

Resetting the EFT Server Administrator Password

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server (All Versions)

QUESTION

How can I reset the EFT Server administrator password?

ANSWER

If you cannot remember your password to log in to EFT Administrator, you can reset the password. If you follow the procedure below, you will lose all user- and group- specific settings. You can save the user accounts and their folder structures if you follow the procedure below, but permissions and settings will be lost.

To reset the administrator username and password

1. In the Windows Services dialog box, stop the EFT Server service.
2. Navigate to the folder where EFT Server is installed. (By default, **C:\Program Files\GlobalSCAPE\EFT.**)
3. The user accounts and folder structures are stored in one or more of the files with an **.aud** extension. Copy these configuration files to a safe place for backup.
4. Using the Windows Add/Remove Programs utility, uninstall EFT Server.
5. Reinstall EFT Server and create a new administrator username and password. (The software is available for download at <http://www.globalscape.com/downloads/>.)
6. Open EFT Administrator and login with your new username and password.
7. Recreate your FTP site(s) with the EXACT same site name as you previously used. The site name must match character for character.
8. In the Windows Services dialog box, stop the EFT Server service.
9. Copy the **.aud** files that you saved in step 3 and paste them into the folder where you have installed EFT Server. Click **Yes** when asked if you want to overwrite the existing **.aud** files.
10. Restart the EFT Server service and log in. The individual groups and user accounts should be preserved; however, you must reassign permissions and settings.

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