

GSD. Active Directory - User Account Unlock

Article ID: KB0039748

Created: 2025-01-29 09:18:55

Updated: 2025-01-29 12:07:39

Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnaddev.service-now.com/api/now/table/kb_category/a9925c08c38a1a100acd3300150131f8',

'value': 'a9925c08c38a1a100acd3300150131f8'}

General Information:

Possible symptoms/errors:

User's Windows/Domain account has been locked due to too many failed logon attempts.

Alternative names of the system:

Windows AccountDomain AccountUser Account

IMPORTANT NOTICE:

N/A

Solution:

User Account in Active Directory will get locked after a number of failed logon attempts set for a specific group of users and will stay locked for a specific amount of time as described under 'Account Lockout Rules' (see below). If user calls the SD asking for account unlock, agent can do it manually in Active Directory.

Account Lockout Rules:

1. Account lock in AD for users of GG-DE-EK1-FGPP-EndUserAccounts = 15 minutes lock time after 10 erroneous tries
2. User who are not part of this group:FME = 60 minutes after 20 tries
3. Erroneous logins via internet at ADFS = 60 minutes locked after 4 tries (on premise account won't be locked)
4. Unlocked accounts "on premise":On premise systems = can be used again right awayCloud systems: can take up to 30 minutes until the cloud recognizes the unlocking

How to unlock user's Account in Active Directory:

1. First, open the Active Directory console, find the affected user account, open its 'Properties and go to the 'Account' tab as described in KB0039746 GSD. Work Instruction - How to use Active Directory
2. Then, click on the 'Unlock account' box to make a checkmark appear and click on 'Apply'. The account should be now unlocked.

If user's account still cannot be unlocked, gather details about the issue, user's contact details and assign the ticket to the user administration team queue in ServiceNow:

Ext_WW_OCC-User-Administration_Capgemini

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/Subcategory: N/A

Important Links:

N/A