

# Account Operators accessing other account operators

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.active\\_directory/2006-02/msg00476](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.active_directory/2006-02/msg00476)

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We have a Windows 2003 (SP1) AD domain. Our helpdesk staff our account operators and they can successfully manage the company's user accounts. They cannot access builtin accounts such as domain administrators (which I know is by design and is what I want).

However, and this is my problem, is that they cannot reset passwords or unlock the accounts of the other account operators. If a helpdesk staff locks their account the other helpdesk staff cannot unlock it; and they have to wait for me to do it (I'm a domain admin). I did read an article saying that this was by design since Windows 2000 SP4. However this is not particularly helpful to me.

I am being pushed to get this resolved and do not want to give them domain admin rights. Please can anyone help.

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