

# Domain Trust

Periodically we will get a call where the person cannot log into their computer and they get an error message stating that the computer has a domain trust issue

This is due to the background password for the computer being different between the computer and the domain. That has to be reset

1. Unplug the network cable and the person will be able to log in. Once logged in, have them plug the cable back in.
2. Find the AD object for the computer within Active Directory Users & Computers
3. Right click on the object and reset it. That clears account information and allows the computer to be rejoined to the domain
4. On the computer -> Control Panel -> System Then rejoin the computer to the domain.  
Note: it will require a domain admin account to join.

Once that is done it should function as normal. This should not be a long process and should be done onsite since it needs domain network connection.

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Netdom resetpwd /Server:DC01 /UserD:JDoe /PasswordD:Str0NGestP@\$

DC01 - Domain controller that is good that you want to authenticate with

Jdoe - Domain admin account

Str0NGestP@\$ - account password, this command can only work with the password typed in clear text. Don't do it in front of end user.

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