

Advantech AE Technical Share Document

Date	2019 / 07 / 05	Release Note	Internal External	
Catagony		Related OS	Advantech Embedde Windows 10	
Category			IoT Enterprise	
Abstract	How to avoid login failure after changing password of Windows account			
Keyword	Windows 10 IoT Enterprise / black screen / login failure / Windows password			
Related Product	For all ASG products that support Windows 10 IoT Enterprise			

Problem Description:

After customer uses "netplwiz" function to change login password and reboot, the OS will shows black screen during login.

User press Windows+R and enter netplwiz to open login wizard, and click on "Users must enter a user name and password to use this computer" after you click the "OK" you will be prompted for the password, put the password in that screen and then reboot. You'll get a black screen on the system.

Isers Advanced			
Use the list below to and to change pass	o grant or deny words and othe	users access to yo r settings.	our computer,
Users must <u>e</u> nter a user n	ame and passwo	ord to use this cor	mputer.
Users for this computer:			
User Name	Group		
Numerical Administrator	Administrators		
6	٨٩٩	Permeter	Propertie

You can so name and automatic	et up your computer so that users do not have to type a use password to log on. To do this, specify a user that will be ally logged on below:			
User name:	Administrator			
Password:				
Confirm Password:				
	OK Cancel			
Password for Admin	Add Remove Properties			
To chang Password	e your password, press Ctrl-Alt-Del and select Change			



Problem Analysis:

We found that the problem came from netplwiz automatic login feature. The netplwiz only provide autologin function but not provide changing account password. After restart, OS still uses the old password to log in by netplwiz, resulting in the login failure.

Brief Solution:

To get past black screen, you have to press the spacebar and blindly enter the original password. For Advantech Embedded Windows 10 IoT, the default password is "password".



Go to Control Panel > Programs > Programs and Features > Turn Windows features on or off. Turn off Unbranded Boot and Custom Logon





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On the next reboot, the login screen will appear.



The correct way to change password is to press Ctrl + Alt + Del

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Users Advanced		
Use the list below to grant or deny users access to your computer, and to change passwords and other settings.		
Users must enter a user name and password to use this computer.		
Users for this computer:		
User Name Group		
Administrator Administrators		
		Administrator
		Did password
	Cancel	New password
Add <u>R</u> emove Properties		Confirm password
Password for Administrator		Create a password reset disk
To change your password, press Ctri-Alt-Del and select Change Password. Reset <u>Password.</u>	Windows Embedded	Cancel
OK Cancel Apply		