

Active Directory (Account Locked Out) - Help Desk Simulation

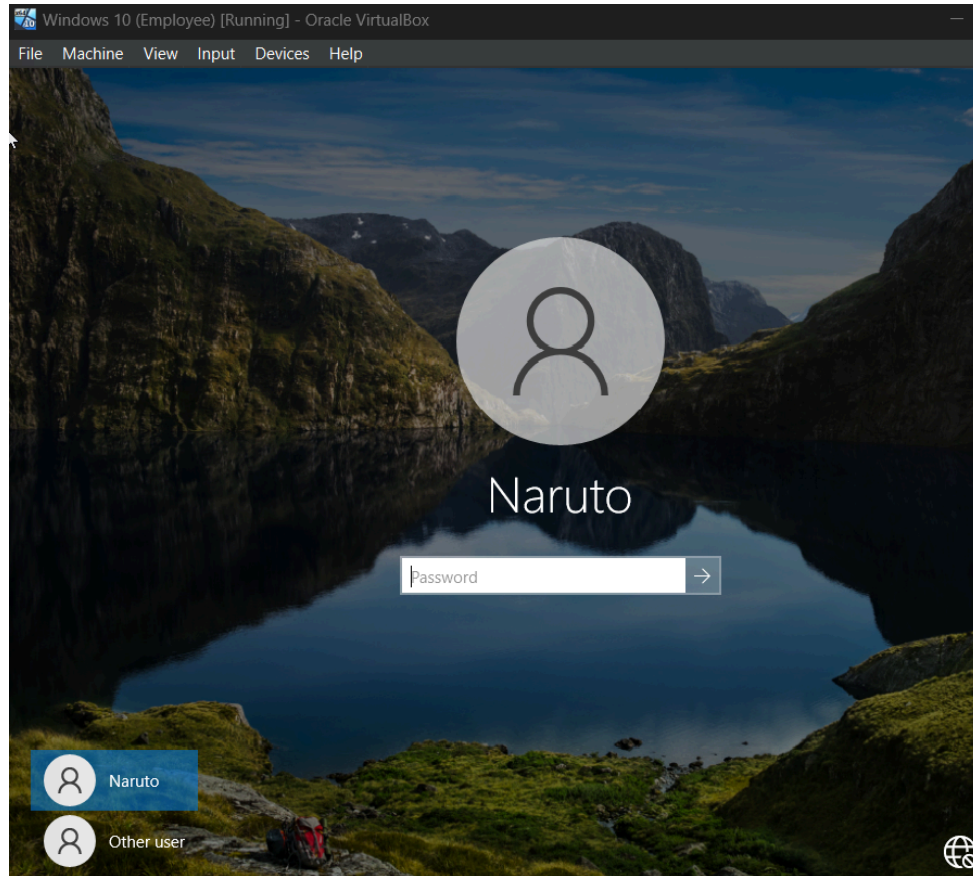
This walkthrough demonstrates how to simulate and resolve a common help desk issue: a domain user being locked out after entering the wrong password multiple times.

The goal of this exercise is to practice:

- Simulating an AD account lockout on a Windows 10 domain-joined workstation
- Identifying and unlocking a user account in Active Directory
- Verifying the user can log in
- Writing professional help desk ticket notes

Step 1: Simulate the Issue

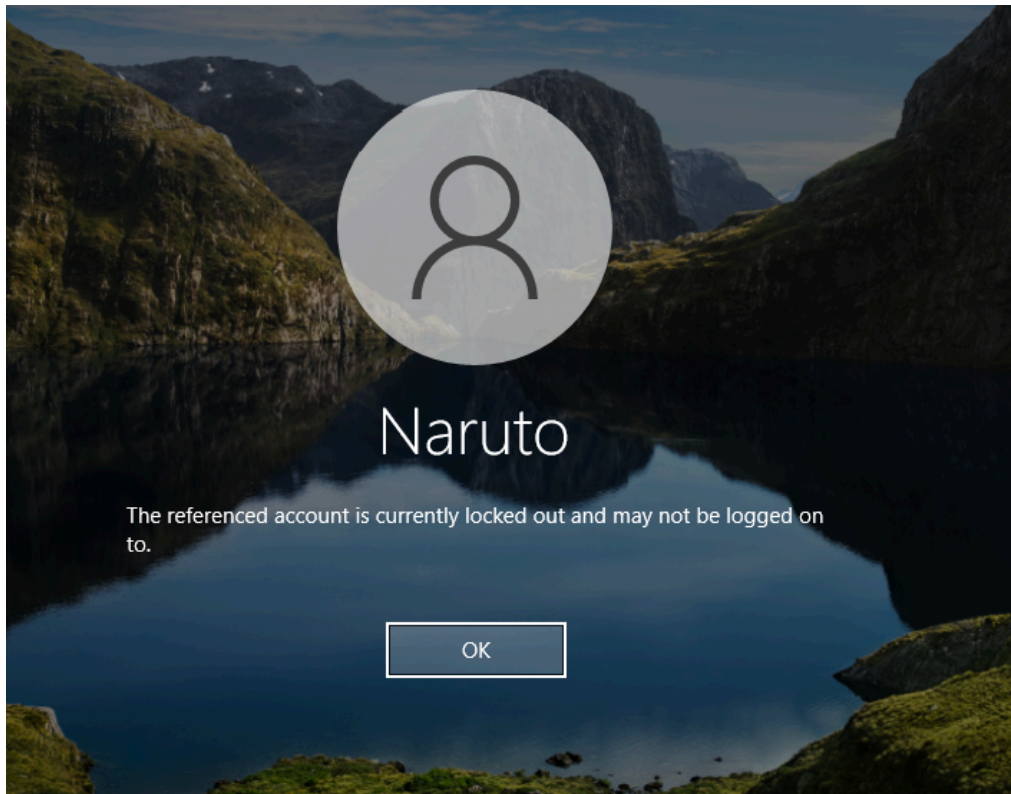
1. Go to your **Windows 10 domain-joined employee workstation**.



2. At the login screen, enter the user's **incorrect password 5–10 times**.



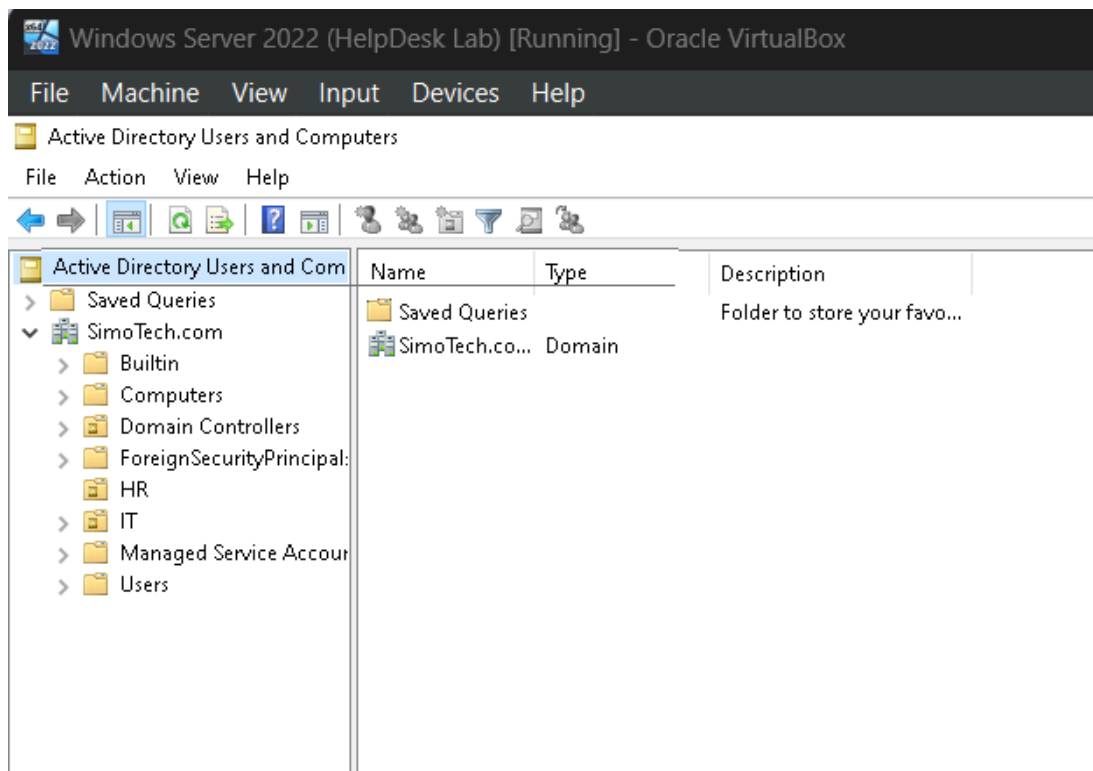
3. Continue until Windows displays an error such as:
“The referenced account is currently locked out.”



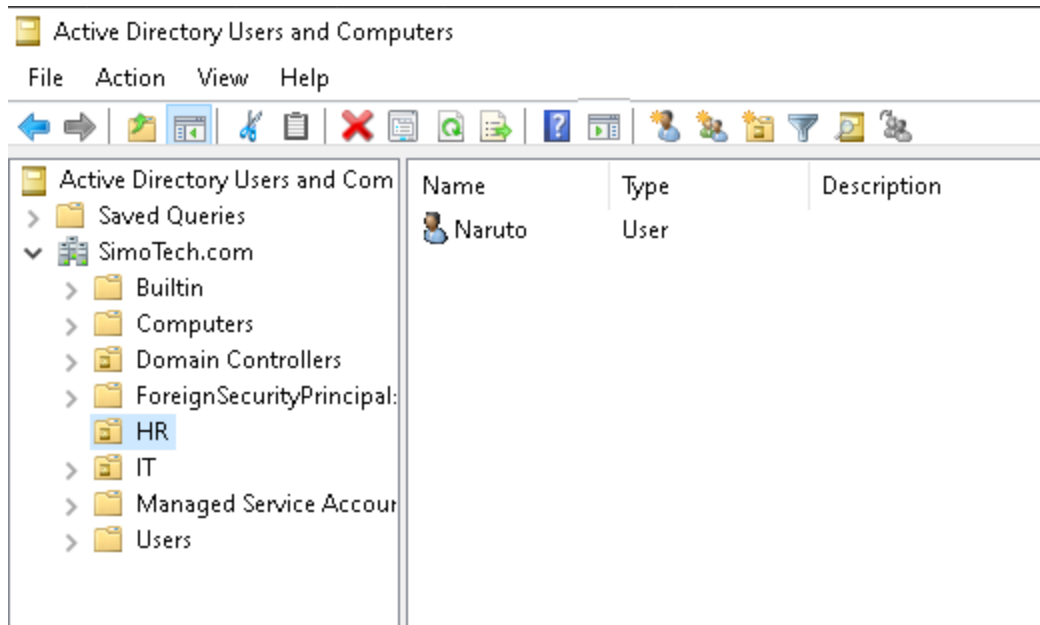
4. The account is now locked in Active Directory.

Step 2: Fix the Issue (Unlock in ADUC)

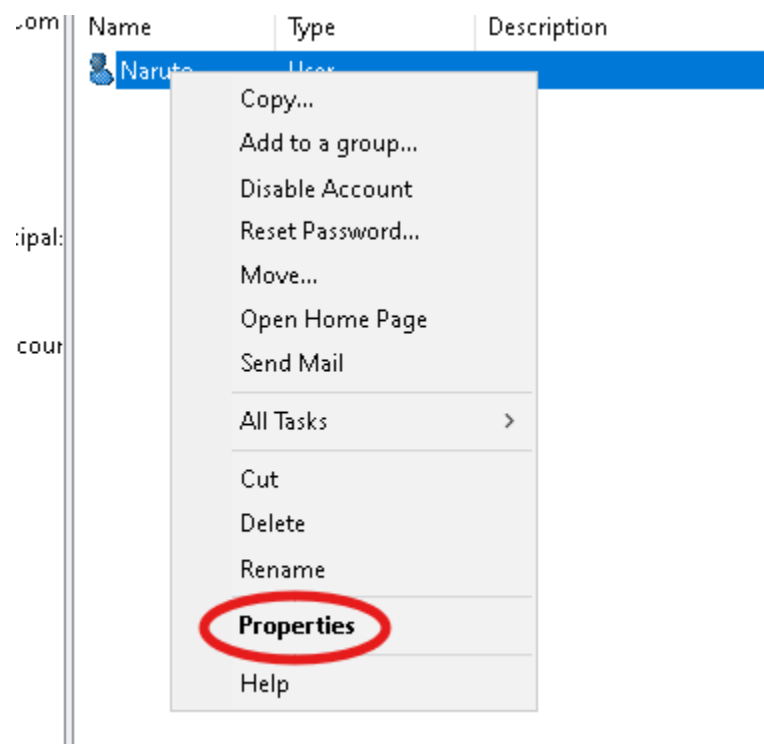
1. On your **Domain Controller Windows Server 2022**, open **Active Directory Users and Computers** (Windows Key + R → *dsa.msc*).



2. Navigate to the Organizational Unit where your user is located. In this case the user is located in **HR**.

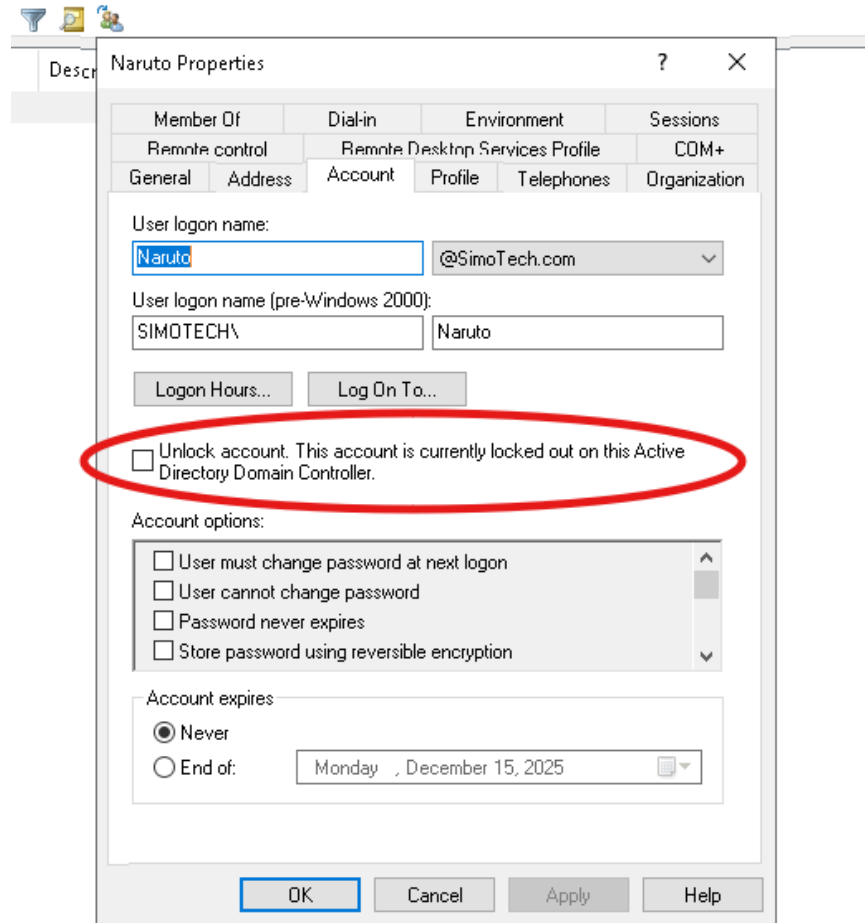


3. Right-click the user → **Properties**.

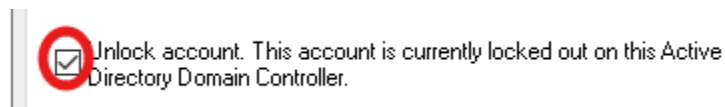


4. Go to the **Account** tab.

5. Check if “**This account is currently locked out...**” is displayed.



6. Click the box next to “**Unlock account**”, then click **Apply** and then **OK**.

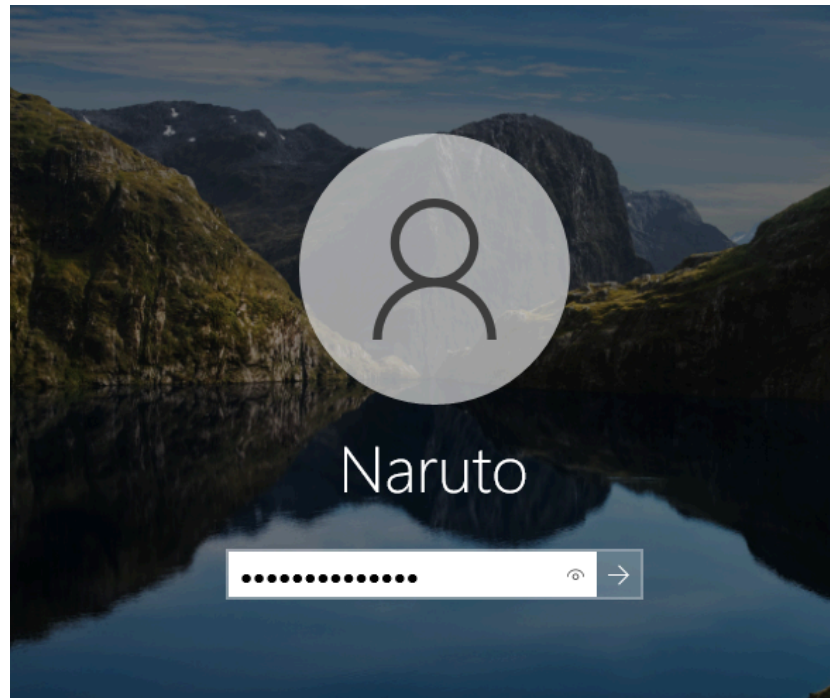


7. If needed, click **Reset Password** and set a temporary password.

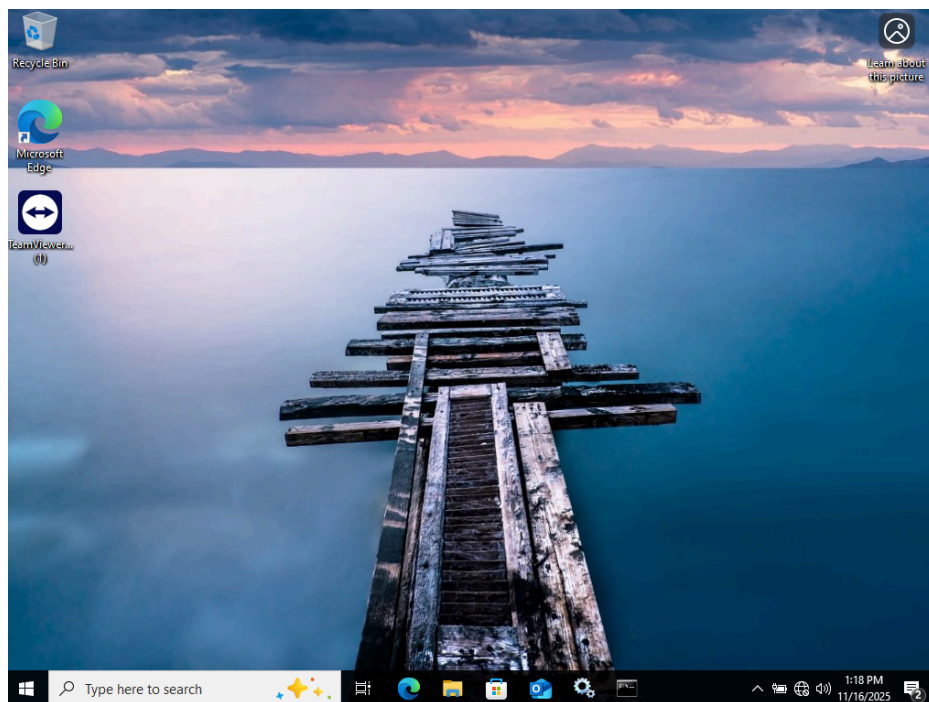
Step 3: Test

1. Return to the Windows 10 workstation.

2. Log in with the user's **correct** or **newly reset** password.



3. Confirm the user successfully signs in and the desktop loads normally.



Step 4: Document for Ticket Notes

Ticket ID: #2025-1116-001

User: Naruto Employee

Issue: User account locked out; unable to log into workstation

Steps Taken:

1. User reported account lockout after multiple failed login attempts.
2. Opened Active Directory Users and Computers on the Domain Controller.
3. Navigated to the Organizational Unit, HR, and right clicked on Naruto → Account tab → clicked "Unlock Account."
4. User successfully logged in and verified access to required applications.

Result: Ticket Resolved