Advantech AE Technical Share Document

Date	2019 / 07 / 05	Release Note	□ Internal ■ External
Category	■ FAQ □ SOP	Related OS	Advantech Embedde Windows 10 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.

■ 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
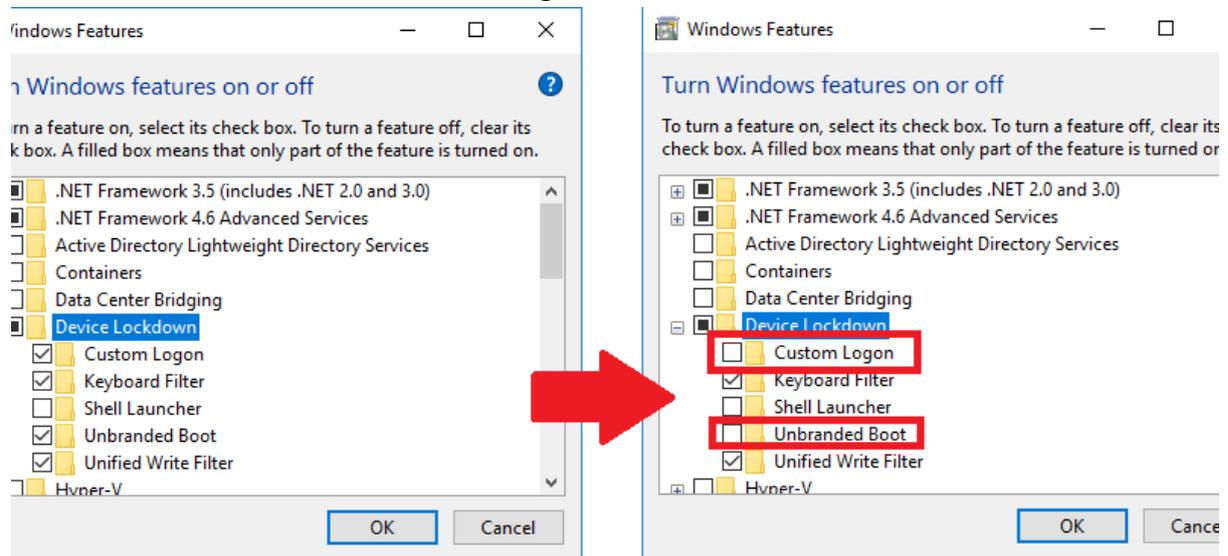
On the next reboot, the login screen will appear.

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