

RE: password

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2004-01/3828.html

From: Paul [MSFT] (*pauly_at_online.microsoft.com*)

Date: 01/22/04

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Hi Henry,

If a user password is lost, forgotten, or unknown, the only **supported** method to reset the password is for the administrator or a user with administrative access to log on and reset the password using Computer / User Management. There is no other **supported** method in the Windows XP/2000 security model to bypass, disable, or reset the password.

Q: Have you tried logging in using the default Administrator account?

POSSIBLE STEPS:

Windows XP Pro:

1. At the log-in screen, press Ctrl/Alt/Del twice quickly
2. For user type "Administrator"

Windows XP Home:

1. Reboot, tapping F8 each second.
2. Select Safe Mode at the menu.
3. Select Administrator,

Password:

1. Leave password blank.
2. Try obvious passwords such "password" a Maiden name, child's name or pet name.

If you are able to log in,

1. go to User Accounts in Control Panel.
2. Select the user and change the password.

NOTE: If you are using Windows XP Pro and have encrypted data, you may permanently lose access to the encrypted data.

If the administrator password is lost, forgotten, or unknown, access to the computer may not be obtainable and the operating system may need to be reinstalled.

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There may be an unsupported method of recovering your password, which you might find documented on the Internet, but it would be irresponsible from a security standpoint to document these methods here.

MORE INFORMATION:

Microsoft KB:

321305 How to Log On to Windows XP If You Forget Your Password or Your Password Expired

<http://support.microsoft.com/?id=321305>

Jupiter Jones' Security Site:

Steps Lost / Forgotten / Expired Passwords

<http://www3.telus.net/dandemar/lostpass.htm>

[Courtesy of MS-MVP Jupiter Jones]

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Windows XP Security Homepage:

<http://www.microsoft.com/windowsxp/security/default.asp>

Windows 2000 Security Homepage:

<http://www.microsoft.com/windows2000/security/default.asp>

Top 10 Windows Newsgroups Security Questions:

<http://www.microsoft.com/technet/newsgroups/default.asp?url=/technet/newsgroups/nodepages/sectop10.asp>

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Paul Hayes, MCSE

Product Support Services

Microsoft Corporation

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| From: "Henry" <henryj02@hotmail.com>

| Subject: password

| Date: Wed, 21 Jan 2004 06:21:37 -0800

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| Hello: When I log on windows is asking for a new
| password.I have forgotten the old one, before I can
| create a new one they want the old one. Please advise.

| Thanks for your help.

| HJB

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