***CyberArk Frequently Asked Questions***

Q. Why does my privileged account continue to be locked out?

A. With CyberArk changing your privileged account password 10 hours after you first retrieve it each day, it is important to remember to log out of any remote Windows machine rather than just disconnecting. This way previous passwords are not cached, thus causing an account to become locked in Active Directory.

Q. Why am I unable to paste my CyberArk privileged account password into the User Account Control (UAC) “Run as administrator” prompt window?

A. This is working as designed due to policy restrictions that are in place throughout the CDC Enterprise Active Directory environment. A workaround is using run as different user (CTRL+SHIFT+Right Click). Using Microsoft MFA, you will be able to view/retrieve your privileged account password via our CyberArk mobile website at [cyber.cdc.gov](https://cyber.cdc.gov) from your CDC Issued mobile device (while on employee network). This website will eventually be accessible in the InTune Browser app.

Q. When I attempt to run an installation file as an administrator from a network location and after being prompted by the User Access Control (UAC) window to enter in my privileged account credentials, a “Enter network credentials” window automatically pops up requiring my regular CDC Smart Card credentials. Once I enter in the PIN for my Smart Card and press OK, an error message is immediately returned stating “The Specified network password is not correct.” What is the solution?

A. Before installing any software on your workstation make sure that the installation files are saved locally on your computer. For example, installing from a network location such as a server (that you do not have admin rights to) will return the above error. Good places to copy the installation files to include your Desktop & Downloads folders (The Documents folder is usually redirected to a network location).

Once the installation files are saved locally on your PC, Right click the .exe and select “Run as administrator”.

Select “more choices” and use a different account (The security window will usually default to your PIV card and prompt for your PIN. Selecting more choices ensures that you enter your SU account login information).

Enter the username & password, and you are all set for the installation.

Q. How do I access a computer object in another domain?

A. Assuming access is achieved with the account that is being managed in CyberArk you simply need to provide the FQDN of the device. *(e.g. ASPV-INTL-SRVR.intl.cdc.gov)*