

I've forgotten the WinSPC 'admin' password, what do I do?

- 1. The WinSPC 'admin' user is the pre-configured administrator account whose password is set when WinSPC is first installed. The password can be changed by logging into WinSPC as the 'admin' user, and then selecting "Tools" > "Change Password" from the drop down menu at the top of the screen. If the 'admin' user's password is forgotten, however, a special process must be followed to reset the password. In order to complete this process, you will need to be in contact with our Technical Support staff, as a validation key needs to be provided to change the user's password.

The specific process to reset the 'admin' users's password varies slightly by your current WinSPC version:

For WinSPC 8.0.0 through WinSPC 8.3.X

To reset the 'admin' user's password:

Download the v8BkDoor.exe utility. Move the downloaded utility into your WinSPC installation folder. (The default name and location for this folder is C:\Program Files (x86)\DQS\WinSPC on a 64-bit computer and C:\Program Files\DQS\WinSPC on a 32-bit computer.) Run the v8BkDoor.exe utility. This should display the 'Emergency Access Recovery' screen.

Provide the 20 character 'Validation Code' to our Technical Support staff (via email or phone). After providing this code, do not close the window until the new password has been set, as the 'Authorization Key' that you will be provided is based upon the 'Validation Code', and the 'Validation Code' will change each time the 'Emergency Access Recovery' screen is opened. Enter 'admin' (without the quotes) into the 'User Name' field. Enter and confirm the desired password. Our Technical Support staff will provide the 20 character 'Authorization Key', which should be entered into the 'Authorization Key' field. Click on 'Set Password'. A confirmation message will appear stating that the password has been changed. You will now be able to log into WinSPC as the 'admin' user with the new password.

- 1. For versions of WinSPC prior to 8.0.0, or for WinSPC 9.0.0 or later

To reset the 'admin' user's password:

Launch WinSPC. At the WinSPC login screen, press 'Ctrl', 'Alt', and 'F6' on the keyboard simultaneously to display the 'Emergency Access Recovery' screen.

Provide the 20 character 'Validation Code' to our Technical Support staff (via email or phone). After providing this code, do not close the window until the new password has been set, as the 'Authorization Key' that you will be provided is based upon the 'Validation Code', and the 'Validation Code' will change each time the 'Emergency Access Recovery' screen is opened. Enter 'admin' (without the quotes) into the 'User Name' field. Enter and confirm the desired password. Our Technical Support staff will provide the 20 character 'Authorization Key', which should be entered into the 'Authorization Key' field. Click on 'Set Password'. A confirmation message will appear stating that the password has been changed. You will now be able to log into WinSPC as the 'admin' user with the new password.