Password Reset Error Messages

When the Password Set/Reset process is completed, the confirmation screen will appear displaying the account holder's NetID. It will state what systems the password was reset for or did not reset with the failure reason indicated. When an account holder is having an issue with access or login to any service, and you ask the account holder to complete the PSR,

- **IT IS IMPORTANT THAT YOU READ THROUGH THE CONFIRMATION SCREEN to confirm whether the password reset was successful or not.**

Error messages and meanings

There are several different errors that someone can get when performing a password reset and the password does not go through despite the password being valid. Below is each error and the course of action that needs to be taken.

1. **Your Windows Account password was not reset due to a permissions error**
   This message will generate if user has an AD account that is disabled, and is not currently eligible to have an active AD account. If a student receives this error, enrolling in classes will allow them to have an active account. Faculty/Staff will need an active HR record. In each case, an overnight process runs that will trigger the AD account allowing it to be enabled with another password reset after 10:00 am the next morning.

2. **Your Account was not found on the Windows Network**
   Error generated when an AD account does not exist. This applies to former students who are LDAP only, or were former UHS students. Solution is the same as #1. In many cases, the student may not intend to enroll in classes and may only be looking for access to MyUAlbany. In this case the error can be ignored.

3. **PSR can't connect to 389**
   Try to log into myUAlbany to see if the issue is global. If you can login to MyUAlbany and PeopleSoft, this error indicates, there is an issue with the PSR application. Escalate the Ticket to SMO LDAP Radius Team & UAD Tech Services.

4. **PSR can't connect to AD**
   Escalate the Ticket to WSG Team & UAD Tech Services.

5. **User not found in 389**
   This can be a timing issue. Escalate Ticket to IAMG team asking for a review of the user's status. If IAMG determines the account holder status is appropriate to having access, then have account holder wait an hour and then complete the PSR again. If the attempt is still unsuccessful, escalate the Ticket to IAMG team and they will determine if they need to escalate to SMO LDAP Radius Team.

6. **User not found in AD**
   Escalate Ticket to IAMG team asking them to review the user's status. If IAMG determines account is ok for access, have account holder wait an hour and then attempt PSR again. If PSR is still unsuccessful, then escalate Ticket to IAMG team who will then determine if they need to escalate to SMO LDAP Radius Team.

7. **Password Reset failed in 389 (Generic failure)**
   Account holder needs to wait an hour and then attempt PSR again. If PSR attempt is still unsuccessful, then escalate Ticket to UAD Tech Services.

8. **Password Reset only for MyUAlbany**
   Same procedure as #4 (error message may state "password successfully reset for MyUAlbany but not reset for IT resources")

9. **Password Failure in AD due to term OU issue**
   Same procedure as #4.

10. **Your NetID was not found on the ITS UNIX Cluster. Please contact the ITS Help Desk at 518-442-3700.**
    New NetID hasn't been added to LDAP/389 yet (i.e. student matriculated on Friday and their NetID will be part of the eduperson run on Monday, or the NetID/LDAP record was removed from LDAP/389 as part of the purge done in January 2017.

11. **You have previously used this password. Please enter a new and unique password.**
    The entered password has previously been used and is therefore no longer considered a valid choice. A new password, meeting our complexity requirements, will need to be used.

Update September 8, 2013

If the following error occurs on the Confirmation Screen (even if "The password for MyUAlbany/IAS and UNIX systems has been set/reset" also appears) and the account holder is eligible for using AD account, then the account holder is attempting to set a password that contains a portion of their name or NetID.

**Error: Your password was not reset for other University IT resources. Please contact the ITS Help Desk at 518-442-3700.**

Need more help? Contact the ITS Service Desk.