

# How to Re-Enable Users on Tier-1 Environments, after a Database Refresh

**Prerequisites:** Access to [Lifecycle Services\(LCS\)](#), Access to SQL Server Management Studio, Basic knowledge of SQL

## 1. Add IP address temporarily

- From [LCS](#), go to environment where you need to re-enable user access (e.g. UAT, SAT)
- Click 'Maintain'
- Click 'Enable Access'
- Click '+'
- Enter an easily recognizable name for the inbound rule
- Click 'Confirm'
- Click 'Ok'
- Click 'Close' on the bottom right side of the screen to close the firewall rules window

## 2. Request access to Database Accounts and [JIT Credentials](#)

- Scroll down to 'Database Accounts'
  - Click on the 'Reason for access' drop-down menu
  - Select 'Performance tuning for AX (write to AX)'
  - Enter the specific reason for access in the 'Details' field (e.g. enabling users on SAT after database refresh)
  - Click 'Request Access'
  - Click 'Ok' and refresh the page for your temporary database credentials to appear
- Your credentials will now appear under 'Database Accounts' in the following format:

```
![[credentials.png]]
```

**Note** that the SQL Server and database names are separated by a slash (SQL Server\Database Name). You may temporarily copy and paste the credentials separately on a notepad for easy management

## 3. Re-enable disabled users via SQL Server Management Studio

- Open Microsoft SQL Server Management Studio

- Log in using the credentials you just obtained and confirm the following:  
Server type: Database Engine  
Server name: This will be the server name (before the slash)  
Authentication: SQL Server Authentication  
Login: This will be the username starting with 'JIT'  
Password: This will be the password provided (masked by \* characters)  
To enter the database name (after the slash), go to 'Options<<', then 'Connection Properties' and enter the database name in the 'Connect to database' field
- Once logged in, in 'Object Explorer' expand 'Databases'
- Expand the database. It should be called '*dbd365opsprod*' followed by the corresponding environment (e.g. *db\_d365opsprod***gwnysat** for SAT, **gwnyuat** for UAT)

- Expand 'Tables'

- Find 'dbo.USEFINFO' table. Right click on it, and select "Select first 1000 rows"

- You will notice the "ENABLE" column for users is set to '0'. To enable the users we need to set that to '1':

- Clear the query on the top window by clicking on it, and entering 'CTRL + A' then delete using your 'Backspace' or 'Del' button
- Enter and run the following query: 'UPDATE USERINFO set ENABLE=1'. This will change all '0's to '1's, thus re-enabling all users

