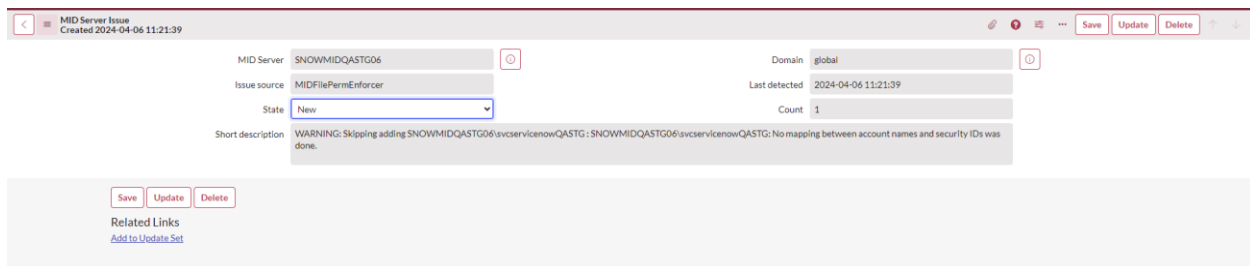


# Troubleshooting the Unresolved MID Server Issue: “No Mapping Between Account Names and Security IDs”

## Introduction:

In our organization, we recently faced an issue with our newly installed MID Servers where the error message **“WARNING: Skipping adding SNOWMIDServerName\serviceAccount: No mapping between account names and security IDs was done”** appeared after every MID Server reboot. This issue persisted even after running `gpupdate /force` and raised concerns about the stability of our MID Server setup.



## Problem Description

- **Error Message:** The MID Server logs displayed the warning message mentioned above.
- **Frequency:** We observed this issue consistently after every MID Server reboot due to various reasons such as patching or maintenance.
- **Impact:** The error affected our operations and required manual intervention to resolve.

## Root Cause Investigation:

The problem originates from the `...\agent\bin\scripts\EnforceFilePermissions.psml` file. Specifically, in line 68 of the code, the script attempts to add `Server\ServiceAccount` to the whitelist. However, when the service account comes from a domain, this step results in an error due to the lack of mapping between account names and security IDs.

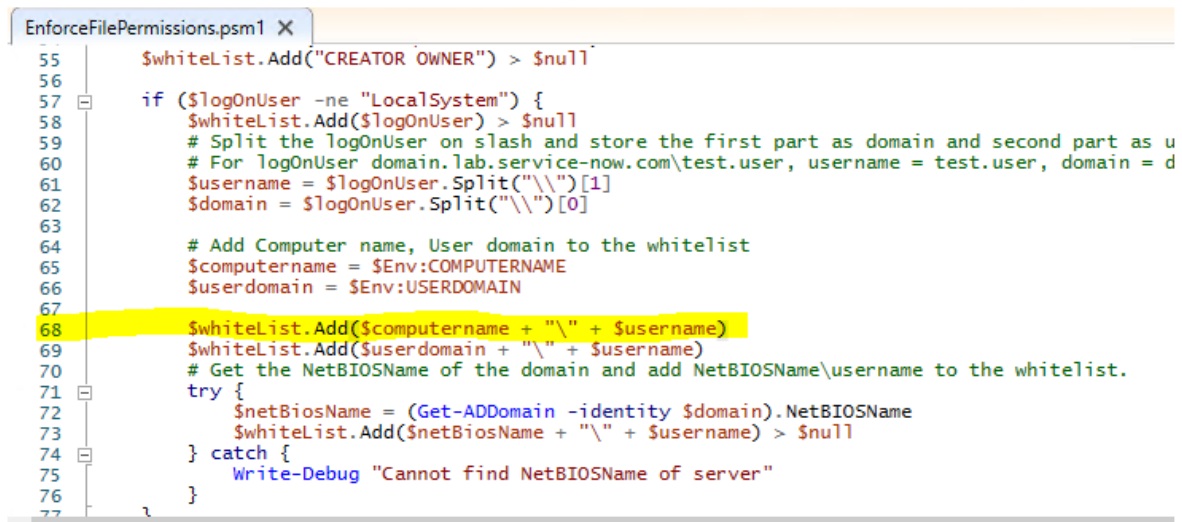
## Solution Steps

Please ensure to review the article below to ensure that everything aligns with the instructions before proceeding with the following steps:

[skipping adding xxx-xxx\as\\_snow: no mapping between account names and security ids was done - Support and Troubleshooting \(servicenow.com\)](#)

## 1. Modify the EnforceFilePermissions.psm1 File on the Server where the Mid Server Agent is installed.

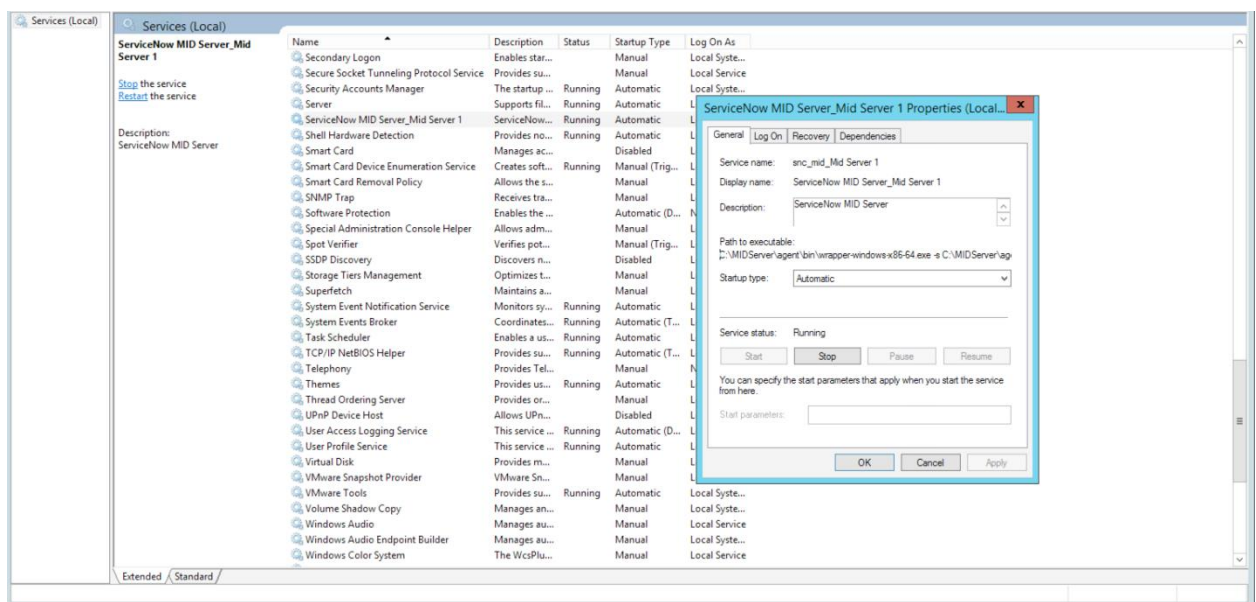
- Locate the file: At [PATH\_TO\_MID\_INSTALL\_DIR] \\agent\bin\scripts\EnforceFilePermissions.psm1.
- Comment out the line: \$whiteList.Add(\$computername + "\" + \$username).
- Save the modified file.



```
55 $whiteList.Add("CREATOR OWNER") > $null
56
57 if ($logOnUser -ne "LocalSystem") {
58     $whiteList.Add($logOnUser) > $null
59     # Split the logOnUser on slash and store the first part as domain and second part as u
60     # For logOnUser domain.lab.service-now.com\test.user, username = test.user, domain = d
61     $username = $logOnUser.Split("\")[1]
62     $domain = $logOnUser.Split("\")[0]
63
64     # Add Computer name, User domain to the whitelist
65     $computername = $Env:COMPUTERNAME
66     $userdomain = $Env:USERDOMAIN
67
68     $whiteList.Add($computername + "\" + $username)
69     $whiteList.Add($userdomain + "\" + $username)
70     # Get the NetBIOSName of the domain and add NetBIOSName\username to the whitelist.
71     try {
72         $netBiosName = (Get-AddDomain -identity $domain).NetBIOSName
73         $whiteList.Add($netBiosName + "\" + $username) > $null
74     } catch {
75         Write-Debug "Cannot find NetBIOSName of server"
76     }
77 }
```

## 2. Restart the MID Server Service

- Open **services.msc** on the MID Server machine.
- Locate the **MID Server Service** and restart it.



### 3. Invalidate and Validate the MID Server on the Instance

- Navigate to **MID Server Records** in your ServiceNow instance.
- Click **Invalidate** to restart the MID Server.
- Once it's up, perform a **Validate** operation.

### 4. Verify Error-Free Status

- Confirm that no error messages appear.
- Reboot the entire MID server if necessary.

### 5. Check MID Server Status

- Monitor the MID Server record until it shows a status of **"Up"**.

### Conclusion

By following these steps, we successfully resolved the MID Server issue. Our MID Servers now operate smoothly without encountering the previous error. If you encounter any further problems, consider reaching out to ServiceNow support for additional assistance.

For more details, refer to the official ServiceNow article: [Troubleshooting MID Server Down](#).