

Service Account Password Problems

Source:

<http://www.tech-archive.net/Archive/SharePoint/microsoft.public.sharepoint.portalserver/2004-04/1230.html>

From: Peter McLaren (*PMcLaren_at_phoenix-interactive.com*)

Date: 04/21/04

Date: Wed, 21 Apr 2004 09:12:51 -0700

We appear to have a password mismatch somewhere in the labyrinth of Services/Com applications/SQL Server accounts that make up Windows Sharepoint Services. We see the following in our Security Event log (on the machine running Project Server 2003 and Windows Sharepoint Services:

Logon Failure:

Reason: Unknown user name or bad password

User Name: sharepoint

Domain: XXX

Logon Type: 4

Logon Process: Advapi

Authentication Package: Negotiate

Workstation Name: PROJECTSERVER

Caller User Name: PROJECTSERVERID\$

Caller Domain: XXX

Caller Logon ID: (0x0,0x3E7)

Caller Process ID: 968

Transited Services: -

Source Network Address: -

Source Port: -

We have reset the password for this service in the following places:

Service applet for Microsoft Sharepoint PS Search service;

Service applet for Sharepoint Portal Administration

Service applet for Sharepoint Portal Alert

Service applet for Sharepoint Timer service

We have also gone into the COM Application and set the password in the Identity tab for the Microsoft Office Project Server OLAP Cube Component and the Microsoft Office Project Server WSS Admin Component.

We have also gone into the Internet Services Manager Application and reset the password for this account in the Application Pools section for the Central Admin App

microsoft.public.sharepoint.portalserver: Service Account Password Problems

Pool and the MSSharePoint Portal App Pool.

We have traced the Caller Process ID to the svchost application, however, we can't get any further than that.

We haven't done anything yet in SQL server because we are not quite sure where it might appear.

Our problem is that this Windows account constantly gets locked out and consequently both Project Server and Sharepoint Services go away until the account is unlocked again.

We find this extremely frustrating and need to get this problem resolved as quickly as possible.

Can anyone help point me where to reset the password for this particular account?

Thanks in advance.