

microsoft.public.windowsxp.security_admin: Re: Forgot password option for users (process)

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Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2005-09/0570.html

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Date: 09/09/05

Date: Fri, 9 Sep 2005 22:21:40 +0100

Doug Knox MS-MVP wrote:

- > *The only other option is to have the Help Desk use a domain admin*
- > *account and reset the password, with all the usual warnings about*
- > *encrypted files, encrypted e-mails and stored browser passwords.*

There are a good few options out there, some of which I outline in my other reply on this thread. In a properly managed domain environment, which is what I'd expect an "enterprise" network to be, things like EFS encryption should be very well managed so that the IT team can either recover such documents if something happens to the original account or EFS should be hobbled so that users can't turn it on and burn themselves.

Incidentally, since Win 2000, when ever has a frontline helpdesk call handler needed domain admin to simply reset a password?

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Rob Moir

Website - <http://www.robertmoir.co.uk>

Virtual PC 2004 FAQ - <http://www.robertmoir.co.uk/win/VirtualPC2004FAQ.html>

Kazaa - Software update services for your Viruses and Spyware.