



Tech Tip: Recovering a Locked Administrator Account in Storage Center OS v6.5

If all accounts are inaccessible because they have been disabled or locked-out, use this procedure to re-establish a local Administrator account and reset passwords.

Prerequisites

This procedure requires a USB device that contains a partition table with one partition formatted with an MSDOS/FAT32 filesystem. USB devices vary by vendor as to whether they are formatted with or without partitions. Use Windows disk management or other third-party tools to create a partition if the USB device does not have an MSDOS/FAT32 partition.

Steps

- 1 Create a text file containing the following line of text:

unlock <username>

where <username> is typically the Admin username. The Admin account is always on the system and it has the required Administrator privileges to reset passwords.

- 2 Save the file and name it:

unlock.phy

- 3 Copy the file to a MSDOS/FAT32 formatted USB drive.



Note: Portable Volume is unavailable during the recovery process.

- 4 Insert the USB drive into a port on the lead controller. When the media is recognized, System Manager allows the specified account to log on.
- 5 Log on to System Manager using the account specified on the USB drive. The password cannot be blank, but any text entered will be ignored.
- 6 Unlock locked accounts.
- 7 Reset passwords on accounts.
- 8 Remove the USB drive from the port.

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