

## VisionWorks®LS Password Recovery

### Overview

If an incorrect password is entered three times into VisionWorksLS, the user will be permanently locked out, even if the correct password is subsequently entered. The purpose of this Technical Bulletin is to explain the process of restoring the software to full functionality in this situation.

### Procedure

Follow the procedure below to restore VisionWorksLS software functionality:

1. User must be logged into Windows with Administrator rights. *Note: If the user does not have administrator privileges, it will not be possible to complete this process.*
2. For Windows 7 and Vista users only (Windows XP users, skip to Step 3):
  - a. For 64-bit operating systems, browse to C:\Program Files (x86)\UVP\VisionWorks. For 32-bit operating systems, browse to C:\Program Files\UVP\VisionWorks.
  - b. Right click on "uvpframework.exe"
  - c. Select "Run as Administrator". This will open VisionWorksLS with a login that has the password field disabled.
  - d. Click **Login**.
3. For Windows XP users, open VisionWorksLS and click **Login**.
4. Once in VisionWorksLS, go to "Advanced" → "Configure User Accounts" (for software version 7.x) or "Tools" → "User Administration" (for software version 6.x).
5. Create a new/secondary user account.
6. Highlight the new account and click "Tasks" → "Edit Rights". Check the box for "Has administrative privileges".
7. Click **OK** and then exit the software.

Reopen the software as described in steps 1-3 above. However, this time, log in using the newly created user account (not the old one):

1. Once logged in, go back to "Configure User Accounts" and highlight the account with the red mark next to it (usually Administrator).
2. Click **Tasks** → **Activate**. This will reset the account and the old password will work again. However, if the user has forgotten the password, click **Tasks** → **Reset Password** to reset the password.
3. Log out of the software and open it per the normal procedure (i.e. from desktop).

### Technical Support

Should you require additional assistance, UVP Technical Support can be reached as follows:

If you are in North America, South America, East Asia or Australia:	If you are in Europe, Africa, the Middle East or Western Asia:
Call (800) 452-6788 or (909) 946-3197, and ask for <b>Technical Support</b> during regular business days, between 7:00 am and 5:00 pm, PST.	Call +44(0) 1223-42002, and ask for <b>Customer Service</b> during regular business days between 8:30 am and 5:30 pm.
E-mail your message to: <a href="mailto:techsupport@uvp.com">techsupport@uvp.com</a>	E-mail your message to: <a href="mailto:uvp@uvp.co.uk">uvp@uvp.co.uk</a>