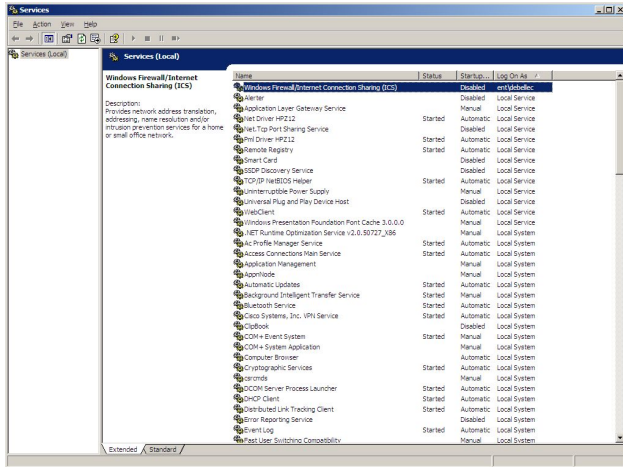


# How to Troubleshoot Locked Domain Accounts

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## Windows Services



Sort the list by 'Log On As'

There shouldn't be any services that use a users ENT account

Everything should be set to either 'Local Service', 'Local System' or 'Network Service'

If you do find a service configured using the users ENT account, verify the default account on your system and reset it.

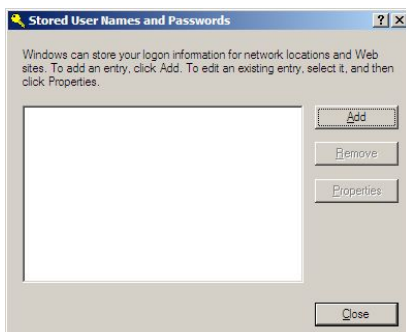
## Windows Stored User Names & Passwords



Start > Control Panel > User Accounts > Advanced Tab

Click on 'Manage Passwords'

This window should be empty. If there are any entries, remove them



这一步骤可以参考链接 (<http://blog.csdn.net/neils03/article/details/7102808>) :

一、在没有保存登录信息的情况下

第一种方法, 也是我一直使用的方法, 就是注销当前用户, 这样, 当再次登录后去访问刚才的共享文件夹时, 就会再次提示我输入用户名和密码, 这样就可以使用另一个用户登录啦。



但是这种方法也有郁闷的时候, 就是你并不知道要注销的当前用户的登录密码时。此时看看我找到的另外一种方法吧: net use, 可能有人早已经熟悉这个命令啦, 呵呵, 本人惭愧呀, 才知道的。

```
ca. Command Prompt
Microsoft Windows [Version 6.1.7600]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Allen>net use
New connections will be remembered.

Status          Local        Remote              Network
-----
Disconnected    \\192.168.    .    \IPC$             Microsoft Windows Network
The command completed successfully.
```

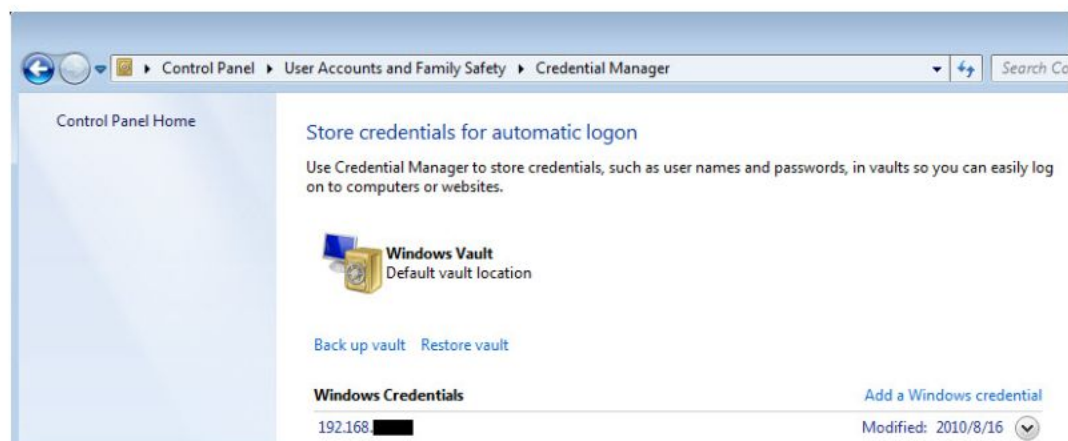
当在命令提示窗口输入`net use`命令时, 会显示本机缓存的共享登录信息, 如果你想切换用户, 则可以删除那条缓存的记录即可。

举个例子, 如上图显示, 假设IP地址是192.168.10.20, 则使用`net use \\192.168.10.20 /delete`即可, 如果要删除多条缓存或全部缓存则使用`net use * /delete`, 这个命令会提示确认信息在删除每条记录之前, 因此当进行到你想要删除的记录时按Y回车即可。

当完成上述命令后, 再重新登录时就会提示输入用户名和密码啦。

## 二、在保存登录信息的情况下

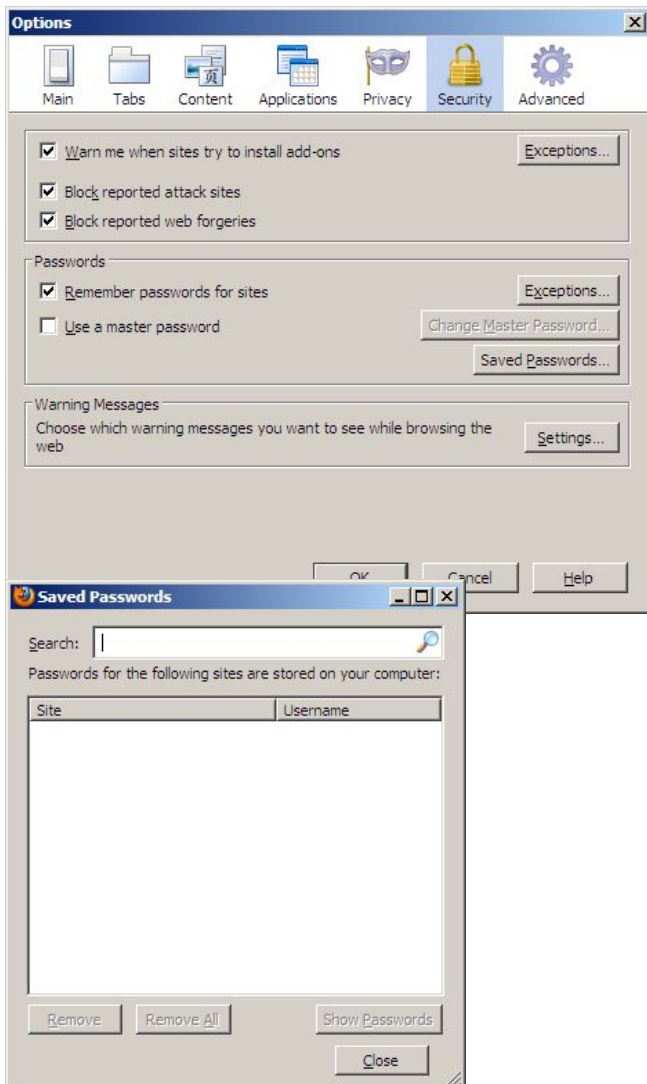
这种情况还是比较简单的, 在Windows7下, Control Panel[控制面板]->User Accounts and Family Safety[用户帐户和家庭安全]->Credential Manager[凭据管理器], 在这个窗口里有个Windows Credentials, 选择你要删除的凭证信息即可。



在WindowsXP下, 控制面板->用户帐户, 选择当前使用的用户, 例如, 如果当前用户是Administrator, 则在用户帐户窗口里选择Administrator, 进入下图所示窗口, 点击“管理我的网络密码”, 在弹出的“存储用户名和密码”的窗口里, 选中要删除的项, 点击右侧的[删除]按钮即可。



Firefox Saved User Names & Passwords



Firefox › Tools › Options › Security

If the user doesn't have any issue with disabling this feature in Firefox, simply uncheck 'Remember password for sites'

Keep in mind this prompt the user for credentials for any authenticated site in the future, not just ENT

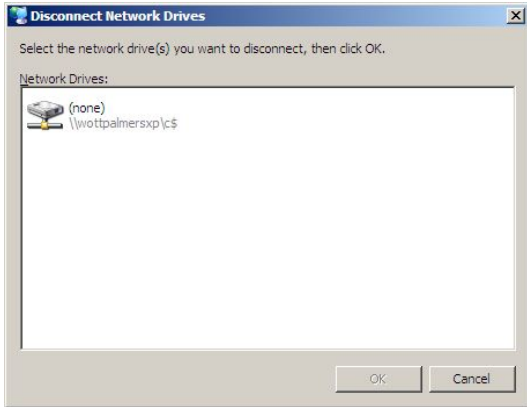
If the user would rather keep that functionality, click on 'Saved Passwords'

Check for sites that have 'ent/username' listed as the username being used and remove them

This will force Firefox to prompt the user to enter their current credentials for that resource and ensure an incorrect password is not being passed along automatically

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## Mapped Network Drives



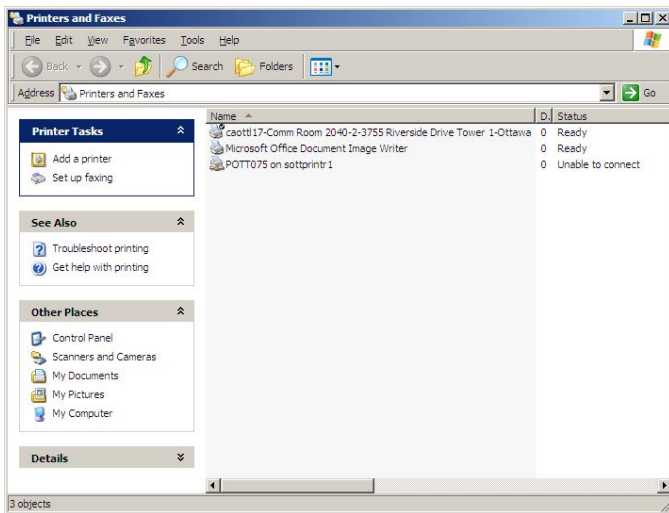
My Computer > Tools > Disconnect Network Drive...

Clear out any drives mapped here, have the user make a note of the network paths if they are unsure how to reconnect them

Always disconnect network drives using this method as it will show all connected drives, regardless of whether they have a drive letter assigned, or not

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## Legacy Network Printers

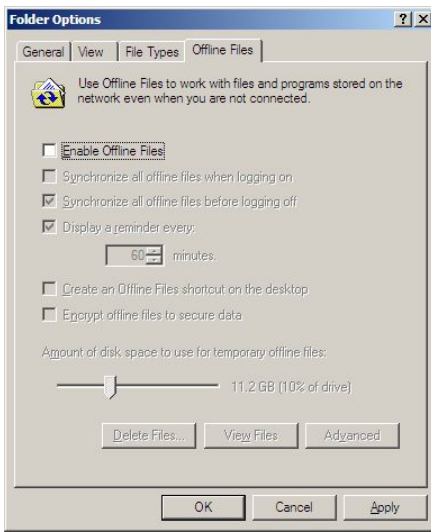


Most users should already have removed or reconfigured their legacy printing to use IP Printing

Remove any legacy printers just to troubleshoot the issue, they can always be re-added via IP printing

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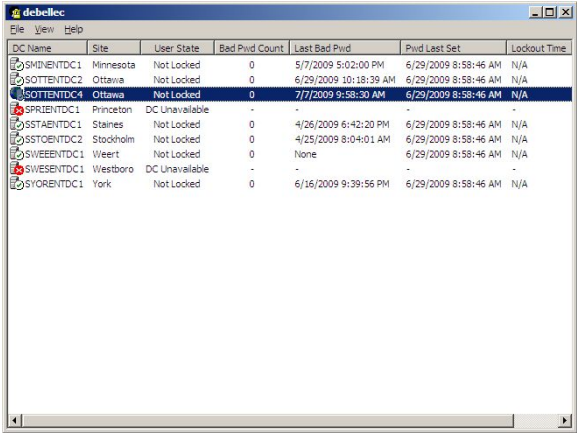
## Offline Folder Support



My Computer > Tools > Folder Options > Offline Files Tab

Ensure that 'Enable Offline Files' is unchecked. There might be offline file synchronizations that are configured without the user knowing

# Lockout Status Tool



The screenshot shows a window titled 'debellec' with a menu bar (File, View, Help) and a table of Active Directory sites. The table has columns for DC Name, Site, User State, Bad Pwd Count, Last Bad Pwd, Pwd Last Set, and Lockout Time. The 'SOTTENTDC2' row is highlighted in blue.

DC Name	Site	User State	Bad Pwd Count	Last Bad Pwd	Pwd Last Set	Lockout Time
SMINENTDC1	Minnesota	Not Locked	0	5/7/2009 5:02:00 PM	6/29/2009 8:58:46 AM	N/A
SOTTENTDC2	Ottawa	Not Locked	0	6/29/2009 10:18:39 AM	6/29/2009 8:58:46 AM	N/A
SOTTENTDC2	Ottawa	Not Locked	0	7/7/2009 9:58:30 AM	6/29/2009 8:58:46 AM	N/A
SPRENTDC1	Princeton	DC Unavailable	-	-	-	-
SSTAENTDC1	Staines	Not Locked	0	4/26/2009 6:42:20 PM	6/29/2009 8:58:46 AM	N/A
SSTOENTDC2	Stockholm	Not Locked	0	4/25/2009 8:04:01 AM	6/29/2009 8:58:46 AM	N/A
SWEEENTDC1	Weert	Not Locked	0	None	6/29/2009 8:58:46 AM	N/A
SWEEENTDC1	Westboro	DC Unavailable	-	-	-	-
SYORENTDC1	York	Not Locked	0	6/16/2009 9:39:56 PM	6/29/2009 8:58:46 AM	N/A

Lockout Status Tool should be open at all times while troubleshooting so that bad passwords can be tracked in real time

Always 'Run As...' using your ADM credentials

<http://www.microsoft.com/downloads/details.aspx?FamilyID=D1A5ED1D-CD55-4829-A189-99515B0E90F7&displaylang=en>