

Re: Administrator password unavailable – Small Business Server

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-03/msg03773.html>

- *From:* "Merv Porter [SBS-MVP]" <mwport@xxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 26 Mar 2007 09:32:03 -0400
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You may have a version of Small Business Server that does not contain any of the normal SBS 2003 componetns (Exchange, Sharepoint, ISA, etc.). This is called: "Windows Server 2003 for Small Business Server". Basically, this is a cheaper version of Windows 2003 with limitations of 15 CALs maximum, must be the only domain controller, must purchase/use SBS2003 CALs, and a few other restrictions.

The full SBS 2003 is called: Windows Small Business Server 2003.

For password recovery....

NTAccess
(\$70.00 US)

<http://shop.sunbelt-software.com/product.cfm?name=NTAccess>

OR,

Domain Administrator (and/or Local Administrator) Password Recovery Process
(free, but more work)

-- Should work for "Windows Server 2003 for Small Business Server"

Operating Systems:

Windows 2000
Windows XP
Windows 2003

I. DSRM (Directory Services Restore Mode)

If the domain Administrator password was changed from the Server Management console, the local Administrator password should have remained unchanged (SBS 2003 initially syncs the Domain Administrator and (DSRM) Local Administrator passwords). If so, the procedure below should let you change

Re: Administrator password unavailable – Small Business Server

the Domain Administrator password and get you access to your server (you can skip the first steps if the [DSRM] Local Administrator password has not been changed by anyone).

II. Change Domain Administrator Password Procedure

Reference...

<http://forum.s-t-d.org/viewtopic.php?pid=13450>

To recover a lost/forgotten AD Domain Admin password:

1. If Needed: Boot DC with Knoppix S-T-D (see Part III below)
2. If Needed: Reset Local Administrator Password (chntpwd) – used for DSRM access
3. Boot using F8 – Directory Services Restore Mode
4. Logon with Local Administrator username/password
5. Launch Regedit & navigate to:
HKEY_LOCAL_MACHINE/SYSTEM/CurrentControlSet/Services/Spooler
6. Change ImagePath value to:
c:\windows\system32\cmd.exe /k net user administrator pAssword /domain
7. Reboot and wait for the error from the print spooler failure
8. Logon with your newly set Administrator password (pAssword – case sensitive)
9. Undo registry setting in step 6 or printing will not work.
10. Start Print Spooler Service
11. If desired, reset Domain Administrator password using Console

III. KNOPPIX Change Local Administrator Password Procedure

If you do not know the (DSRM) Local Administrator password for the server or you suspect that it has been changed, go to:

<http://mirror.cs.vt.edu/pub/Knoppix-STD/>

download the .iso and create the CD. Then follow the instructions at:

<http://www.astahost.com/how-reset-nt-password-using-knoppix-std-t8716.html>

to reset the (DSRM) local Administrator account password

(using Knoppix, the username "Administrator" is case sensitive, so if you see a cap letter on the "A", take note to type it that way when you specify the account to reset the password).

The instructions at this web site are for Windows 2000, so when you get to the part that says:

Type: cd /mnt/hda2/WINNT/system32/config (Win2000)

Re: Administrator password unavailable – Small Business Server

Instead use:

Type: cd /mnt/hda2/WINDOWS/system32/config) (WinXP, Win2003)

KNOPPIX STEPS – CONDENSED

1. Boot on Knoppix CD
2. Right-click on the desktop and select XShells>Root Aterm
3. Type: cat /etc/fstab
4. Type: mount -o rw /dev/hda2 /mnt/hda2

("dev/hda2 /mnt/hda2 ntfs" is the target hard drive; it may be "hda1" or another designation)

5. Type: cd /mnt/hda2/WINNT/system32/config (Win2000)
or, Type: cd /mnt/hda2/WINDOWS/system32/config (WinXP, Win2003)

6. Type: ls -l (both instances are lower case "L")
7. Type: chntpw
8. Type: chntpw -l sam system security
9. Type: chntpw -u Administrator sam system security
(case sensitive, so use uppercase "A")

10. Do you really wish to disable SYSKEY? (y/n) [n] n

11. Please enter new password: *

(* = Blank Password; you can specify a secure one)

12. Do you really wish to change it? (y/n) [n] y

13. Write hive files? (y/n) [n] : y

14. From the desktop right-click > reboot

(or, if problematic, just pull the plug and reboot the machine)

IV. RESYNCING DSRM and Domain Administrator Passwords

SBS 2003 syncs the domain administrator password with the local administrator (DSRM) password when you install it. If you want to resync it, use the KB article below to reset the DSRM password to match the new Domain Administrator password (not necessary, but for disaster recovery you should record the DSRM password somewhere if it's different from the Domain Administrator password)

How To Reset the Directory Services Restore Mode Administrator Account Password in Windows Server 2003

<http://support.microsoft.com/kb/322672>

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Merv Porter [SBS-MVP]
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"Philip Herlihy" <thiswillbounceback@xxxxxxx> wrote in message
[news:eu8as5\\$pqm\\$1\\$830fa17d@xxxxxxxxxxxxxxxxxxxxxx](mailto:news:eu8as5pqm1$830fa17d@xxxxxxxxxxxxxxxxxxxxxx)

I've just acquired a new client who have (clearly) had very poor service from my competitors. Among other problems, we have a Small Business Server which is in the "locked" state, and we have no Administrator password available. Apparently my immediate predecessor is dealing with a grave family illness and has not responded to phonecalls or emails over several weeks.

I'll declare now (as I've declared to my client) that I'm not very familiar with SBS – I'll have to set one up on a test machine and study it as soon as get the chance. The login screen announces itself as "Windows Server 2003 for Small Business Server" so I can't even be sure which version we have.

The office has seven PCs in the domain. In the very limited time I have to look at this problem I've tried logging on as one of the "normal" domain users – this account does not have Administrator status, and it's unlikely that any of the other accounts would have greater privileges. I've tried connecting via Remote Desktop (which has clearly been used in the past) but it appears that only the Administrator account has the necessary privileges. I've also tried logging on remotely via Sysinternals' psexec utility, but this is blocked.

At the moment the server is continuing to provide SQL Server services to a line-of-business application and I've managed to provide them with access from Outlook to a POP3 server but it's clear that this is a disaster looming. I'm assuming that SBS isn't readily "hacked". I do have physical access to the server and could, for example, dismantle it if that would help! The only alternative seems to be to put pressure on my predecessor which everyone is loath to consider.

Suggestions already received:

Install a new copy of SBS over the top. However, I very much doubt my client will be able to produce the original CDs and keys, and the only copy I have is an Action Pack version, which I guess will produce licensing and activation problems.

Reset the password using this utility:

<http://home.eunet.no/pnordahl/ntpasswd/bootdisk.html>

I very much doubt that encryption has been used by this client, and I recognise that data loss will be irrecoverable if I turn out to be wrong!

Re: Administrator password unavailable – Small Business Server

I'll be grateful for any advice.

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PH, London

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