Technical Note



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:

	🖵 Computer Management				
	📕 File Action View Window Help				
compmgmt	🖳 Computer Management (Local)	Name	Full Name	Description	
	E-System Tools	Administrator		Built-in account for administering	
	⊕ 🔁 Shared Folders		NV9000 Administration Acc	NV9000 administrator account	
Users —	E S Local Users and Groups		NV9000 System Support A	DO NOT CHANGE:NV9000 syste DO NOT CHANGE:NV9000 suppo Built-in account for quest access	
	Groups ⊕ ∰ Performance Logs and Alerts ■ Device Manager	HelpAssistant	Remote Desktop Help Assi Internet Guest Account	Account for Providing Remote A Built-in account for anonymous	
	E Storage	WAM_MACHINENAME	Launch IIS Process Account	Built-in account for Internet Inf(
	Disk Defragmenter	Solution	NV9000 Control Panel Acc	DO NOT CHANGE:NV9000 contr	
	Disk Management	SUPPORT_388945a0	CN=Microsoft Corporation	This is a vendor's account for th	
		•			

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	nvcpboot

▲ 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:

Phoenix - Award BIOS	CMOS Setup Utility		
 Standard CMOS Features Advanced BIOS Features Advanced Chipset Features Integrated Peripherals Power Management Setup PnP/PCI Configurations PC Health Status 	 Frequency/Voltage Control Load Fail-Safe Defaults Load Optimized Defaults Set Supervisor Password Set User Password Save and Exit Setup Exit without Saving 		
Esc : Quit F1Ø : Save and Exit Setup ↑↓→← : Select Item			
Virus Protection, Boot Sequence			

b Use the arrow keys to choose 'Advanced BIOS Freatures', then press 'Enter'. Then choose 'Hard Disk Boot Prioriity' and press 'Enter':

Phoenix - Award BIOS CMOS Setup Utility Advanced BIOS Features			
 CPU Feature Hard Disk Boot Priority Virus Warning CPU L1 & L2 Cache Hyper-Threading Technology Quick Power-On Seif Test First Boot Drive Boot Other Device Swap Floppy Drive Boot Up Floppy Seek Boot Up Floppy Seek Boot Up Floppy Seek Boot Up Floppy Seek Boot Up NumLock Status Gate A20 Option Typematic Rate Setting Typematic Rate Setting Security Option × APIC Mode 	Press Enter Press Enter Disabled Enabled Enabled Enabled USB-CDROW CDROM CDROM Hard Disk Enabled Disabled Disabled Disabled G Setup Enabled V Fast Disabled CSS Setup Enabled V V V V V V V V V V V V V	Item Help Menu Level ► Select Hard Disk Boot Device Priority	
↑↓→<:Move Enter:Select +/-/PU/P F5: Preview Values F6: Fai	D:Value F10:Save	Esc:Exit F1:General Help	



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:

😴 Tools 👩 Log 🎲 Help			
Available Drives			
Display nemovable Drives Univ D			
L D $(-3.641 GiB - Fixed - NTFS -$	Futuret Zin	Create Drive Image Ele	
	S Extract Zip		
	Hun Bootprep	WITE XP MBR	
Physical Drive 2 (0.957 GiB) (Flash Drive SK_USB20 USB Device) FA - 0.957 GiB - Fixed - FAT -	Check Files Integrity		
	Format to NTFS		
1:58 PM: (Imaging Drive) (Physical Drive 0 (3 679 GiB) (SapDisk SSD S&T& 5000 2 5))	Finished Creating drive image Started writing image to file: "EAS)		

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:

D pen Explore Search Manage
D pen Explore Search Manage
Explore Search Manage
Search Manage
Manage
Map Network Drive
Disconnect Network Drive
Ereate Shortcut
Delete
Rename
Properties

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

Computer Nar	ne Change	25		? ×
You can chan computer. Cha	ge the name Inges may a	e and the r ffect acce	nembershi ss to netw	p of this ork resources.
Computer nam	e:			
NVCONFIG				
Full computer NVCONFIG.	name:			More
⊢ Member of –				
C Domain				
Workgr	oup:			
NVGRO	DUP			
			ОК	Cancel

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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