

RE: Kerberos error event ID:4

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.general/2008-04/msg00575.html>

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 - *Date:* Fri, 11 Apr 2008 06:03:27 GMT
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Dear Customer,

Thank you for posting in newsgroup.

According to the description, you have encountered the Kerberos error (Event ID 4) on both of the DCs after you replaced the old computer "flexprintserver" with the new computer "hpprintcut" in the domain. If I have any misunderstanding, please feel free to let me know.

For troubleshooting this error, I would like to confirm some information with you firstly.

Information Needed:

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1. Did you make the old computer "flexprintserver" normally quit the Windows 2003 domain?
2. Does the new computer and the old computer hold the same IP address?

Analysis:

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This event will occur if you present a service ticket to a principal (target computer) which cannot be decrypted by the target. The service ticket is encrypted using the shared secret of the machine account's password as a seed for the resulting encryption used on the service ticket. This ensures that only the KDCs (DCs) and the target principal can decrypt the ticket. The client presents encrypted ticket it received from the KDC to the target server. If the server can decrypt the ticket, the server then knows that it was encrypted by a trusted source (the DC) and the presenter (the client) is also trusted. If shared secret (machine account password) used to encrypt the ticket is different between the KDC and the target machine, the ticket cannot be decrypted and the failure occurs.

Suggestions:

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1. Please launch "Active Directory Users and Computers" on the domain controller, expand the domain and in the container of "Computer", please ensure old computer account "flexprintserver" has been removed and the new computer account "hpprintcut" exists.
2. Please verify that IP address of the new computer exists in the DNS Server and the IP address is correctly pointed to the new server. You may run "ipconfig /flushdns" to flush the DNS cache and then run "ipconfig /registerdns" on the new computer "hpprintcut" to manually register the DNS record.
3. Please verify that the IP address of the old computer "flexprintserver" has been removed in the DNS Server; in addition, please ensure that no "flexprintserver" A or Alias records exist in DNS.
4. Please also perform check in WINS to ensure that no "Flexprintserver" records exist.
5. Please check if the issue re-occurs, if possible, you may make the new computer re-join the Windows 2003 domain.
6. I would like to suggest that you install and apply the service pack 2 for Windows Server 2003 on all the domain controllers.

Reference:

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How to obtain the latest service pack for Windows Server 2003
<http://support.microsoft.com/kb/889100>

Hope all the information will be helpful.

I look forward to your reply and thank you for your time.

David Shen
Microsoft Online Partner Support

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