

Re: "Please change your password at another machine"

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-04/msg01550.html>

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 - *Date:* Thu, 5 Apr 2007 12:24:08 -0700
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Let's try this again as there seems to be confusion and we've gathered more information...

- User logs in and receives a message that their password has expired or will expire in X number of days.
- User changes password successfully and continues working.
- User leaves computer and after X amount of time the screen-saver locks the computer.
- User returns and attempts to unlock computer with new credentials.
- User receives a pop-up message:

Computer Locked

Your password has expired. Please change your password at another machine and retry or contact your domain administrator.

- User calls our help desk and they verify that the client's account is NOT locked out.
 - User tries to authenticate again using the new credentials. Eventually, the user account will become locked.
 - Help desk unlocks account and user tries again. Eventually, the user account will become locked.
 - Help desk unlocks account and changes user's password (on the premise that the user has actually forgotten new password).
 - User attempts to unlock computer using new help desk supplied credentials. User cannot log in. Eventually, the user account will become locked.
 - Help desk remotely forces the logout or has the user hard reboot the system.
 - User attempts to unlock computer using new credentials - successful login.
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- When the user attempts to log in the Security Event log on the computer shows the standard 529 (Unknown user name or bad password) and 539 (Account locked out) events that one would expect from a user providing incorrect authentication credentials. The domain controller's Security Event log shows an audit success 642 (User account changed) event from the initial password change, a subsequent success audit 680 (successful login) event, 3 audit failures 675 (pre-authentication failure User Name: <UserName>, UserID <GUID of UserName account>), then a success audit 644 (User account locked out).

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– Our organization uses local profiles, we verified that the user was not logged on anywhere else, the client was not mapping any drives with alternate credentials, we are able to ping\map to\remote control the user's computer, we do not allow users to store user names and passwords. This seems to happen sporadically and does not always affect the same users. We have been unable to duplicate the problem with test user accounts.

"Bob I" wrote:

It seems you have intentionally configured your systems so that if communication is lost / interrupted to the PC, users can't authenticate to the domain to unlock. If you insist on making sure that is the situation remains that way, then there isn't much I can suggest.

D. Harrison wrote:

That is NOT a solution. It's not even a good workaround. What we need is a direct causal link – we need to know what generates this message and under what conditions. Someone at Microsoft should know where this message comes from.

"Bob I" wrote:

Then the only option I see remaining is log off the user instead on locking the PC.

D. Harrison wrote:

Until there's a solution, the situation won't change. The reason that we have caching disabled is that it was causing lockout issues with users who log on to multiple computers. As a result, we will not be enabling that again.

As for Power Saving, we don't foresee turning this back on any time in the future.

"Bob I" wrote:

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Has the situation changed? I would turn the caching on, and leave power saving Off.

D. Harrison wrote:

Caching has been disabled and we've turned off Power Saving on system devices.

"Bob I" wrote:

Is the caching the users passwords disabled on the PCs in question? And is perhaps the NIC being turned off by

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the
operating
system
when
the
PC
is
locked?

D.
Harrison
wrote:

Users
in
a
domain
lock
their
computers.
When
they
return
and
attempt
to
unlock
the
computer
they
are
unable.
We
have
confirmed
that
the
user
account
is
not
locked.
After
resetting
the
user's
password

Re: "Please change your password at another machine"

they
receive
the
following
message
when
they
attempt
to
unlock
the
computer:

"Please
change
your
password
at
another
machine
and
retry
or
contact
your
Domain
Administrator".

Users
are
not
allowed
back
into
the
computer.
Our
only
workaround
has
been
to
reboot
the
computer.
Once
the
system
has
been
rebooted

Re: "Please change your password at another machine"

the
users
can
log
in.