I lost my administrator password. How can I reset it?

The following programs are required for this FAQ article: Putty (SSH Client) (http://www.chiark.greenend.org.uk/~sgtatham/putty/latest.html) TightVNC (VNC Client) (http://www.tightvnc.com/download.php)

You can use the Rescue system to reset a lost Windows password.

-----> dedicated servers <------

1) Start the rescue mode in the central customer management.

2) Use the Putty program to connect to the server that is in rescue.

3) Enter the following command: (HDD and SSD)

------> without raid <-----: apt-get update apt-get install qemu -fy curl -O -J <u>https://fileshare.myloc.de/index.php/s/Fix7xxQPSQeQMQ2/download</u> qemu-system-x86_64 -enable-kvm -hda /dev/sda -vnc :12 -m 1024 -cpu host,+nx -cdrom pwrecover.iso -boot d

------> with raid <-----: apt-get update apt-get install qemu -fy curl -O -J <u>https://fileshare.myloc.de/index.php/s/Fix7xxQPSQeQMQ2/download</u> qemu-system-x86_64 -enable-kvm -hda /dev/sda -hdb /dev/sdb -vnc :12 -m 1024 -cpu host,+nx -cdrom pwrecover.iso -boot d

NVME

------> without Raid <-----: apt-get update apt-get install qemu -fy curl -O -J <u>https://fileshare.myloc.de/index.php/s/Fix7xxQPSQeQMQ2/download</u> qemu-system-x86_64 -enable-kvm -hda /dev/nvme0n1 -vnc :12 -m 1024 -cpu host,+nx -cdrom pwrecover.iso -boot d

4) Now connect to the server via VNC (e.g. with TightVNC). As "Remote Host" enter the IP of the server and the port of VNC (5912) like 127.0.0.1:5912.5) Click "Open

X:\windows\system32\cmd.exe - startnet.cmd			
X:\windows\system32>wpeinit X:\windows\system32>ntpwedi	it 64	3	
	NTPWEdit 0.6 (64-bit) Path to SAM file C:\WINDOWS\SYSTEM32\CONFIG\SAM User list ID Name ID Name ID Name ID ID <th></th>		

- 6) Click on the user name (by default "Administrator").
- 7) Now click on "Unlock" and directly after that on "Change password".

MTPWEdit 0.6 (64-bit)	- • ×			
Path to SAM file				
C:\WINDOWS\SYSTEM32\CONFIG\SAM	Open			
User list				
ID Name	Ne			
500 Administrator	ГТ			
503 DefaultAccount	About			
501 Guest				
504 WDAGUtilityAccount				
1 Unlock Change password 2				
Save changes Exit				

8) Now enter your new password and confirm it by clicking "OK"

NTPWEdit 0.6 (64-bit)			
Keep fields empty and press OK to reset password, or enter new password into both fields to change it.			
New password: Verify:	<u> </u>		
ОК	Cancel		

9) Now save the changes.

MTPWEdit 0.6 (64-bit)	- • •			
Path to SAM file				
C:\WINDOWS\SYSTEM32\CONFIG\SAM	Open			
User list				
ID Name	N <u>e</u>			
500 Administrator	/			
503 DefaultAccount	About			
501 Guest				
504 WDAGUtilityAccount				
Unlock Change password				
Save changes Exit				

10) Close TightVNC

11) Press "Ctrl + C" in the Putty window.

12) Switch off the rescue mode in the central customer management (ZKM) again.

13) Execute the command "reboot" in Putty.

Now the server will be restarted in normal mode and you can connect to remote desktop with the password specified in step 8).

-----> Root-Server <------This part of the FAQ follows, please contact support.

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