

## Re: BROADBAND

**Source:**

[http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security\\_admin/2003-01/24601.html](http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2003-01/24601.html)

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**From:** Mike Brannigan [MS] ([mikebran@online.microsoft.com](mailto:mikebran@online.microsoft.com))

**Date:** 01/07/03

From: "Mike Brannigan [MS]" <[mikebran@online.microsoft.com](mailto:mikebran@online.microsoft.com)>

Date: Tue, 7 Jan 2003 13:19:24 -0000

The only way the set the Administrator password is either during the install or post install as the Administrator or another admin account. So if you did not set it (and left it blank) then your customer did so. If you do not have another admin equivalent account on the machine then they only possibility would be to use one of the commercial products that claim to be able to reset the local Administrator account. These cost a few hundred dollars.

I cannot provide URLs or names of products for reasons within Microsoft, but a search on the Internet will produce a few good results quickly.

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Regards,  
Mike

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Mike Brannigan [MS]

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Please note I cannot respond to e-mailed questions.

Please use these newsgroups

"Mark" <[processchip@btopenworld.com](mailto:processchip@btopenworld.com)> wrote in message

news:090301c2b64d\$9db224f0\$d2f82ecf@TK2MSFTNGXA09...

> I built a PC for a customer just before Christmas he has  
> had the local cable company (TeleWest) round to connect  
> him to broadband but when the engineer trys to connect  
> hardware by USB connection and configure Win XP Pro with  
> SP1 it asks him for an administrators password, the  
> problem being that none has been set by me and the  
> customer denies setting one up. Is there a way of finding  
> out what the password is or bypassing this problem.

>

> Unfortunately I was not there when at the same time as  
> the engineer and he has taken the hardware away with him  
> so I only have the customers word on what happened.

>

> If any one can help please email me

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> Many Thanks