

Re: Password Problem – Server

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- *From:* composinc@xxxxxxxx
 - *Date:* 7 Feb 2007 10:29:31 –0800
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On Feb 6, 4:53 pm, "SBS in Silicon Valley"
<user...@xxxxxxxxxxxxxxxxxxxx> wrote:

<compos...@xxxxxxxx> wrote in message

news:1170797337.286076.156290@xx

On Feb 6, 4:03 pm, "SBS in Silicon Valley"
<user...@xxxxxxxxxxxxxxxxxxxx> wrote:

See my post comments inserted below.

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1. At a workstation, a user can login to the domain using their credentials. We are not sure if this user in in the Domain Admins group. I think we should try a user who is?

This has nothing to do with your problems or issues.

2. At the same workstation, we cannot login to the Administrator account on the domain. We get error that

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password is incorrect like we do at the server.

If you cannot log onto a workstation with the administrators account then you won't be able login at the server either. It does sound like your inputting an incorrect password.

3. At the server, we cannot login with (3) different Domain Admin accounts or the Administrator account.

Given the facts as you describe it looks like a few things here. The password on the administrators account has been changed. or I would say that some messed around with the Domain GPO's and removed the Domain Admins from the log on locally policy that is preventing the administrator from logging onto a workstation or on the server. Those other Domain Administrator accounts are experiencing the same symptoms.

Try this. Log onto a workstation as the user or a user who is a local administrator on that machine. Open the Local Policy editor and check the policy "Log on locally" and see if the Domain Administrators group is included in the policy.

Thank you for all of your input. I will be on-site tomorrow and will follow your instructions. As a heads up, if the Domain Administrators group is included in the local policy of the workstation, what does that mean?

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If you can log onto a workstation as the local machine administrator and check the local policies and do not see the "Administrators" or "Domain Administrators" group in the Log On Locally policy then this means someone has messed around with the policies. I'm not too sure if this is your issue as a user can logon the workstation which usually means that the Domain Users are part of the Log on Locally policy and that Domain Administrator should be a member of that group. Which leads me to think it is a password issue.

And if the Domain Admins group has been removed, what can we do? This should not affect the local Administrator account on the server, should it, since it is a member of the Administrators and Domain Admins group?

Given what I just wrote above I'm suspecting that the password on the administrators account is wrong and that the administrators account has been locked out after several failed attempts. Now why the other user accounts that you claim are members of the Domain Administrators group cannot login either I'm suspecting they have been removed from the Domain Administrators group. Can these users log onto that same workstation where the Administrator cannot?

Also, assuming the Domain Admins group is toast, that would obviously mean any user who is a member of the "Domain Admins" group should not be able to login to the domain. But is login information cached on the workstation? I should probably reboot the workstation first...

You need to update the Log on Locally policy and add the Domain Administrators group to that policy. You can do it from the DC if you can log on and push the GPO throughout the domain.

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Thanks again for your help yesterday. I was able to determine using the adminpak.msi (for 2003 Server) on an XP machine on the LAN, that the password had been changed by a software vendor. At least I was able to go into the AD UsSers & Computers and reset the Administrator password and it worked. I also had to reset my Vendor account password as it was not working...strange—unless I had erroneous note of my

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password, which I do change occasionally. Anyway, both work now.

Concerning adding the "Domain Admins" group to the "Log on Locally" policy, I checked (2) workstations' Local Security Policy for the "Log on Locally" and the following Users are listed: Administrators, Backup Operators, Guest, Power Users, Users. If I go to add the "Domain Admins" user account to a local machine, it is not listed under the available users list; however, all other accounts in the Active Directory that I recognize are listed—such as the built-in Administrators account. Can the "Domain Admins" account be added this way? More importantly, should it be—or was this just because of this problem we had to resolve? Thanks