M.A.C. SOLUTIONS

PROCESSVUE

Resetting the PV Admin Password

Abstract

The purpose of this document is to walk you through the steps needed to reset the PV Admin Account Password

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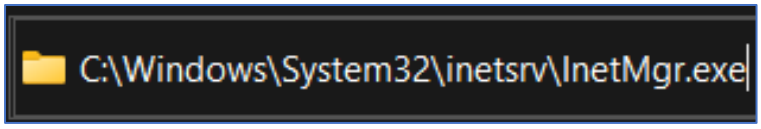
Note: To reset the password, IIS will need to be shut down which means that access to ProcessVue will not be possible until you have successfully reset the Password.

1. Shutdown IIS

To shutdown IIS, please use the following steps:

1. To open IIS, please copy the following into Windows Explorer:

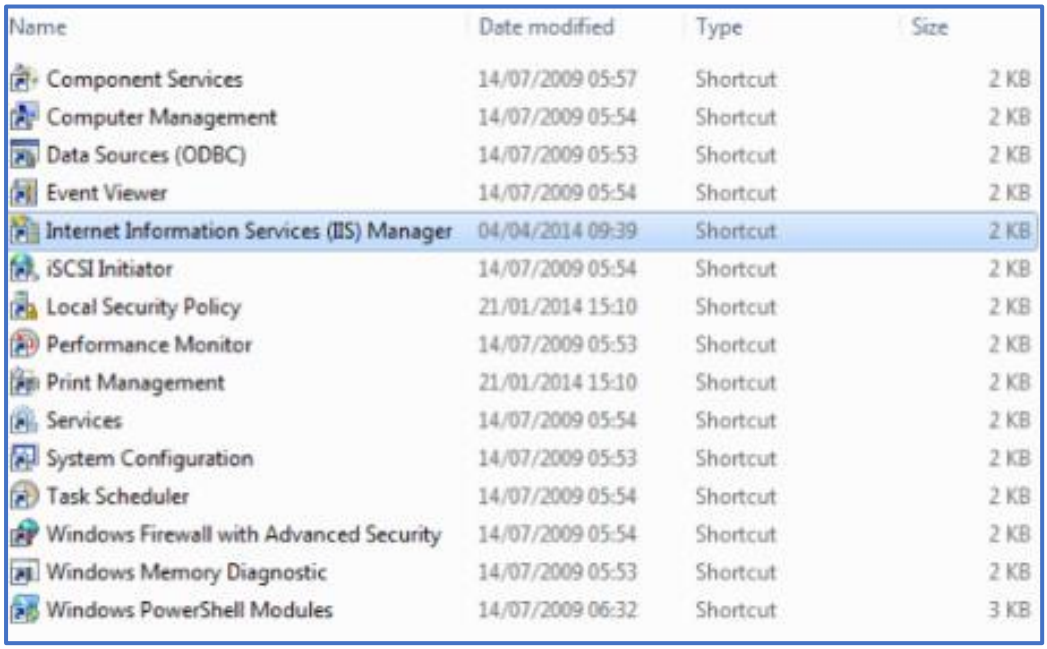
C:\Windows\System32\inetsrv\InetMgr.exe



This will then open the IIS.

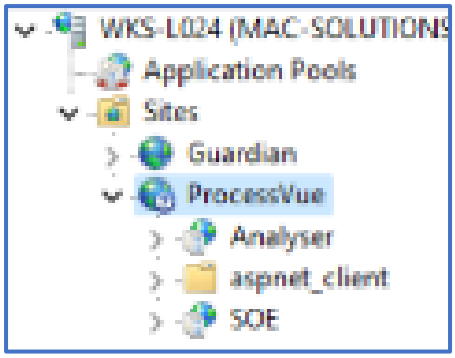
IF this does not work, please use the alternative method:

2. Go to Control Panel
3. System and Security
4. Administrative Tools

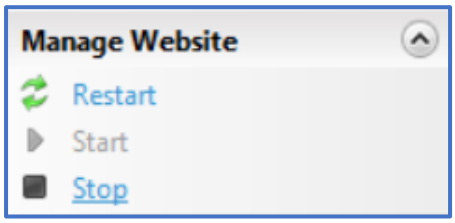


Name	Date modified	Type	Size
Component Services	14/07/2009 05:57	Shortcut	2 KB
Computer Management	14/07/2009 05:54	Shortcut	2 KB
Data Sources (ODBC)	14/07/2009 05:53	Shortcut	2 KB
Event Viewer	14/07/2009 05:54	Shortcut	2 KB
Internet Information Services (IIS) Manager	04/04/2014 09:39	Shortcut	2 KB
iSCSI Initiator	14/07/2009 05:54	Shortcut	2 KB
Local Security Policy	21/01/2014 15:10	Shortcut	2 KB
Performance Monitor	14/07/2009 05:53	Shortcut	2 KB
Print Management	21/01/2014 15:10	Shortcut	2 KB
Services	14/07/2009 05:54	Shortcut	2 KB
System Configuration	14/07/2009 05:53	Shortcut	2 KB
Task Scheduler	14/07/2009 05:54	Shortcut	2 KB
Windows Firewall with Advanced Security	14/07/2009 05:54	Shortcut	2 KB
Windows Memory Diagnostic	14/07/2009 05:53	Shortcut	2 KB
Windows PowerShell Modules	14/07/2009 06:32	Shortcut	3 KB

5. Double click on Internet Information Services (IIS) Manager
6. To the left, find ProcessVue which will be under sites as follows:



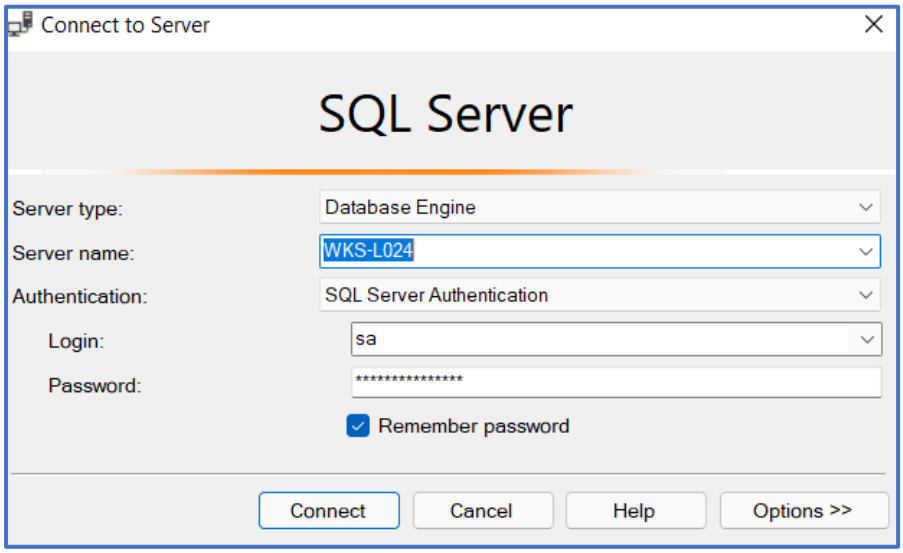
7. Click on ProcessVue and to the right, under **Manage Websites,** click Stop.



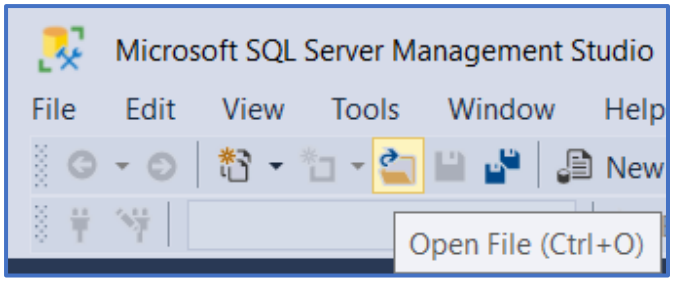
This will stop IIS; you will then need to run the provided SQL Script to reset the Password.

2. Resetting the Password through SQLSMMS

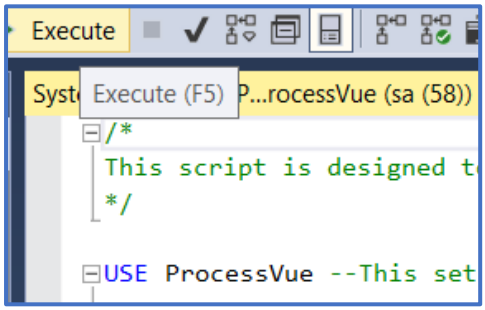
1. Start SQL Server Management Studio, go to All Programs > SQL Server > SQL Server Management Studio
2. Connect to SQL Server using the **sa** account.



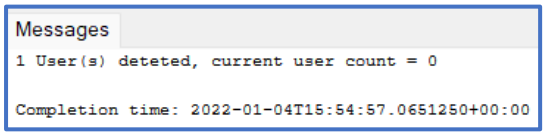
3. Open the Script in Open File



4. Navigate to the file location of the SQL Script.
5. Once the Script has loaded, make sure that the top **USE** command points to the right Database in case the Database has been renamed, once you are sure the correct Database has been entered, click **Execute.**

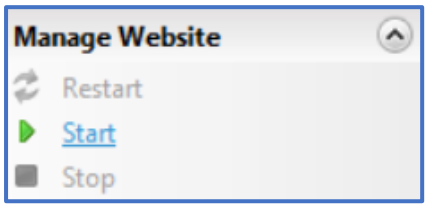


6. Once executed, the outcome should be:



Note: Deleted users could be more than 1 but the current User count should be 0.

7. To finish, go back to IIS and start the ProcessVue Website.



You should now be able to open the ProcessVue Web Application and use the default Username and Password.

Username: pvadmin

Password: pvadmin1234#