

# RE: Account lockout

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-10/msg00787.html>

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- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
  - *Date:* Mon, 10 Oct 2005 06:46:48 GMT
- 

Hello Bastiaan,

Thank you for posting back and keeping us updated.

I am glad to hear that the information helps!

I understand that you cannot back to office until next month so you installed Windows XP and solved most of the issue.

It is my pleasure to work with you in this post. If you need any assistance regarding SBS server in the future, please feel free to post back to this Newsgroup. We are glad to be working with you again!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

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For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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This posting is provided "AS IS" with no warranties, and confers no rights.

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>Subject: RE: Account lockout  
>From: Bastiaan <bastiaan{antispam}@zebrafilm.com>  
>References: <BF6489AE.6A55%bastiaan@xxxxxxxxxxxxxx>  
<70zntD\$xFHA.780@xxxxxxxxxxxxxxxxxxxxxx>  
>Organization: Zebra Film  
>Message-ID: <Xns96E96A37618F1bastiaanantispamzebr@xxxxxxxxxxxxxx>  
>User-Agent: Xnews/5.04.25  
>Newsgroups: microsoft.public.windows.server.sbs  
>Date: Fri, 07 Oct 2005 20:26:29 -0700  
>NNTP-Posting-Host: ppp-203.118.88.10.revip.asianet.co.th 203.118.88.10  
>Lines: 1  
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP10.phx.gbl  
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:159778  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>  
>Dear Brandy,  
>  
>Thank you for your respons, unfortunately it took too long and I had to  
>keep working during the weekend.  
>We did a reinstall of XP and I could recover most of my files.  
>  
>I am now working on a local account till I am back in the office next  
>month...  
>  
>Yes I think your 'Cached Credentials on your laptop are overwritten' theory  
>was the case.  
>  
>The windows 2003 SBS server runs smooth (with SP1)  
>All my other Notebooks including my Apple Powerbook can login and get  
>emails.  
>It was just this one machine that let me down when I needed it the most.  
>  
>It's a pity I cannot do a 'connectcomputer' via VPN to get everyhting  
back  
>in place.  
>Besides that it gave me a good reason to buy a new IBM Tablet :-)  
>  
>Thank for your help.  
>  
>Bastiaan

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>  
>  
>v-branee@xxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]") wrote in  
>news:70zntD\$xFHA.780@xxxxxxxxxxxxxxxxxxxxxx:  
>  
>> Hello Bastiaan,  
>>  
>> Thank you for posting to the SBS Newsgroup.  
>>  
>> I am sorry for the delayed response due to weekend. Please understand  
>> that the newsgroups are staffed weekdays by Microsoft Support  
>> professionals to answer your systems and applications questions. Your  
>> understanding is greatly appreciated!  
>>  
>> From your description, I understand that you cannot contact DC on the  
>> remote side. If I have misunderstood your concern, please let me know.  
>>  
>> Due to lack of detail error information for research, I need your help  
>> to gather following information for research:  
>>  
>> 1. Please explain in detail "When I try to login with my domain user  
>> account it clearly take longer to tell me it cannot be used then when  
>> I type a nonsens PW".  
>>  
>> 2. You mentioned "Suddenly my account is not recognized anymore", do  
>> you mean you cannot log in domain or cannot log on locally? What is  
>> the exact error message? Please type the error message to the  
>> Newsgroup on by one for accurate research.  
>>  
>> 3. If you can log in laptop locally, run "t" (without quotation  
>> marks), check whether there is any error. If yes, double click it,  
>> click the Copy button and paste the full content to the Newsgroup.  
>>  
>> 4. Also, please explain in detail "SBS2003 + WinXPsp2 on NB". You mean  
>> you installed SBS 2K3 and Win XP together on a Notebook?  
>>  
>> From your description in the post, I wonder whether the Cached  
>> Credentials on your laptop are overwritten. Please see:  
>>  
>> By default, Windows 2000/Win XP will store up to ten different sets of  
>> cached credentials in the protected storage. Once ten sets of  
>> credentials are in the store, the credential caching engine will reuse  
>> the oldest set of cached credentials. This is the cause of the logon  
>> failures the remote users are experiencing. The user's cached  
>> credentials are not being invalidated, they are overwritten and  
>> therefore missing from the stored set of cached credentials during the  
>> logon process. This is due to a change to the AutoUpdate service in  
>> the McAfee Anti-Virus software that affects the way the service logs  
>> onto the machine in order to download updates. Prior to Windows 2000  
>> Service Pack 3, the AutoUpdate service logged on as a service rather

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>> than interactively. Because the service was not using an interactive  
>> logon, the credentials used by the AutoUpdate server were not cached  
>> in the credentials cached. However, the AutoUpdate service now uses  
>> an interactive logon method and therefore the credentials are now  
>> cached using the normal password caching mechanism. After examining a  
>> machine from a user with failing cached credentials, it was determined  
>> that the full set of ten credential entries was filled with the stored  
>> credentials of the AutoUpdate service. Later testing verified this was  
>> in fact overwriting the full set of ten cached credentials and  
>> therefore overwriting the user's stored credentials.

>>

>> Please take your time to perform the steps above and collect the  
>> information for us to troubleshoot your issue. If anything is unclear,  
>> please feel free to let me know. I am looking forward to hearing from  
>> you!

>>

>> Best regards,

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>> Brandy Nee

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• **References:**

◆ **RE: Account lockout**

◇ From: Bastiaan

- Prev by Date: **Re: Remote Outlook Access attachment problem**
- Next by Date: **RE: domain distribution list questions**
- Previous by thread: **RE: Account lockout**
- Next by thread: **Re: Veritas Backup Installation – SQL 2000 or MSDE**
- Index(es):
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