

# RE: all users disappeared

---

*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-10/msg00072.html>

---

- *From:* [v-mileli@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-mileli@xxxxxxxxxxxxxxxxxxxxxxxx) (Miles Li [MSFT])
  - *Date:* Wed, 01 Oct 2008 09:30:00 GMT
- 

Hello,

Thank you for posting here.

According to your description, I understand that:

You find that the user accounts in the Active Directory are missing.

If I have misunderstood the problem, please don't hesitate to let me know.

First of all, I'd like to know whether you delete the user accounts by mistake. If yes, you may have to restore the objects from the backup. To avoid the issue in the future, you may refer to the Microsoft knowledge base 840001 to set the permission to disallow deletion on the objects.

840001 How to restore deleted user accounts and their group memberships in Active Directory  
<http://support.microsoft.com/?kbid=840001>

Based on my experience, replacing files will not make the Users accounts (objects) in the Active Directory all fall away. However, to isolate the issue from any virus, please perform a clean boot and virus scan on the SBS Server to see if the issue is related to any third-party application or viruses:

- a) Click Start→Run...→type msconfig and press Enter.
- b) Click Services tab and select Hide All Microsoft Services and Disable All third party Services.
- c) Click Startup tab and Disable All startup items.
- d) Click OK and choose Restart.
- e) After reboot, check whether the problem still occurs.
- f) If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause of this issue.

Please help to collect more information for the further investigation:

1. Do only user accounts disappear in the Active Directory? What about the

RE: all users disappeared

computer accounts and other non-builtin objects?

2. Can domain users still log onto the domain with their account?
3. Have you moved the user accounts to a difference OU? You may try to search the user account name in the Active Directory Users and Computers;
4. Please help to collect the MPS report on the SBS server and send it to me at Miles Li <<mailto:v-mileli@xxxxxxxxxxxxxx>>. The report will contain the SBS server Event logs, DNS diagnosis logs and Active Directory diagnosis that will help for the troubleshooting.

Microsoft Product Support's Reporting Tools (MPSRPT\_DirSvc.EXE)  
<http://www.microsoft.com/downloads/details.aspx?FamilyID=CEBF3C7C-7CA5-408F-88B7-F9C79B7306C0&displaylang=en>

If you have any questions or concerns, please do not hesitate to let me know.

Best regards,  
Miles Li

Microsoft Online Partner Support  
Microsoft Global Technical Support Center

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

=====

When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.

=====

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