

Re: Random "computer account was not found" broken profiles Server

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.active_directory/2006-06/msg01394

- *From:* "strongline" <johnlan@xxxxxxxxx>
 - *Date:* 20 Jun 2006 13:54:04 -0700
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It could be connectivity, DNS, computer account password, secure channel broken, and so on and so forth. It's not feasible to get the right answer by guessing, especially for random issues like yours. As a start point, you can

1. collect MPSreport (DirSvc version) from both workstation (when issue presents) and DCs. Analyze the logs, pay close attention to netdiag results
2. run "nltest /sc_query:yourDomainName" from workstation when issue occurs
3. A network trace captured between workstation and DC when logon fails (you will need a hub and an additional workstation to capture logon traffic). If it's not possible to capture logon traffic, a "net use DCname" traffic will do too if "net use" fails as well.

Speaking of connectivity, "ping" alone doesn't count. Your router/fw might drop packets that are in certain size. Please check the following KBs

<http://support.microsoft.com/?kbid=244474>
<http://support.microsoft.com/kb/159211/en-us>

GobLox wrote:

Well – I suppose it could be a connectivity issue – One would think it would not be FW or DNS issue considering when the machine has an issue is quite random. They will run for weeks/months no problem and then suddenly you cannot log on with a particular profile. Lets say it is a connectivity issue – no connectivity means broken, unrecoverable profile? Our xp-home clients on local-profiles are turning out to be more reliable than the Domain machines. We have people running autodesk and an array of other programs that are a nightmare to setup again once the HKEY is fubared. Any suggestions on a more appropriate place to post than Active Directory? Somehow I have to get this sorted out.

"Jorge Silva" wrote:

Re: Random "computer account was not found" broken profiles Server

sounds like network connectivity or configuration problem

– Do you have FW on your Windows Client Machines?

Deploying Windows Firewall Settings for Microsoft Windows XP with Service

Pack 2

<http://www.microsoft.com/downloads/details.aspx?familyid=4454e0e1-61fa-447a-bdcd-499f73a637>

– Also follow the steps provided in this link:

<http://www.microsoft.com/technet/support/ee/transform.aspx?ProdName=Windows%20Operating%20System>

– Make sure that your clients use only their local (LAN) DNS Server.

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I hope that the information above helps you

Good Luck

Jorge Silva

MCSA

Systems Administrator

"GobLox" <GobLox@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:832F9138-8141-4057-B226-0408E1060FE2@xxxxxxxxxxxxxxxxxxxx>

Some important errors might be:

Userenv None 1053 SYSTEM CLIENT-110 (Windows cannot determine the user or computer name)

Netlogon None 3210 N/A CLIENT-110

The second one appears to show up for the first time when the machine cannot connect to the domain again.

"Jorge Silva" wrote:

Hi

What errors do you see in event viewer on

Re: Random "computer account was not found" broken profiles Server

client and server computers

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I hope that the information above helps you

Good Luck
Jorge Silva
MCSA
Systems Administrator

"GobLox"

<GobLox@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:16151353-B94F-4CB2-AEC5-CBAAB93DC596@xxxxxxxxxxxxxxxxxxxx

"cannot connect to the
domain, either because the
domain controller is
down
or otherwise unavailable, or
because your computer
account was not
found"

We are running a 20-seat
Server2003 license and a
mixed
XPPRO/XPMediaCenter(Home)
environment. I believe we
do not have more
than
20
clients in the domain at
anyone time but surely even
if we did this
would
not
corrupt a profile/hive, right?
Seemingly randomly we are
having clients
shutdown at night and then
unable to login to the
domain the next
morning
with the account that
worked the night before.
The error above is
given.
Other Accounts still work
fine. Obviously this is not
acceptable – it's

Re: Random "computer account was not found" broken profiles Server

making me look like an idiot. It's happening often enough that it really is becoming an issue.

I've seen quite a few posts on this but never any specific answers on what the issue is? Yes, rejoining the domain "fixes" the issue in that we can once again login to the domain with the problem account. I'm gathering that there may be no good fix once the hive is disconnected from the domain although someone had posted this:

"Run regedit.exe and navigate here:
HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProfileList:
Now locate the value ProfileImagePath that points to your current profile folder, then change it back to the old profile folder and reboot the machine."

I can't imagine that this will work – I have yet to try it.
More importantly – what is the problem here? Is this the price of doing business on a server2003 domain? This has to stop.

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