

# GSD. Active Directory - Disabled User Account

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**Category:** {'link':

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'value': 'a9925c08c38a1a100acd3300150131f8'}

General Information:

Possible symptoms/errors:

User Account is Disabled in AD.

Alternative names of the system:

ADUser accountDomain account

**IMPORTANT NOTICE:**

The process is still in clarification status. The article will be updated as soon as the fully defined process is communicated.

**Solution:**

At this moment, it's confirmed that user accounts can be disabled in Active Directory in the following situations:

User Account can be disabled as a precedence of an 'offboarding/disable user' request raised via IT Service Portal. User Accounts inside GID/FID scope (FME/FDT users mostly from Germany) will be disabled automatically on the scheduled date of end of contract by the script that aligns user account status in AD in accordance with employee's contract data in the HR database.

Always check user's account status in Active Directory console to confirm whether it's disabled. Find affected user in AD following the guidelines in KB0016244 GSD. Work Instruction - How to use Active Directory and once you get to user account properties go to the 'Account' tab scroll through Account options to see whether there's a checkmark next to 'Account is disabled'.

**Account re-activation:**

if user is in FID/GID, only HR department is able to trigger account re-activation by updating the contract's end date. Once user's contract date is extended in the HR system, the script will prompt the AD account re-activation automatically over the night CET hours. User should arrange contract data amendment by contacting their HR representative. For other users, not integrated into the FID, accounts can be re-enabled by the User Administration team. In such cases a ticket detailing user's employment status should be passed to the Ext\_WW\_OCC-User-Administration\_SLS\_Capgemini queue in ServiceNow. (The team may ask user to provide additional approvals validating their employment status, e.g. from the line manager or the HR.)

**Note:-** For UK & Ireland user SD should perform the above mentioned trouble shooting steps and if unable to resolve the issue the ticket needs to be assign to the UK IT team in

ServiceNow: Int\_UK\_Infra\_SLS\_FDT

Assignment Group:

Ext\_WW\_OCC-User-Administration\_SLS\_CapgeminiInt\_UK\_Infra\_SLS\_FDT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Information about FID (Service Portal): [https://fnc.service-now.com/sp?sys\\_kb\\_id=77d31a0bdb9d77408b4ef7131d961961&id;=kb\\_article\\_view&sysparm;\\_rank=4&sysparm;\\_tsqueryId=09d7a4a41bec8194d65632a99b4bcbe5](https://fnc.service-now.com/sp?sys_kb_id=77d31a0bdb9d77408b4ef7131d961961&id;=kb_article_view&sysparm;_rank=4&sysparm;_tsqueryId=09d7a4a41bec8194d65632a99b4bcbe5)Information about GID (Confluence):

<https://confluence.intra.fresenius.de/pages/viewpage.action?pageId=74176353>