SecurityGateway

How To Reset The Password Of Administrator Accounts In SecurityGateway

To reset the password of an administrator account we'll need to shut down the SecurityGateway service and use a tool called SGDBTool.exe. Below are step-by-step instructions.

1. Stop the SecurityGateway service either through Windows Services or click the "Stop SecurityGateway" icon in SecurityGateways' Program Group. Alternatively you can open a command prompt window and type "net stop securitygateway" (minus the quotes) to stop SecurityGateway.

2. Once the SecurityGateway service is stopped load a command prompt window and change directories to the C:\Program Files (x86)\Alt-N Technologies\SecurityGateway\App\ folder.

3. In the command prompt window now type "sgdbtool.exe reset" (again no quotes) and press the Enter key.

4. You're done! Close the command prompt window, start the SecurityGateway service, and login to SecurityGateway with your usual username, but leave the password field blank.

> ***NOTE: performing this action will reset ***ALL*** administrative users' passwords to a blank field. Please ensure to change the passwords for all administrator accounts after performing this action.