



Restoring Controller Name, User IDs and Passwords

Introduction

Changes to user IDs or passwords will cause the NV9000 software to fail. Changes to the computer name will cause the NV9000 software to fail.

If you determine that the a controller's user IDs or passwords are wrong, you must restore them. If you determine that the controller's computer name is wrong, you must restore it.

Merely changing the user IDs or passwords back to their required values might *or might not* restore a malfunctioning NV9000. NV9000 "Users" are created when MSDE is installed. It is not possible to add NV9000 users otherwise.

MSDE means
"Microsoft Desktop
Engine."

If user IDs or passwords are corrupted or changed, a sure remedy is to remove the NV9000 "users" and reinstall MSDE or restore the SSD (solid state drive) image from the most current backup.

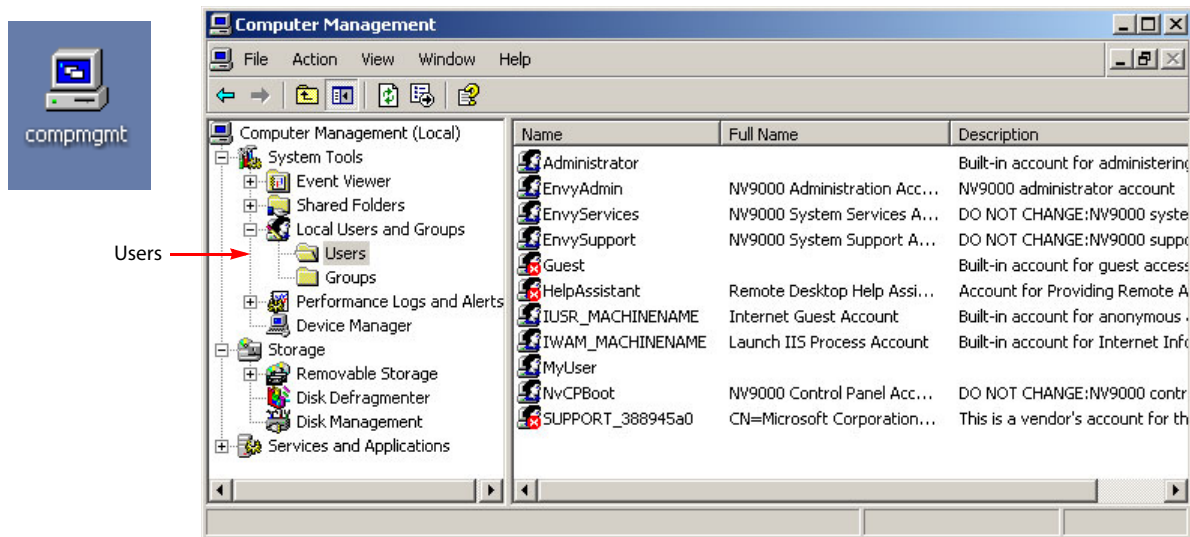
Changing the computer name is easy.

User IDs and Passwords

Open the computer manager. If there is no desktop icon, navigate to, and open

C:\WINDOWS\system32\compmgmt.msc

Then expand and open 'Users' on the left side:



Right-click any of the applicable user IDs and passwords to change them to the following:

UserID	Password
EnvyAdmin	software
EnvyServices	y2kplus1
EnvySupport	TechGuru
NvCPBoot	nvcboot

▲ It is allowable—even advisable—to change EnvyAdmin's password.

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Determine whether your change actually solved your problem. If not, either restore the MSDE or restore the SSD image. Delete the user IDs if you intend to restore MSDE.

Restoring MSDE

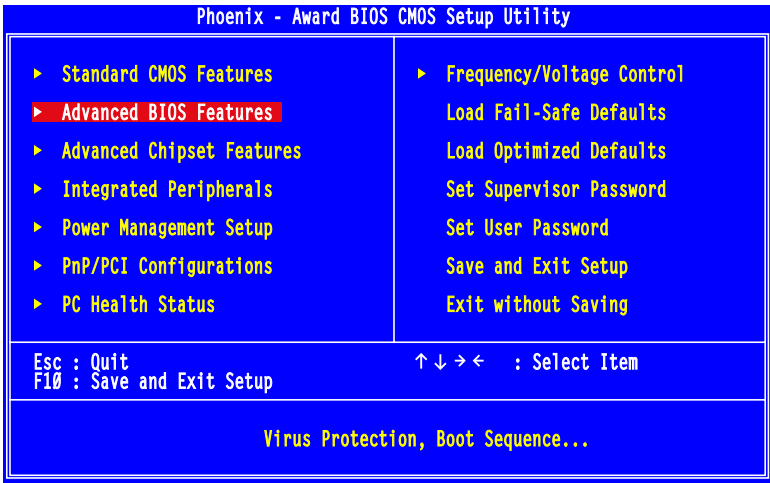
Refer to technical note *TN0015-xx MSDE Recovery* if you are restoring the MSDE.

Restoring the SSD Image

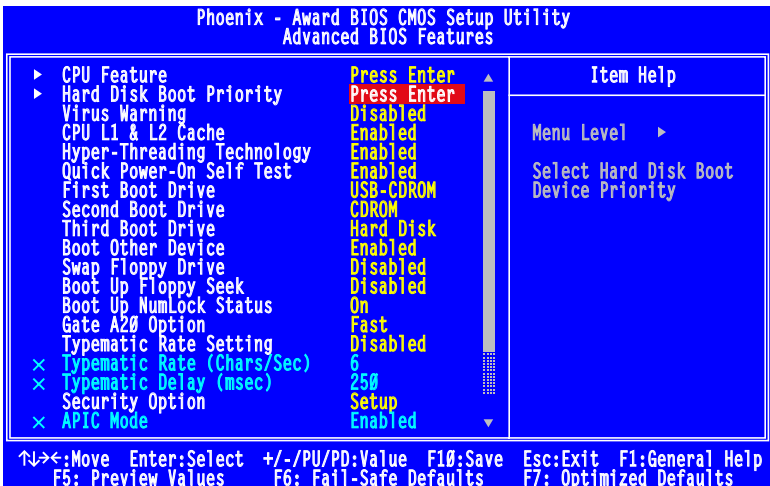
- 1 Switch the boot priority to the HDD.

Follow these steps:

- a Restart the controller, holding the ‘Del’ key down to access the “CMOS Setup” page:

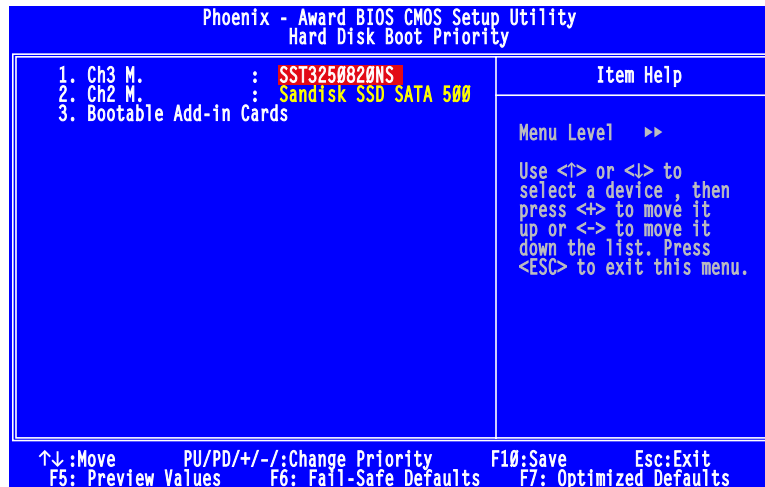


- b Use the arrow keys to choose ‘Advanced BIOS Features’, then press ‘Enter’. Then choose ‘Hard Disk Boot Priority’ and press ‘Enter’:



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c Follow the instructions to change the boot priority so that the HDD is first in the priority list:

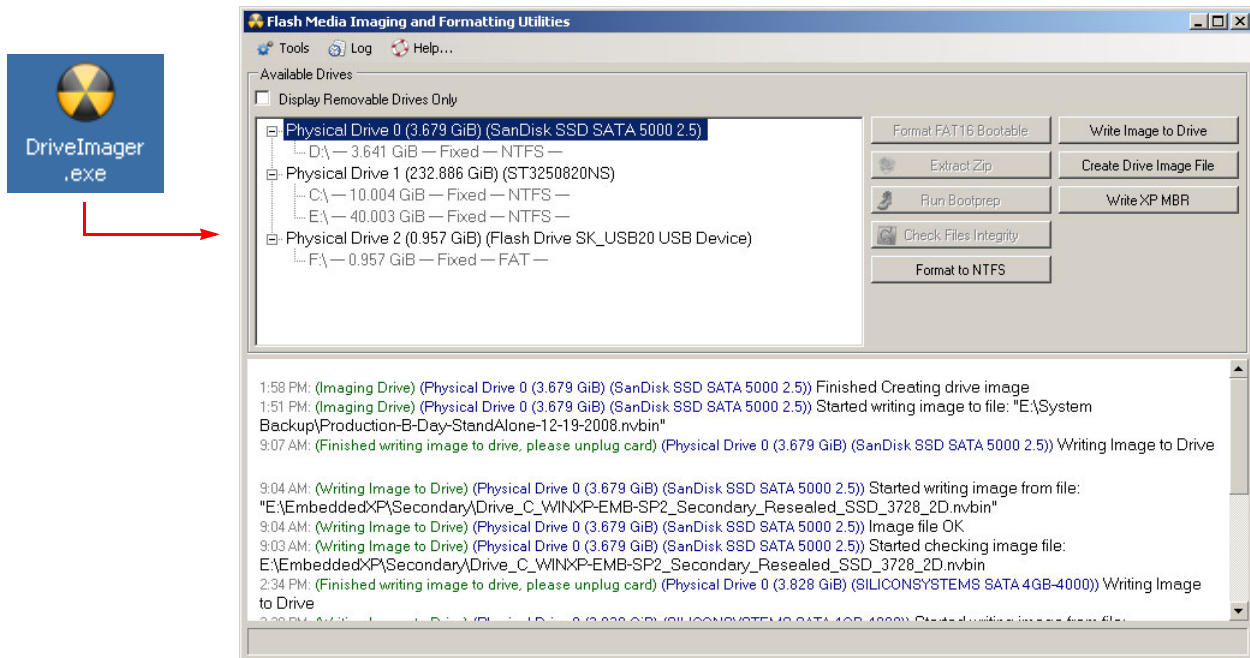


d Save the change and exit. The controller will now boot from the HDD. When Windows' startup completes, login. You will see the *DriveImager* icon on the desktop.

2 Run *DriveImager* to restore the disk image.

Follow these steps:

1 Double-click *DriveImager.exe* to launch it:



2 Click 'Write Image to Drive'. An 'Open' dialog appears in which you may select the *most recent* backup image file. The directory is E:\System Backup.

After a few minutes, the restore completes and you will see a completion message. Close *DriveImager*.

3 Switch the boot priority back to the SSD.

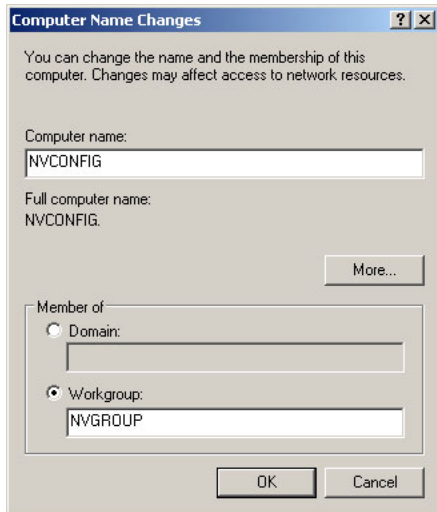
Restart the controller, holding the 'Del' key down, and use the method described in step 1 to move the SSD to the first position in the priority list.

Computer Name

Right-click the computer icon on the desktop. (If it was improperly named, it might not be easy to find.)
Choose ‘Properties’ from the context menu:



Choose the ‘Computer Name’ tab in the resulting window. Then click ‘Change Name’. This dialog appears:



Enter “NVCONFIG” for a stand-alone controller or a primary controller. Enter NVCONFIG2 for a secondary controller.

Ensure that the “Member of” option is the “NVGROUP” workgroup.

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