

Contents

- [1 Scenario Setup](#)
- [2 Problem Statement](#)
- [3 No more administration?](#)
- [4 Reset SA password:](#)
- [5 Reset PA password:](#)
- [6 Reset Passwords from UI](#)
- [7 Resolution](#)

Scenario Setup

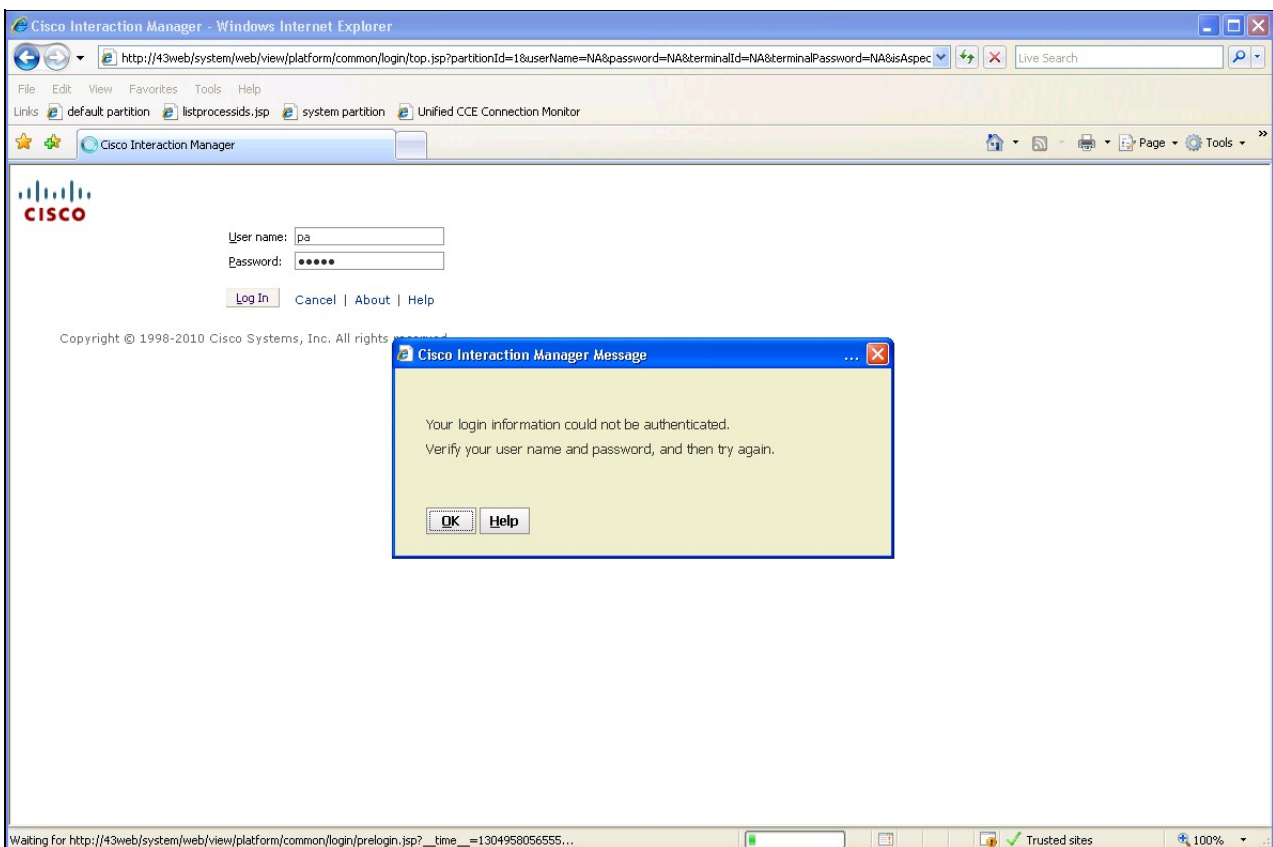
Log all administrators out

Database Server

1. Set PA and SA passwords to some random encrypted text

Problem Statement

Unable to log in to the default partition as pa. The login will fail:



Unable_to_log_in_as_Partition_Administrator_(pa)_or_System_Administrator_(sa)

The same is true for the system partition. Remember that the sa user is a system user and can only log in to partitionId=0. The login will fail the same as for pa.

Administrator user	eG Database
PA	eGActiveDB
SA	eGMasterDB

No more administration?

SA and PA are just standalone users defined in eGMasterDB and eGActiveDB, respectively.

The passwords are encrypted once set. If a customer forgets their password, it can be blanked out and reset from within the UI on version 4.4.1 or less.

Starting with Version 9, blank passwords are not allowed so you have to copy the password and case insensitive password from another user that you do know the password for.

Reset SA password:

Run the following against the eGMasterDB:

```
select * from egpl_user
```

USER_ID	SALUTATION	FIRST_NAME	FIRST_NAME_FURIGAMA	MIDDLE_NAME	MIDDLE_NAME_FURIGAMA	LAST_NAME	LAST_NAME_FURIGAMA	SUFFIX	USER_NAME	PASSWORD	CASE_INSENSITIVE_PASSWORD
1		Install	NULL	NULL	NULL	Administrator	NULL	NULL	sa	C2A6C2B8C396C2A6C38A	C2A6C2B8C396C2A6C38A
2	Mr	System	NULL	NULL	NULL	Services	NULL	NULL	system		

For version 4.4.1 or less, verify that the SA user's ID is 1. Then run the following query, also against the eGMasterDB:

```
UPDATE egpl_user WITH (ROWLOCK) SET password = '', case_insensitive_password = '' WHERE user_id =
```

For version 9, copy the password and case_insensitive_password from another user and run the following against the eGMasterDB:

```
UPDATE egpl_user WITH (ROWLOCK) SET password = 'KEY FROM OTHER USER', case_insensitive_password =
```

Reset PA password:

Run the following against the eGActiveDB:

```
select * from egpl_user
```

USER_ID	SALUTATION	FIRST_NAME	FIRST_NAME_FURIGAMA	MIDDLE_NAME	MIDDLE_NAME_FURIGAMA	LAST_NAME	LAST_NAME_FURIGAMA	SUFFIX	USER_NAME	PASSWORD	CASE_INSENSITIVE_PASSWORD
1		Partition	NULL	NULL	NULL	Administrator	NULL	NULL	pa	C2A6C2B8C396C2A6C38A	C2A6C2B8C396C2A6C38A
2		System	NULL	NULL	NULL	Services	NULL	NULL	system		
3		SS Customer	NULL	NULL	NULL	SS Customer	NULL	NULL	sscuser		
4		SS Anonymous Customer	NULL	NULL	NULL	SS Anonymous Customer	NULL	NULL	ssanonymous customer		
5	1000	Standalone				Agent			StandaloneAgent	C2A6C2B8C396C2A6C38A	C2A6C2B8C396C2A6C38A
6	1002	John				Doe			JDoe	C39CC396C2ACC393	C39CC396C2ACC393
7	1003	Dan				Mairino			DMairino	C39CC396C2ACC393	C39CC396C2ACC393
8	1004	Orville				Wright			DWright	C39CC396C2ACC393	C39CC396C2ACC393
9	1013	riPITA				Agent			riPTAgent		
10	1019	test							testtest		
11	1020	Dakwood				Agent			DakwoodAgent	C2A6C2B8C396C2A6C38A	C2A6C2B8C396C2A6C38A

Verify that the PA user's ID is 1. Then run the following query, also against the eGActiveDB:

Unable_to_log_in_as_Partition_Administrator_(pa)_or_System_Administrator_(sa)

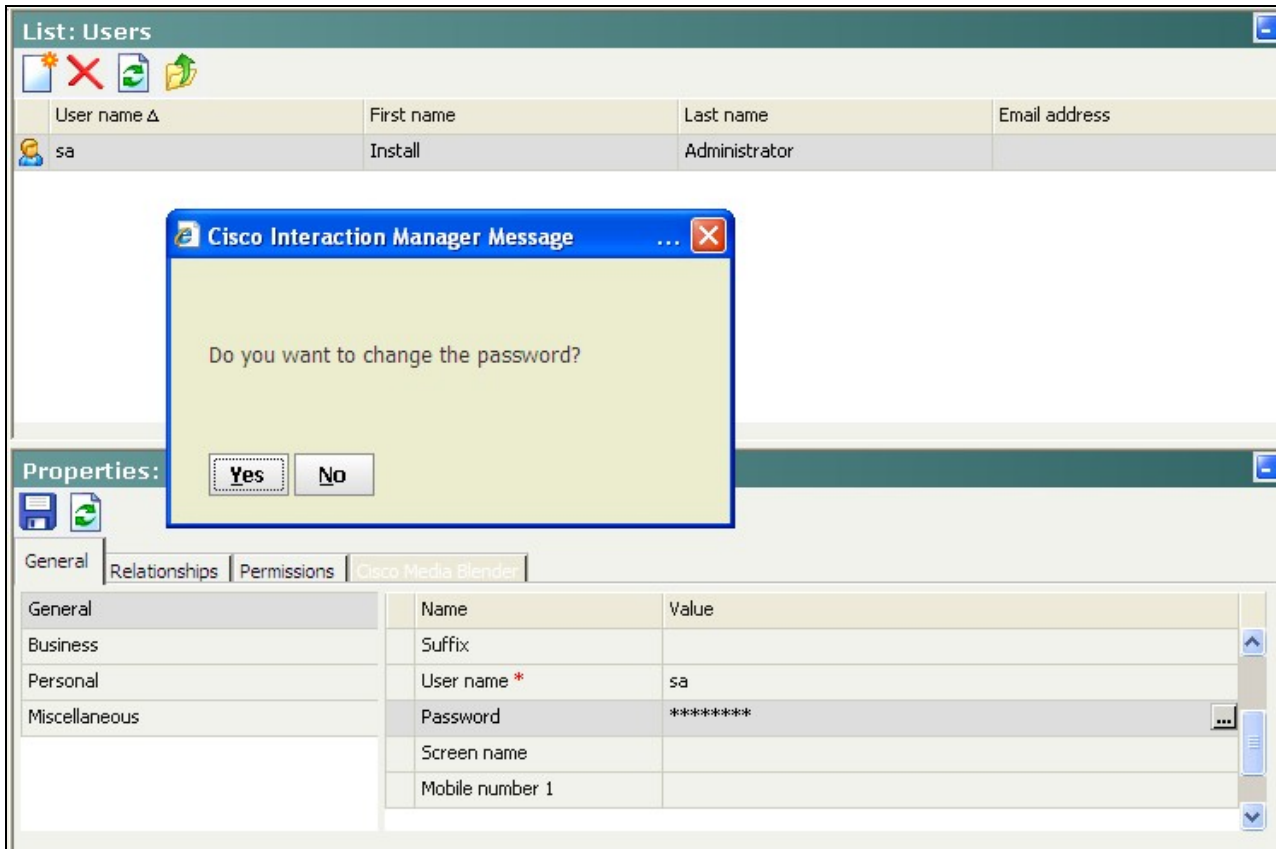
```
UPDATE egpl_user WITH (ROWLOCK) SET password = '', case_insensitive_password = '' WHERE user_id =
```

For version 9, copy the password and case_insensitive_password from another user and run the following against the eGActiveDB:

```
UPDATE egpl_user WITH (ROWLOCK) SET password = 'KEY FROM OTHER USER', case_insensitive_password =
```

Reset Passwords from UI

Log in as SA and PA with blank passwords **or for version 9, the password you set it to**. Navigate to the Administration console > Users and change the password.



Resolution

Resetting forgotten PA and SA user (and other standalone user) passwords is simple with a few quick SQL queries and updates.