GSD. How to re-enable a disabled asset in Active Directory

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General Information:

Possible symptoms/errors:

User cannot logon to their PC.User's computer has been disabled due to inactivity.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

To increase endpoint security and comply with security policies, AD client objects are disabled based on AD and SCCM communication data in AD as soon as both values are older than 30 days.

This guide was created for support teams to get clients up and running again in response to user requests.

How to re-enable a disabled asset:

1. Check user's Active Directory domain. It can be looked-up in the ServiceNow. To see the domain search for user in ServiceNow 'new incident' view and click on 'preview this record' button on the right side of 'caller' field and look for ADS sAMAccountname. The three letters before the backslash indicate the user's domain.

2. Once the user's domain has been checked open active directory, expand the domain's folder then expand the domain.

3. To find the user's computer, right-click on the domain and select 'Find' from the drop-down menu.

4. Open 'Find' drop-down menu and select 'computers'.

5. In 'Computer name' field type in the computer's hostname (it's same as computer's service tag) and click on 'find now'.

6. In 'Search results' Right-click on the machine's name and select 'Properties'.

7. Check if the object is located in the proper folder for disabled assets. It always should be: fse.ads.fresenius.com(domain)/DE/EK1/Computers/deactivatedComputers/1LGBXR3(computer's name)

To get to this location, under the domain expand 'DE' folder, under DE expand 'EK1' then expand 'computers' and open 'deactivated computers'

8. Once ensured that the asset is in the proper location for disabled clients proceed to enable it. Right click on the computer's name and select 'Enable account'.

9. After enabling the account, the object needs to be moved to the 'Computers' folder. To do that, right-click on the object again and select 'Move...'

10. New window will open. Here, select the new location for the object. It has to be moved from the 'deactivatedComputers' folder to the 'Computers' folder which is located a level higher in the folder structure. Click 'OK' to confirm.

After all these steps the asset should be active and ready to use.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A