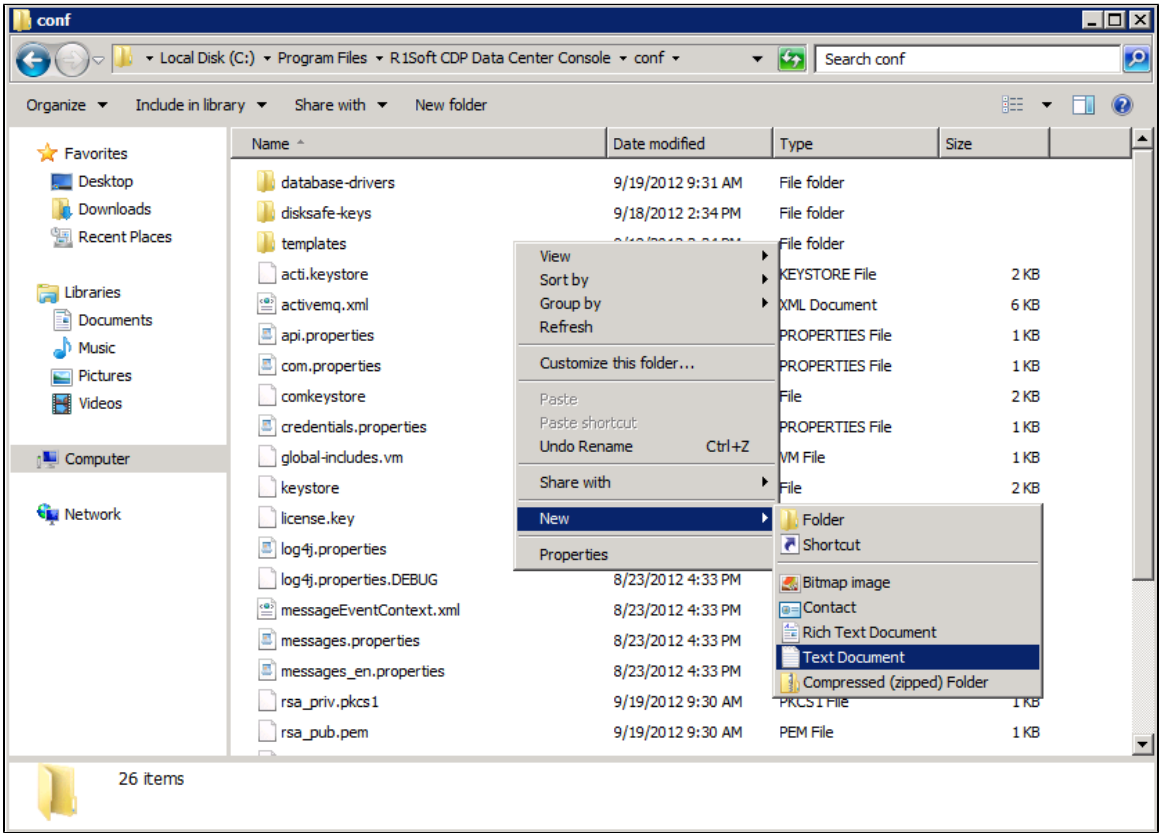
Resetting Data Center Console (DCC) Password in Windows

Symptom

User has lost their password for logging into Data Center Console.

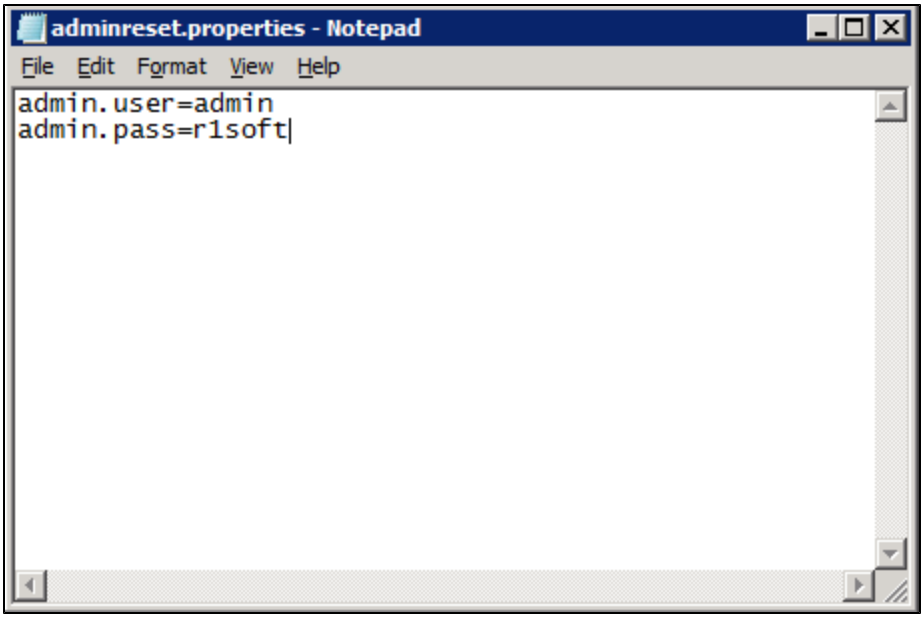
Resolution

1. Log in to the server as administrator and browse to `C:\Program Files\R1Soft CDP Data Center Console\conf`. Create a new text file and name it `adminreset.properties`



2. Open the text file and insert the following text, using your username and a new password (in this example, we are resetting the password for user "admin" and using the password "r1soft"):

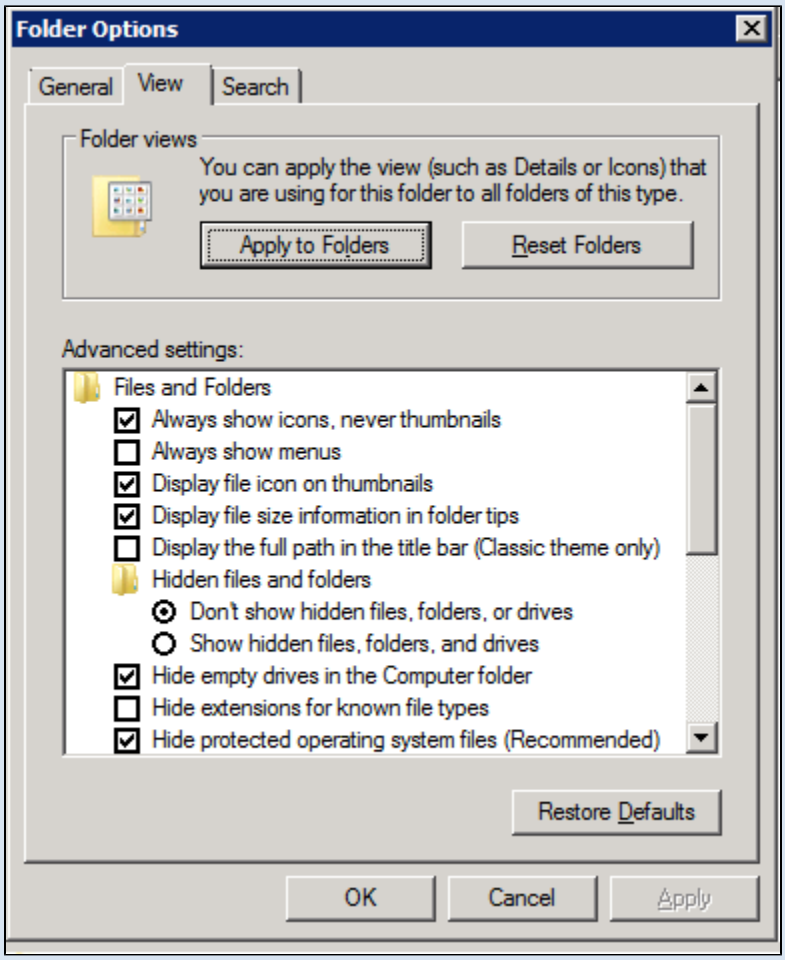
```
admin.user=admin
admin.pass=r1soft
```



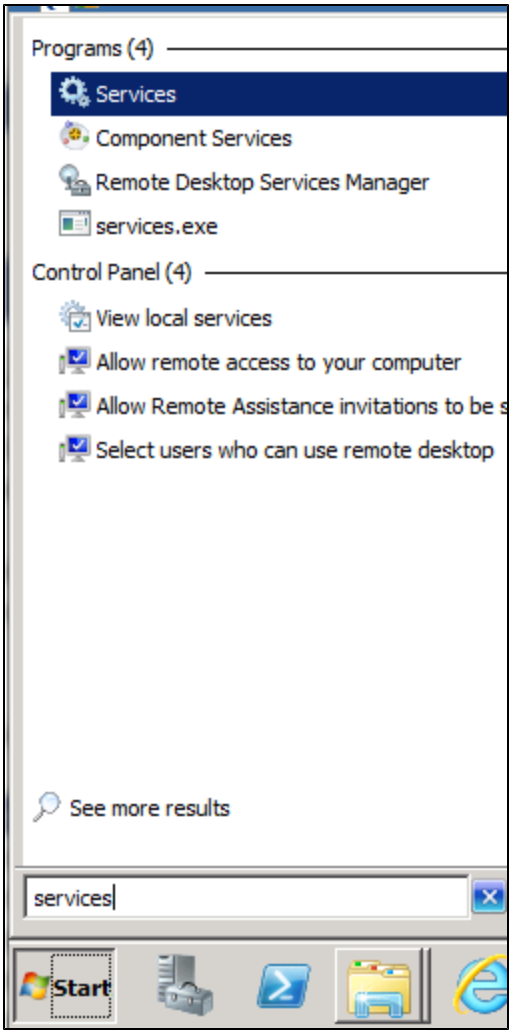
3. Save the file and close it. Then right click on the text file `adminreset.properties.txt`, select "Rename", and remove the `.txt` file extension. Press Enter or click away to save the change. Click "Yes" when Windows asks if you're sure you want to remove the extension.

Tip

If you do not see `.txt` at the end of the filename, go to Tools > Folder Options > "View" tab, and un-check "Hide extensions for known file types" (if you do not see the "Tools" button you can open it by pressing Alt+T)

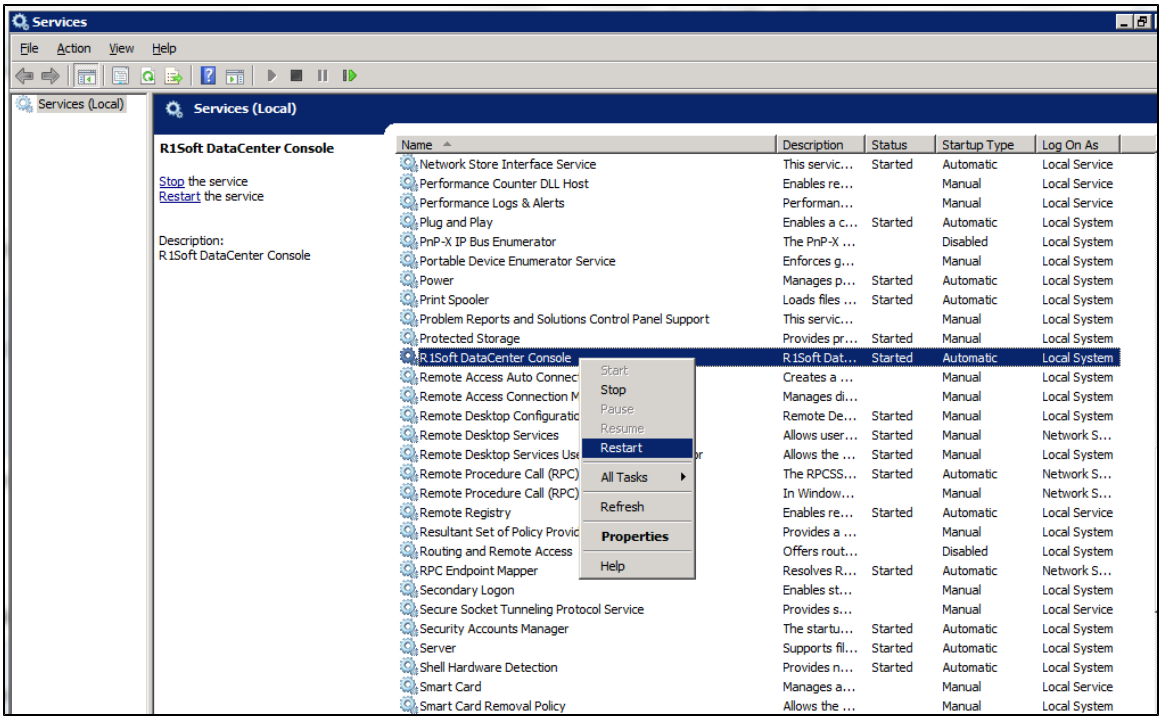


4. Open the Windows "Services" menu. This can be accessed by clicking Start then typing "services" into the search bar, where you'll see the "services" icon show up in the start menu:



Alternatively you can click "Run..." and open "services.msc".

5. Right click on "R1Soft DataCenter Console" and select "Restart".



After a few moments you will be able to log in using the credentials you provided in step #2.

> **Tip**
> A good practice to prevent this issue is to create "back door" super-user accounts on your CDP and DCC servers. By having an account with the same username and password combination on each of your servers, you can be sure you'll always be able to log in. You would then be able to reset the password for the primary super-user account after logging in as the backdoor user.

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