

# GSD. Hardware - Temporary Local Admin Rights - Issues

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General Information:

Possible symptoms/errors:

How to check for local admin rights and what to do if they are not granted or not working.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

How to check for local admin rights:

Admin rights allow user to install software which is not part of the Software Distribution System (SCCM). In order to check if local admin rights have been granted to user, they need to follow the steps below.

Details:

NOTE: Applicable for all employees.1. Advise the user to open the Computer Management console according to their operating system.For Windows 7Click Start button > right click Computer and select Manage.

For Windows 10A. Click Start button > type This PC.

B. Right click on This PC and select Manage.

C. Click "Yes" on the User Access Control if prompted to allow the action.

2. In the next window, ask the user to click Local Users and Groups > Groups.

3. Then, to double click "Administrators". If user's windows logon name is listed then they have local admin rights.

What to Do if Admin Rights are Not Granted or Not Working?

It's easy to request admin rights via the IT Service Portal. But if user has raised a request and still has access limitation, here's how to handle this issue:

Details:

1. Advise the user to confirm if their request has been approved and fulfilled by the request team.

2. If fulfilled, ask them to check if Software Center is installed on their computer. Otherwise, gather the information from the user as listed below and raise a ticket with Ext\_WW\_Physical-Workplace\_SLS\_Capgemini team in ServiceNow.

Ask the user to provide:

The computer's hostname  
Detailed problem description  
Since when the issue has been occurring  
How often the issue occurs  
What was already tried to resolve the issue  
Error message  
Contact information and user's location

3. Also, user can check for admin rights by following the guideline from the previous part of this article. If user confirmed that they have the right settings, raise a ticket and it will be forwarded to the Client Management team, too.

Assignment Group:

Ext\_WW\_Physical-Workplace\_SLS\_Capgemini

Ticket Creation:

Template: N/A  
Categorization:

Configuration Item: N/A  
Category: N/A  
Subcategory: N/A

Important Links:

N/A