



## Resetting the Admin Account Log-In 'Lockout' in SVS4

After three unsuccessful log-in attempts, SVS4 Server Console will lockout users for a brief period of time. If you need to reset the admin account (forgotten password, locked out, etc.) follow these steps:

- 1) Open EMP (This is typically found under 'Programs' in the 'Start Menu' and is typically under either 'MEDIAEDGE' or 'Canopus')
- 2) From the License Menu select "License Keys"
- 3) For Name enter "ShowUserInfoBox"
- 4) For Value enter "True"
- 5) Click Set
- 6) Back in the browser, refresh the login page
- 7) Click on the "Unlock Admin" button
- 8) Login with "Admin", password "1234"
- 9) Go back to EMP
- 10) From the License Menu select "License Keys"
- 11) For Name enter "ShowUserInfoBox"
- 12) For Value enter "False"
- 13) Click Set