

WebConsole: How to change eScan Web console's Root user password

1. Open **Command Prompt**,

(If you have Windows Vista, Windows 7 or windows 8 then you have to run command prompt with administrative privileges etc. Run As Administrator)

2. Go to **eScan** Directory and execute **Chanpass.exe**

3. You will have to enter **Windows Administrator account password** .

4. Now Select **Root User** and click **Next**

5. Enter new password for **Root User** and click **Change Password**.

It will change Root User Password.

Refer to the below solutions for the errors encountered while resetting the Root user password:

Error: Invalid object name "User_Details"

Possible reason:

1) **Presence of other SQL Server installation:**

If the PC already had SQL 2000 installed before installing eScan & during eScan Server installation if "Choose existing" option is selected to use the instance of existing SQL. eScan Server do not support integration of the database with SQL 2000 and so it will not be able to create the "User_Details" table.

Solution:

a) Upgrade the existing SQL 2000 to SQL 2005 Express or above version. Then install eScan Server and during installation select the "Choose Existing" radio button to use the instance of existing SQL 2005 for the database and proceed further to complete the installation

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and then check by logging into the eScan Web Console.

b) If you do not want to upgrade existing SQL 2000 to 2005 then you need to reinstall eScan Server with eScan's own SQL instance.

To do this, Go to \program files\escan folder and execute WMCinst.exe. If you do not find wmcinst.exe then install eScan using the complete setup file of the appropriate eScan edition. The during installation select the option "Install Microsoft SQL 2005 Express Edition (Recommended)" and proceed further to complete the installation and then check by logging into the eScan Web Console.

2) SQL 2005, 2008 installed successfully but the "User_Details" table was not created:

Solution:

Execute the DbConnectivity tool available in .\program files\escan folder to connect to the database and check whether "User_Details" table has been created or not. If created, is it accessible. If not created then you have to manually create the table. (Note: DbConnectivity.exe should be executed with Administrator privileges only).

Query to create the table:

```
CREATE TABLE [dbo].[User_Details](
[UserId] [int] IDENTITY(1,1) NOT NULL,
[User_Name] [nvarchar](max) COLLATE SQL_Latin1_General_CP1_CI_AS NOT NULL,
[FullName] [nvarchar](max) COLLATE SQL_Latin1_General_CP1_CI_AS NOT NULL,
[EmailID] [nvarchar](max) COLLATE SQL_Latin1_General_CP1_CI_AS NOT NULL,
[UserPassword] [nvarchar](max) COLLATE SQL_Latin1_General_CP1_CI_AS NOT NULL,
[RootAdmin] [smallint] NOT NULL,
[Role] [int] NOT NULL,
[ADSOOrNot] [smallint] NOT NULL,
[ADSDomain] [nvarchar](max) COLLATE SQL_Latin1_General_CP1_CI_AS NOT NULL,
[ADSIp] [nvarchar](max) COLLATE SQL_Latin1_General_CP1_CI_AS NOT NULL,
[AdsAdminUsrName] [nvarchar](max) COLLATE SQL_Latin1_General_CP1_CI_AS NOT NULL,
[AdsAdminPass] [nvarchar](max) COLLATE SQL_Latin1_General_CP1_CI_AS NOT NULL,
[Enable] [smallint] NOT NULL,
CONSTRAINT [UserId] PRIMARY KEY CLUSTERED
(
[UserId] ASC
)WITH (PAD_INDEX = OFF, IGNORE_DUP_KEY = OFF) ON [PRIMARY]
) ON [PRIMARY]
```

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To insert the default value in User_Detail i.e. user name as "root" and password as "a" :

```
INSERT INTO [User_Details] ([User_Name],[FullName],[EmailID],[UserPassword],[RootAdmin],[Role],[ADSOOrNot],[ADSDomain],[ADSIP],[AdsAdminUsrName],[AdsAdminPass],[Enable])  
VALUES  
( 'root','root','abc@test.com','CK',1,1,0,"","",1)
```

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