Active@ Password Changer User Guide

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1 Product Overview

Active@ Password Changer is a solution designed for resetting local user password and account attributes on Windows NT / 2000 / XP / Vista / Servers 2003 / 2008 / 2012 / 2016 / 2019 / 2022 / Windows 7 / Windows 8 / Windows 10 / Windows 11 systems in case of Administrator's password is forgotten, lost or user account has been blocked, disabled or locked out. You do not need to re-install and re-configure operating system in this case. With Active@ Password Changer you can log in as a particular user with an empty password.

Active@ Password Changer also provides the ability to manage with days and times of the week that the user account is permitted to log on to the computer, which is useful for preventing the logging on for account you choose (or remove that kind of prohibition). For example, you can define in what hours your child can logon to the computer. This software has simple wizard-like user interface, supports multiple hard disk drives, is able to detect several SAM databases (in case if multiple OS were installed on one volume) and pick up the right one before starting recovery process. List of local users is displayed; you should choose the one to reset password or parameters. It can reset User is Disabled flag, Account is locked out flag, User must change password flag and sets Password never expires to avoid possible user blocking after password has been reset. Moreover you can create a Registry (SAM) backup before resetting user's passwords/attributes, and you can restore user's attributes later on back to the original state.

Demo version allows you to detect proper SAM database, view the user list and particular user attributes.

Professional version actually resets passwords and changes attributes. FAT16 / FAT32 / NTFS / NTFS5 file systems are supported. Windows NT / 2000 / XP / Vista / Servers 2003 / 2008 / 2012 / 2016 / 2022 / Windows 7 / Windows 8 / Windows 10 and Windows 11 operating systems are supported for password recovery, both 32 and 64-bit MS Windows operational systems are supported.

2 Operating Procedures

2.1 Program Start and Search Options

Start Active@ Password Changer:

- from the Start menu
- from the command line:
 - > Windows: go to the directory where software is located and type:

> PasswordChanger.exe

> Linux: go to the directory where software is located and type:

> sudo ./PasswordChanger

In Linux software must be launched under Super User account



Welcome screen appears:

Program starts and you can read short explanations, on the next page of the Password Changer wizard you will see the following options:

🚱 🍫 Active@ Password Changer	Professional
	Select one of the options below and press the "Next" to continue: Options
	Search all volumes for Microsoft Security Accounts Manager Database (SAM)
	Select volume with Windows Operating system manually.
	Find a folder with Windows registry files manually.
Help	Next Cancel

Program starts and you can read short explanations, on the next page of the Password Changer wizard you will see the following options:

📀 🍫 Active@ Password Change	er Professional
	Select one of the options below and press the "Next" to continue: Options Search all volumes for Microsoft Security Accounts Manager Database (SAM) Select volume with Windows Operating system manually. Find a folder with Windows registry files manually.
Help	Next Cancel

You can either choose a particular logical drive to search SAM database on, or choose to search on all hard disks and logical drives. If it is impossible to reach a Windows system drive directly you can copy SAM hive file from "C:/Windows/System32/Config" folder to a flash drive (or other external drive), then attach this drive to you computer and reset the password in this SAM file with the third option.

Click **Next** to go to the next step.

f you choose the see	cond option, you	need to sp	ecify the	drive to search S	AM database on
				23	J
Active@ Password Char	nger Professional				
	igen noressional		-		
	_				
	Logical Drives list ava	ailable to searc	h SAM file:		
	Name	Туре	File System	Total Size	
	PVV001_VOL0 (C:)	Fixed Disk	NTFS	224 GB	
and the second se	PVV001_VOL1 (D:)	Fixed Disk	NTFS	932 GB	
	PVV001_VOL2 (G:)	Fixed Disk	NTFS	1.82 TB	
	PVV001_VOL3 (H:)	Fixed Disk	NTFS	1.82 TB	
	SB_ARC (I:)	Removable Disk	FAT32	14.9 GB	
A CARLES AND A CARLES	🛹 EFI (1:)	Fixed Disk	FAT32	200 MB	
And the second second	WDVOL1_NTFS (F	:) Fixed Disk	NTFS	854 GB	
CONTRACTOR OF STREET,					
	Salact drive where Microsof	t Windows(c) bive	files are located	and press the "Next" button	
	Select unive where where withoson	c windows(c) nive	ines are located	and press the Next Dutton.	
Help			[Next Cancel	
			-]

Choose a drive and click **Next** to go to the next step.

2.2 SAM Selection

SAM (Security Access Manager) - a database where information about local users, their rights and passwords is stored.

If several SAM databases found - you need to choose a proper SAM database to reset proper account password and attributes. Normally SAM is located on a drive where operating system is installed in the folder :\WINDOWS\SYSTEM32\CONFIG.





Note: Please do NOT try to change account attributes for the operating system currently running (which SAM is located on the same drive from where the Windows is started). It is not possible, see the note below. To change account attributes and reset the password you either need to boot from bootable CD running Windows PE, or attach another HDD having Windows installed and boot from there.

Important

As long as you need to change system account attributes, drive where SAM is found must be locked exclusively before changing. Exclusive lock means that no one (including Windows) except Active@ Password Changer has full access to the account. This also means that if you try to change local account attributes for the system currently running, you will NOT be granted exclusive access to the drive and will not be able to reset account attributes. The following messages might appear:

A COLORIN	SAM hives have been found at Local Disk: WIN2K (E:): , file system: NTF	S, size: 4.79 GB		
	SAM File Path	Size	Drive	File Syste
	E:\TESTWIN\SYSTEM32\Config\Sam	256 KB	WIN2K (E:)	NTFS
	E:\USERWIN\SYSTEM32\CONFIG\Sam	16.0 KB	WIN2K (E;)	NTFS
Sec. 1	SAM processing		— × —	NTFS
2	Drive WIN2K (E:) has been used (locked) by another a system.	pplication or opera	ating	NTFS
	Would you like to force dismount the lock?			
	[Yes	No	
	Select target operational system SAM hive file and p	press the "Next" but	ton.	
Help			Next	Cancel



If selected drive cannot be unlocked by some reasons, current system drive is used by operating system, for example, User Account parameters will be opened in Read Only mode.



2.3 Local User Account Selection

After you've chosen SAM database you will see the list of local user accounts with descriptions:

RID User Name Description 000003ef kamoura 000003ef kamoura 000003ef Built-in account for guest access to the computer/domain 000003ef INSR_DMZ 1000003ea IVMA_DMZ 1000003eb VUSR_DMZ 1000003eb VUSR_DMZ 1000003ec reportuser		Users in Registi on drive WDVC	ry SAM file a DL1_NTFS (F;)	at path: F:\WNT\SYSTEM32\config\SAM), size 854 GB, File System: NTFS Total Users: 3
Image: Constraint of the constraint	and the second sec	RID	User Name	Description
Image: Construction of the second		ے 000001f4 000003ef	Administrator kamoura	Built-in account for administering the computer/domain
Image: Comparison of the server web Application Manager identity Internet Server Web Application Manager identity Image: Comparison of the server of the server of the server web Application Manager identity Internet Server Web Application Manager identity Image: Comparison of the server of the server web Application Manager identity Internet Server Web Application Manager identity Image: Comparison of the server of the server web Application Manager identity Internet Server Web Application Manager identity Image: Comparison of the server o		000001f5	Guest	Built-in account for guest access to the computer/domain
Comparison of the server with the server components the server server components. Select User's Account and press the "Next" button. Select folder to backup Registry to		🚺 000003e8	IUSR_DMZ	Internet Server Anonymous Access
Compose VUSR_DMZ Account for the Visual Studio Analyzer server components O00003ec reportuser Select User's Account and press the "Next" button. Select folder to backup Registry to	and a to the second second	🚺 000003ea	IWAM_DMZ	Internet Server Web Application Manager identity
Select User's Account and press the "Next" button. Select folder to backup Registry to	İ	000003eb	VUSR_DMZ reportuser	Account for the Visual Studio Analyzer server components
		Select User's Accou	nt and press th	e "Next" button. Select folder to backup Registry to

Choose a Local User Account to reset password and attributes for and click **Next** to go to the next step.

Note: Primary **Administrator**'s account (even if renamed) is always placed on the first place and has *icon*.

Other **Administrator** accounts are marked with 🥌 icon.

Non-Administrator accounts (Users, Guests, etc...) are marked with icon 🚺 having blue background.

Disabled/Locked accounts are marked with a cross.

2.3.1 Select Registry SAM file Backup folder

If you like to save backup copy of Registry SAM file, you have to press **Select folder to backup Registry to...** button and select a desire save place such as external HDD or Flash drive:

💊 Select a fol	lder to bac	kup the Registry				8 23	m: NTFS
Look in:	I:\		•	0 0	0	📑 📰 🔳	Total Users: 7
My Co	omputer	DOC WNT					ering the computer/domain
👢 👢 pvv		Backup					ess to the computer/domain
							on Manager identity
							Analyzer server components
Directory						Chaosa	
Directory:	васкир					Choose	
Files of type:	Directories				_	Cancel	
	-11	Select User's A	ccount and press	s the "Next	t" but	ton. Select t	folder to backup Registry to
Help							Next Cancel

Path to selected backup will be pointed at the bottom of this page and on the next step where you can change selected account parameters.

2.4 Change Account's Password and Attributes

After you've chosen the Local User Account you will see account description and attributes:

		in the land of products	23
Active@ Password Chang	er Professional		
	Registry SAM file	: F:\WNT\SYSTEM32\config\SA	AM
	🗷 Backup to: "I:/Ba	ckup"	
		Name: Guest	
	RID:	0x000001f5	
	Full Name		
	Full Name		
	Description	Built-in account for guest access	to the computer/domain
	Current State:	Change to:	Logon Hours
		User must change password a	at next logon
	\checkmark	Password never expires	
	\checkmark	C Account is disabled	
		Account is locked out	
COMPANY OF THE OWNER		Disable Force Smart Card Log	gin
	4	🛛 🗹 Clear this User's Password	
Help			Apply Cancel

In the left column you can see the account's current existing attributes.

In the right column you can set new values for these attributes. Default values are acceptable for most cases and guarantee to be able to logon to the system without password.

To reset Account's password - make sure that *Clear this User's Password* option is selected.

To agree to save backup Registry SAM copy - just check *Backup to:* checkbox or uncheck it otherwise. Click **Apply** to store changes back to the SAM database. You'll be asked for action confirmation:

1	Contraction Descent	-	22
	🚱 🍫 Active@ Password Change	er Professional	
	CE 10.10.10.10	Registry SAN	/ file: F:\WNT\SYSTEM32\config\SAM
1		Backup to:	"I:/Backup"
1		🚳 Save p	Darameters
	5	(?)	Are you sure to change this account parameters?
2		Full	Yes No
1		Des	smputer/domain
		Current State:	Change to: Logon Hours
H			User must change password at next logon
		\checkmark	Password never expires
1		\checkmark	Count is disabled
			Account is locked out
	COMPANY NEWSCILL		Disable Force Smart Card Login
			🍫 🗷 Clear this User's Password
	Help		Apply Cancel

Click **Yes** to change the SAM file and go to final wizard page:

Active@ Password Changer Professional	
User's attributes has been successfully changed.	
Thank you for choosing Active@ Password Changer! <u>www.password-changer.com</u>	
To know about our other products, please visit the web site: <u>www.lsoft.net</u>	
Help)

Click **Finish** to finish the Wizard and exit the program.

Note: If Logon Hours limitations exist for the particular account you'll see the **Logon Hours** button and would be able to change the Logon Hours limitations.

Registry SAM file: F:\WNT\SYSTEM32\config\SAM																													
	User Name: Guest RID: 0x000001f5																												
👆 Active@ Passw	vord Cł	nange	er Pro	ofess	iona	il: Lo	gon	Hou	rs foi	Gue	st																	?	x
(GMT-04:00) AST(Atlantic Standard Time), US&Canada, Santiago, Caracas																													
	<										*												€					Ok	
	12	2		4	_	6	8		10		12	\square	2		4	\neg	6	\neg	8		10		12						
All																											Ca	ncel	
Sunday		/ /	V	V	V	V	v	V	/	/	V	V	V	V	v	V	1	V	V	V	V	V							
Monday		/ 🗸	V	V	V	V	V	V	V		V	V	V	V	V	V	V	V	V	V	7	V							
Tuesday		/ 🗸	V	V	V	V	V	V			V	v	V	V	V	V	V	V	V	V	V	V		√ ©	Lo	ogor	n Per	mitted	I
Wednesday		/	V	V	V	V	V	V	/		V	V	V	V	V	V	V	V	V	V	V	V							
Thursday		/	V	V	V	V	V	V			V	V	V	V	V	V	V	V	V	V	1	V		 C) Lo	ogor	n Der	nied	
Friday		/ 🗸	V	V	V	V	V	V			V	V	V	V	V	V	V	V	V	V	1	V							
Saturday		/ 🗸	V	V	V	V	V	V	v		V	V	V	V	V	V	V	V	V	V	7	V							
č	(GM1	Г-04:	00) A	AST(/	s Atlaı	unda ntic :	ay tro Stan	ough darc	Satu I Tin	irday ne), l	from JS&(12:0 Cana	o AN ada,	/1 to San	12:00 itiaq	0 AN 10, 0	1 Cara	cas	_	_	_	•		U:	se D	Dayli	ght S	aving	Time

Specify logon hours, click **OK** to close the dialog and **Save** account's attributes.

Note: If you set path for Registry SAM backup file and set mark in checkbox **Backup to:** the final page will show full path and name for the backup file.



Backup file name has a timestamp at the end: **YYYYMDDhhmmss** where YYYY – year, MM – month, DD – day, hh – hour, mm – minutes, ss – seconds when this backup SAM file was saved.

3 Knowledge Base

3.1 Sales Questions

How to buy your products without a credit card? What are the payments terms?

The preferred method to order for our software is through online ordering using a credit card. Using this way you can download the software instantly without any delays saving you much precious time. Software download link is sent via email.

If you wish to pay without a credit card you can send us a Bank Money Order, Certified Cheque, PO (on orders of 500\$ US or more), Bank Money Transfer along with the completed order form which you can download by clicking the link below: www.password-changer.com/downloads/OrderForm.pdf

Usually it takes up to 10 business days to complete your order offline using this method.

For additional information click here: www.password-changer.com/orderfax.htm

How is your product delivered?

All our password recovery products are delivered electronically online only. So there are no shipping charges. After order completion the invoice and software download instructions are sent to the email address provided during the registration process within a few minutes of registering. After payment, the software can be immediately downloaded via our Web-store.

Is there a way to re-download the purchased copy of Active@ Password Changer and install it again?

You can download your licensed software again anytime within support period using our Clients Center free of charge: <u>https://secure.lsoft.net/clients/</u>

What do I need to do to get the latest software updates for Active@ Password Changer?

You can get latest software updates for Active@ Password Changer from our Clients Center by clicking the following link: <u>https://secure.lsoft.net/clients/</u>

3.2 Technical Questions

I do not have Administrator account on my logon screen in Windows 11 (10 or 8 or 7 or Vista). Does this account exist in my system?

Built-in Administrator account is created in Windows 11, 10, 8, 7 or Vista, but it disabled by default and you can't see it and use it. If you have to troubleshoot something in your system and cannot logon to your operating system with any other account you can enable it with our Active@ Password Changer as it described in the manual above. Remember – built-in Administrator account is always placed in the first row in the User Account list.

You can disable this Administrator account later after you do not need it anymore. You can use Password Changer again to do that or just open a command prompt in your system and type the following command:

net user administrator /active:no

If you decided to leave the Administrator account enabled do not forget to assign a password to it.

I've saved backup Registry SAM file as SAM20160315230333 in my flash drive. Why do I need it?

If your system became inoperable after you use Active@ Password Changer you can roll back all changes to the square one. To do this you have to:

1. Boot your computer with our Active@ Boot Disk (with Password Changer).

- 2. Run Boot Disk Explorer (Start -> Utilities ->Explore My Computer).
- 3. Find the folder "C:\WINDOWS\System32\config".

4. Move file "sam" from this folder to any temporary folder - "C:\Temp" for example.

5. Copy your backup file from the flash drive (or other storage where you have it) to folder "C:\WINDOWS\System32\config"

6. Rename backup Registry file to SAM (just remove numbers at the end of the file name).

7. Reboot your computer.

I'm unable to find user Administrator in the list of the users after selection of proper SAM database in Active@ Password Changer. Where it is?

Most likely local account Administrator has been renamed due to security reasons. Active@ Password Changer always displays built-in Administrator's account on top (even it was renamed). Write down this account name to be able to type it in later on, after its password has been reset.

Will the User Profile be saved, after user's password has been reset?

User Profile depends on User Name and Security ID (SID) so it cannot be spoiled by changing the user's password.

Will the file restrictions be saved, after user's password has been reset?

File and folder security settings are based on User Security ID (SID) that is produced during user account creation and does not depend on user password. You can change your password as often as you wish without files/folders security settings changes.

Can Password Changer help me in meeting the complexity requirements (such as digits, small and capital letters, and length of password) set by the PC's Local Security policy?

Local Security Account Policy affects the new passwords setting process in Windows environment, but not existing passwords, even absolutely empty ones. So you can reset the password for this account with Active@ Password Changer then logon with this user account name with the empty password. I have erased the password using Active@ Password Changer on a system where the administrator is no longer with the company. The system is a NON ENGLISH (localized) version of Windows 2000. The Password Changer gave a message saying that the password was changed, but system is still asking me to type the password ("Wrong username or password").

It is possible that the Administrator account in your localized version is renamed (for example Administrateur in French version), or has national (non English) symbols. Try to start Active@ Password Changer and find out the real username for Administrator account. It has to be first in the user's list with RID = 000001f4. Write down this username and use it for login.

I've reset local Administrator's password, but after re-boot on Welcome Screen I do not see user Administrator, just list of regular users. I have Windows XP. How can I log in as Administrator?

Operating System Windows XP (Home and Professional Editions) when booting suggests only names of regular users on Welcome Screen by default. Administrator's account is hidden. Press key combination **Ctrl+Alt+Del** two times to display Login Dialog Window and you will be able to type both user name and password. Type **Administrator** and use empty password.