

# Windows 2012 Password Recovery Process

Kieran Lane

<http://www.kieranlane.com/>

## Instructions

To reset the password on your Windows 2012 server, simply complete the following steps:

- Boot from the Microsoft Windows Server 2012 DVD
- From the Windows Setup menu, click “**Next**”.
- Select “**Repair your computer**”
- Under Choose an option, click on “**Troubleshoot**”.
- Under Advanced options, click “**Command Prompt**”.
- At the command prompt, run the following commands:  
**d:**  
**cd windows\system32**  
**ren Utilman.exe Utilman.exe.old**  
**copy cmd.exe Utilman.exe**
- Close the command prompt and then click “**Continue**”.
- The server should now boot and present the logon screen. Here click **Windows Key + U**.
- At the prompt you can now change the password, by typing the following command:  
**net user administrator Password123**  
*This will set the password for the Administrator user to be Password123 (case sensitive).*

Closing the command prompt, you should now be able to log back onto the server using the password you have provided in the last step.

## Cleanup Steps

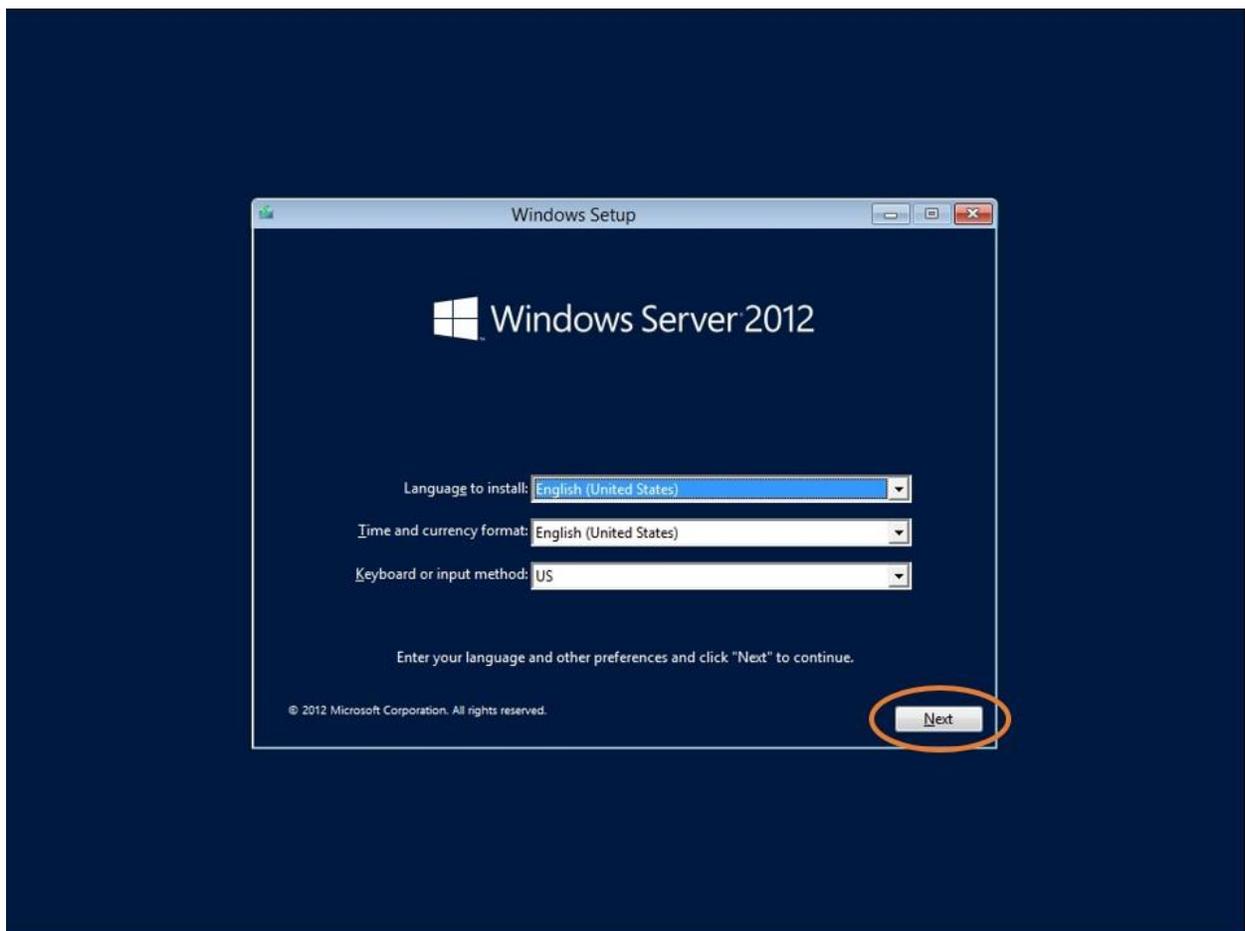
Once you have verified you can log on to the server you will have repeat the steps above and boot using the Windows Server 2008 DVD/ISO and run the command prompt again.

- Restart your server and once again, boot from the Microsoft Windows Server 2012 DVD
- From the Windows Setup menu, click “**Next**”.

- Select **“Repair your computer”**
- Under Choose an option, click on **“Troubleshoot”**.
- Under Advanced options, click **“Command Prompt”**.
- At the command prompt, run the following commands:  
**d:**  
**cd windows\system32**  
**ren utilman.exe utilman.exe.new**  
**copy utilman.exe.old utilman.exe**
- Close the command prompt and then click **“Continue”**.

You should be back up and running as if nothing ever happened.

Screenshots





## Choose an option



Continue  
Exit and continue to Windows Server  
2012



Troubleshoot  
Refresh or reset your PC, or use  
advanced tools



Turn off your PC

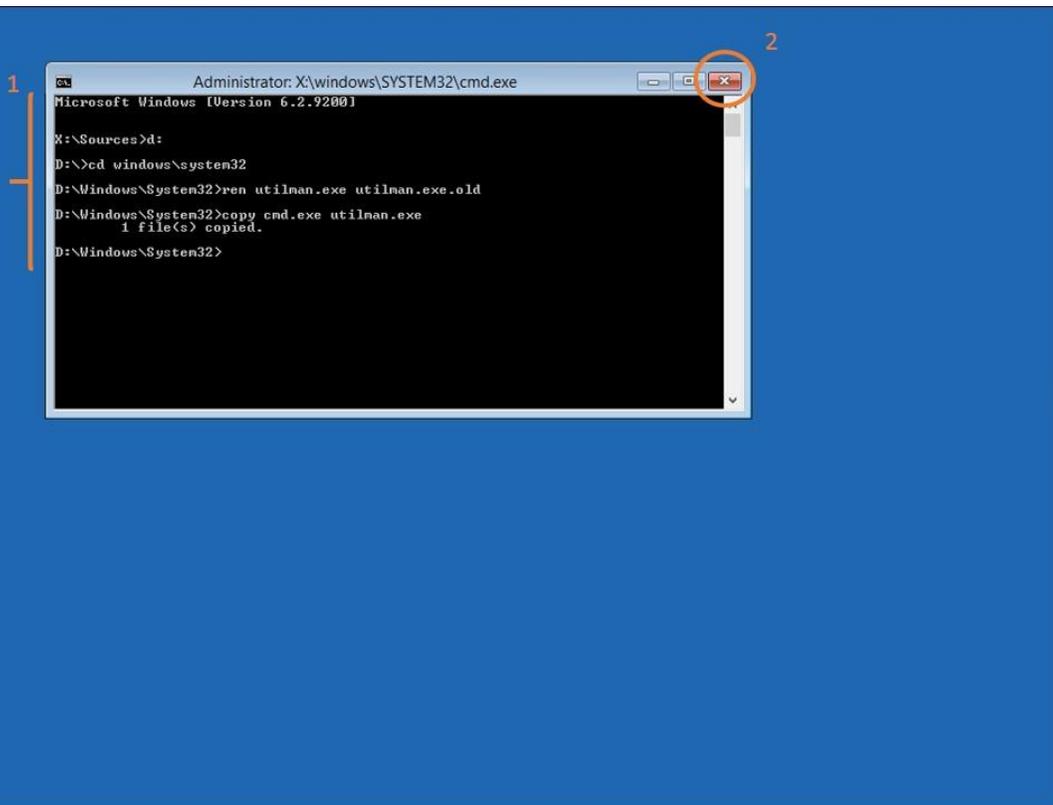
## ← Advanced options



**System Image Recovery**  
Recover Windows using a specific system image file



**Command Prompt**  
Use the Command Prompt for advanced troubleshooting



## Choose an option



Continue  
Exit and continue to Windows Server  
2012



Troubleshoot  
Refresh or reset your PC, or use  
advanced tools



Turn off your PC

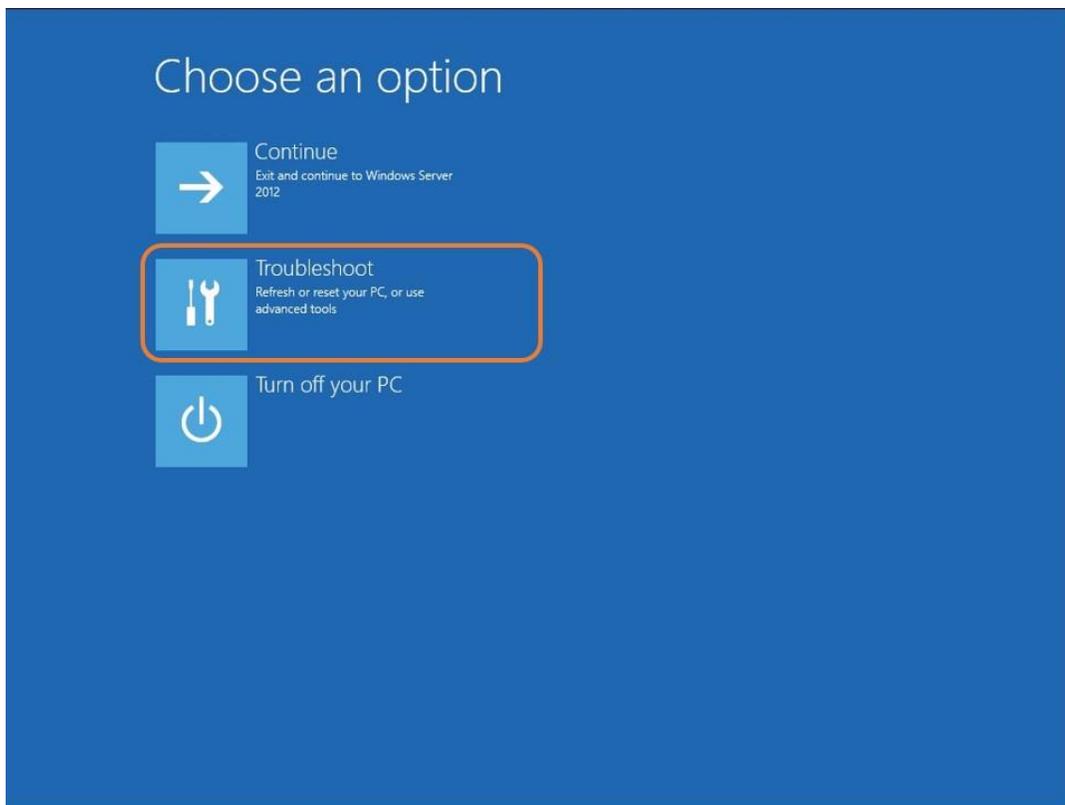
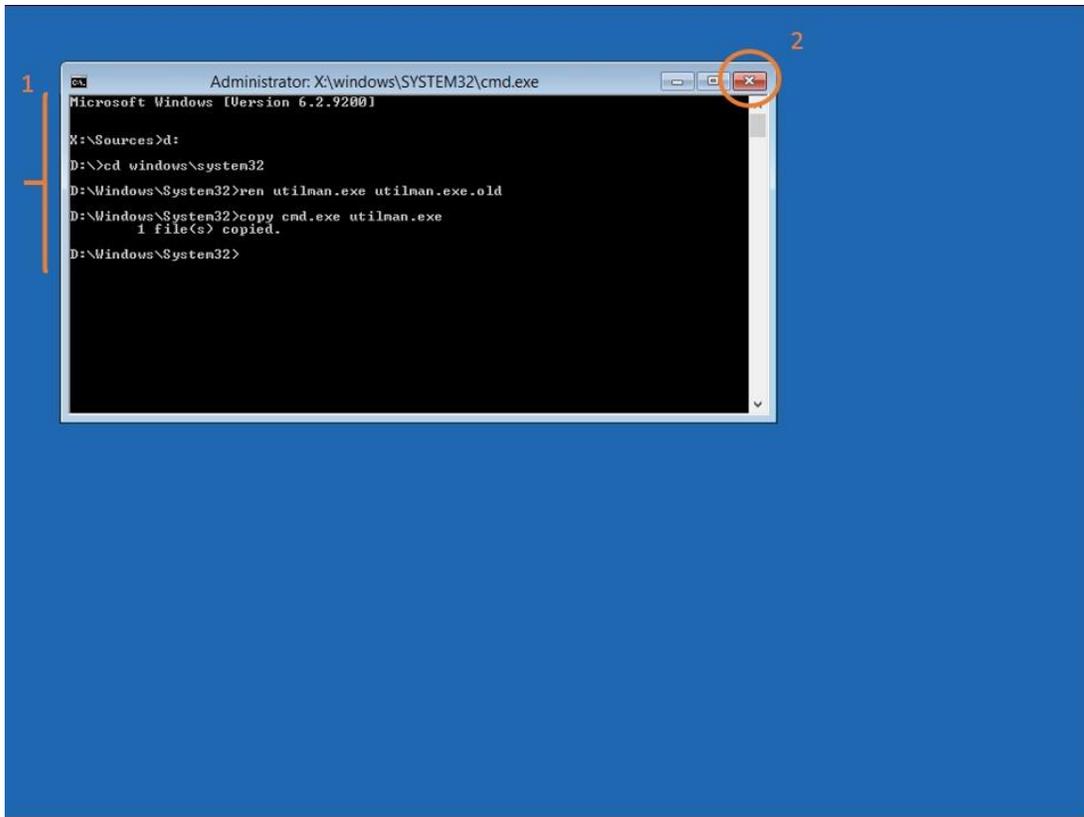
## ← Advanced options



System Image  
Recovery  
Recover Windows using a specific  
system image file



Command Prompt  
Use the Command Prompt for  
advanced troubleshooting



Press Ctrl+Alt+Delete to sign in.

Press Windows Key + U

09:57

Tuesday 17 September



```
C:\Windows\system32\utilman.exe
The system cannot find message text for message number 0x2350 in the message file
for Application.
(c) 2012 Microsoft Corporation. All rights reserved.
The system cannot find message text for message number 0x8 in the message file f
or System.
C:\Windows\system32>net user administrator Password123
The command completed successfully.
C:\Windows\system32>
```

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