ESET Tech Center

I have forgotten the password or locked out the Enterprise Server system admin login

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If you have forgotten the built-in default system admin password to the Enterprise Server, and you are unable to perform an account unlock using the normal method, then please follow the steps below.

You will need administrative access to the machine hosting the Enterprise Server, either directly or via an RDP session.

You will also need details for the database which you should have saved after runnning the Enterprise Server setup wizard. For example:

If you **do not** have these details, but you have used the Enterprise Server pre-install, you may be able to recover the original database login details from the registry.

> Click the Windows button and in the Run box, type regedit.exe and press 'enter'
> In the registry:
>> If you are running a 32-bit Operating System, browse to the path '**HKEY_LOCAL_MACHINE\SOFTWARE\DESlock\Enterprise Server\Preinstall**' or 'HKEY_LOCAL_MACHINE\SOFTWARE\Data Encryption Systems Limited\DESlock+ Enterprise Server Preinstall' on legacy versions
>> If you are running a 64-bit Operating System, browse to the path '**HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\DESlock\Enterprise Server\Preinstall**' or 'HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Data Encryption Systems Limited\DESlock+ Enterprise Server Preinstall' on legacy versions.
> Make a note of the values for PreInstallSQLPassword and PreInstallSQLUserName.

Next you will need to run the reset tool. You must be an administrator, or have local administrative privilages to run this tool.

> Open the folder C:\Program Files\DESlock+ Enterprise Server.
> Run the application 'Admin Password Reset.exe'.

Enter the username and password for the database in the section 'Database Login Details'. You can use either the SA account, or the Enterprise Server account.

Enter the account name of the locked out admin and the new password in the 'New Admin Details' section.

Click 'OK'.

A dialog should appear explaining the reset was successful.

Login to the Enterprise Server using the new password.