

RE: cannot log on to user account following password change

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-03/4845.html>

From: Crina Li (*v-crinal_at_online.microsoft.com*)

Date: 03/17/05

Date: Thu, 17 Mar 2005 10:03:28 GMT

Hi Frank,

Thank you for posting in SBS newsgroup.

Based on the information you have provided, I have performed the research and we may try the steps in the following article:

818088 You cannot log on to your computer after you change the domain user account password

<http://support.microsoft.com/default.aspx?scid=kb:en-us:818088>

After performing the above steps, if it does not work, please help me to get the following information:

1. Do you have any other addition DC besides the SBS? It is because that the multiple DCs need more time to synchronize the AD information.
2. How you reset the domain users' password? What utility did you use?
3. Gather the Netlogon log:

- 1) Schedule a down time for SBS.
- 2) Open a Command Prompt window on SBS.
- 3) Run "net stop netlogon" (without the quotation marks).
- 4) Open the folder % WinDir%\Debug, rename the file netlogon.log
- 5) Run "net start netlogon" (without the quotation marks).
- 6) On a client, try logging on by using the problematic user account to reproduce the issue.
- 7) Paste the content in Netlogon.log to the newsgroup.

4. On the SBS, are there any errors in the System, Application, Directory Service or Security log? If so, please paste them in the newsgroup.

I'm looking forward to your reply. Thank you.

Best regards,

microsoft.public.windows.server.sbs: RE: cannot log on to user account following password change

Crina Li (MSFT)

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| Thread-Topic: cannot log on to user account following password change
| | Subject: cannot log on to user account following password change
| Date: Wed, 16 Mar 2005 06:31:08 -0800
| | Newsgroups: microsoft.public.windows.server.sbs
| | This morning I reset the password on a number of user accounts on an
| sbs2003
| box. The password changed successfully on all accounts but one. Whilst
| the
| sbs box reported a succesful change I cannot log on to the account from
| any
| of the machines on the domain. I am invited to check username, domain and
| re-enter password.
|
| I joined the account to the administrators group and tried using it to
| log
| on to the server locally – no go.
|
| Interestingly if I try outlook web access I can authenticate using the
| new
| password and view the email.
|
| I have tried resetting the password again to a new password, I have tried
| changing the username and I have tried forcing the user to change
| password at
| next logon – nothing works.
|
| What is going on?
|
| Help please....
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