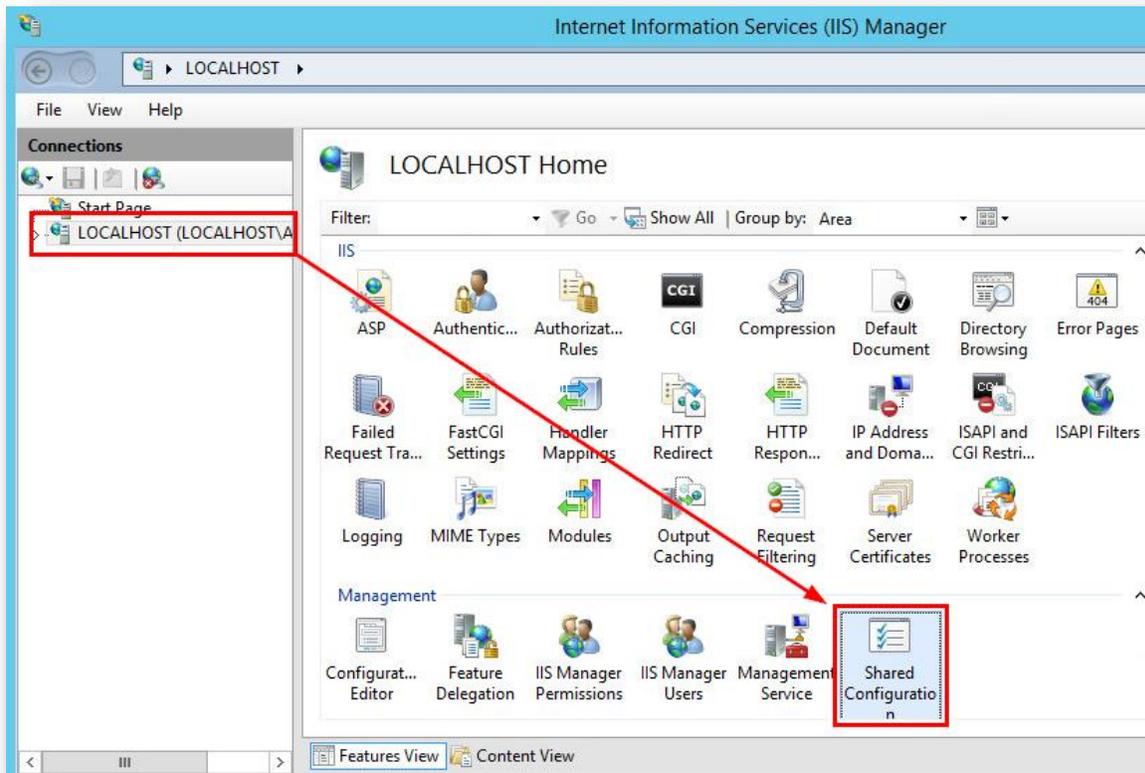If you have no way to recover a damaged server, please contact us for a work order to re-install your server.

Preparation

⚠️ Prior to starting this process, ensure you have a viable backup of the server. We recommend powering the server off and doing a snapshot to be sure you can recover from issues.

IIS Shared Configuration Export

1. Launch IIS Manager
2. Select the server name inside *"Connections"* pane.
3. Double-click on "Shared Configuration"

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4. Click on "Export Configuration…" under "Actions"

5. You should leave the default physical path for the export. If you pick a custom path then note it for later use in this process.
6. **Ensure you make note of the encryption password you use. We cannot assist you with recovery of an unknown encryption password.**

7. Select OK to complete the process.

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Change SID

You may now safely change the SID.

I Need Help

If you need help with an SID change process (Sysprep or whatever process you use to change the SID), please contact the appropriate vendor for assistance (e.g. Microsoft for Sysprep).

Post SID Change

These steps will repair the configuration damage done by the SID change. It restores the drive configuration and Imports the saved configuration for IIS.

Re-enable Application Drive

Your process "may" disconnect the application drive. If E: no longer exists follow these steps to reconnect it.

1. Log in as the local administrator (.\administrator)
2. Run these two PowerShell commands
   a. Enable the E: drive

```
Get-Disk | Where-Object IsOffline -Eq $True | Set-Disk -IsOffline $false
```

   b. Disable Read Only

```
Get-Disk | Where-Object IsReadOnly | Set-Disk -IsReadOnly $false
```
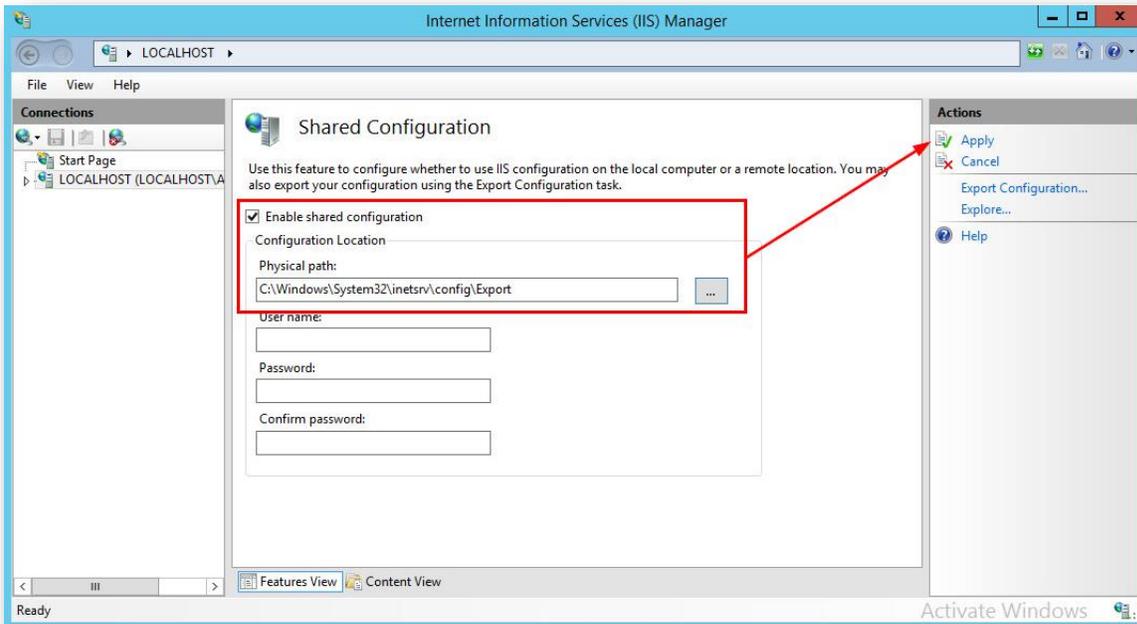
IIS Shared Configuration Import

These steps will repair IIS. They must be run no matter what method you used to change the SID.
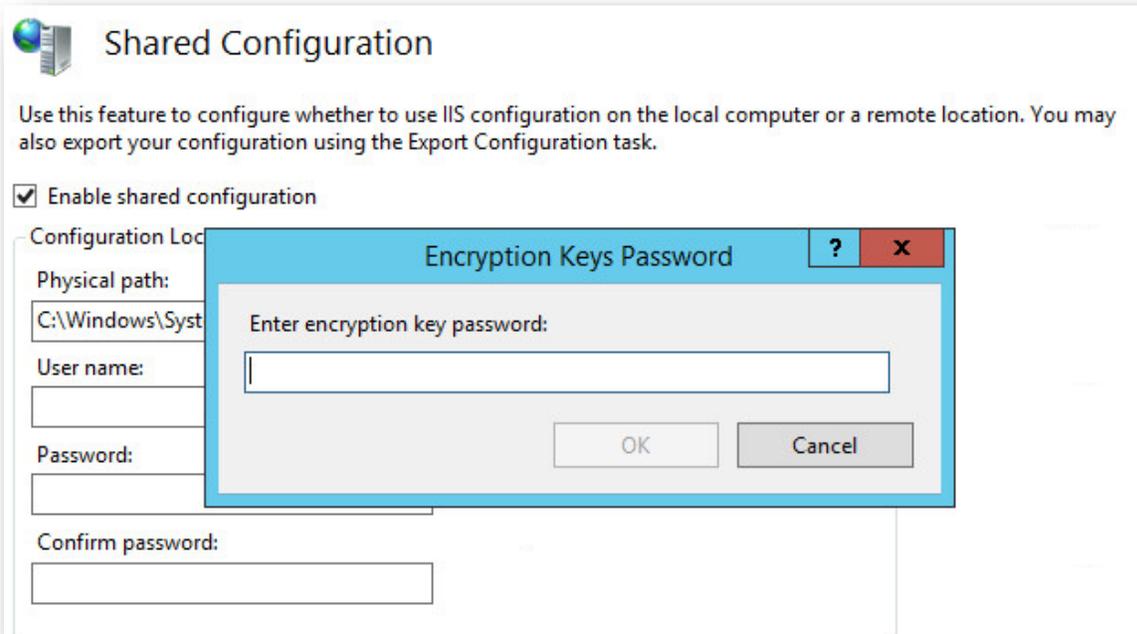
1. Launch IIS Manager
2. Select the server name inside *"Connections"* pane.
3. Double-click on "Shared Configuration"
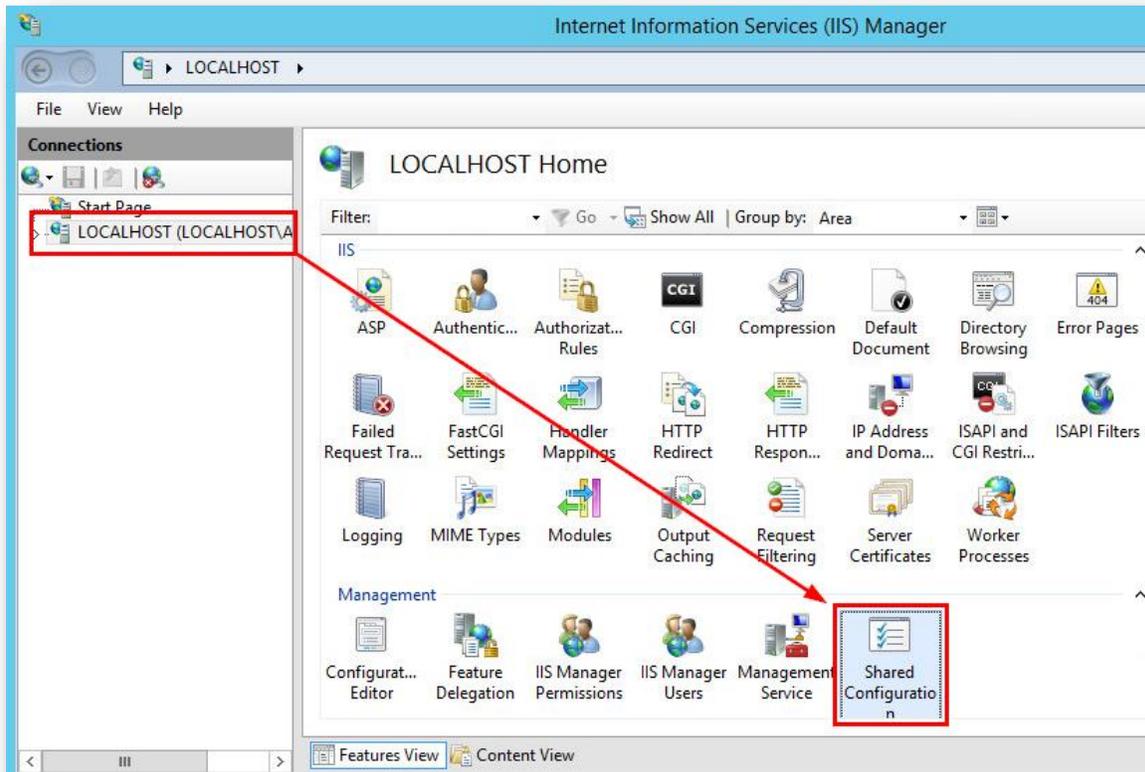
4. Check the box for "Enable shared configuration"
5. Supply the path to the location of the previously exported IIS config files.
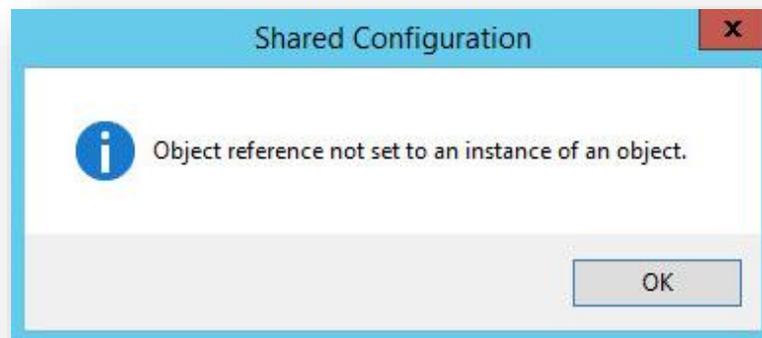

6. Select Apply
7. Enter the password that was used during the Export process.
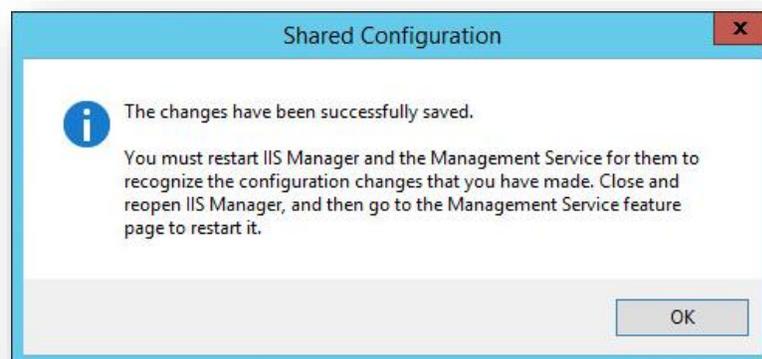
8. Select OK on the message about backing up the IIS encryption keys.

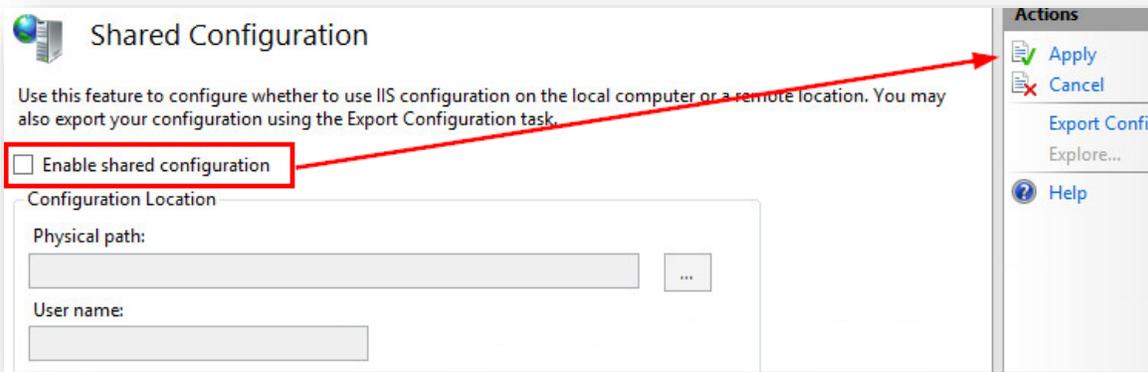9. The following dialog will pop up 2x. This is normal. Select OK for each.

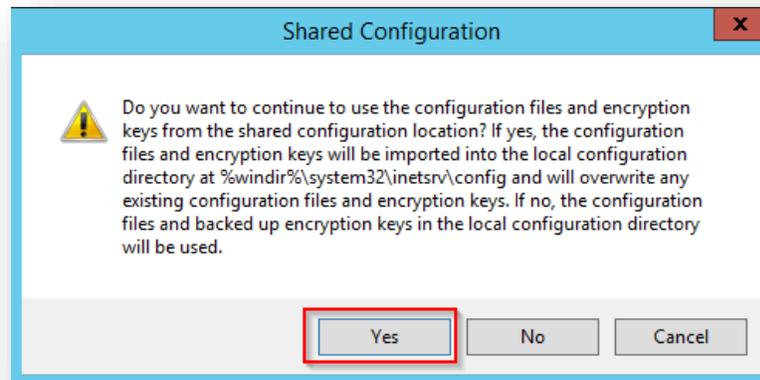10. Successful Completion message will display. Select OK.

11. Exit IIS Manager
12. Perform an IISRESET

13. Launch IIS Manager
14. Select the server name inside *"Connections"* pane.
15. Double-click on "Shared Configuration"
16. Uncheck "*Enable shared configuration*".

17. Select Apply in Actions
18. Select Yes to confirm using the saved configuration files

19. Exit IIS Manager
20. Perform an IISRESET