Lock accounts and manage passwords

Applies to userXpress 2.0.0.0

Choose a password reset, lock or unlock accounts, and read the result for each selected user.

Use the **Users** menu in the **Global User Table** to control logon access for selected accounts.

- **Lock** suspends access to an account. **Unlock** removes its lock when the user can resume work.
- **Initial Password** resets a forgotten password. A dialog user changes this password at the next password logon.
- **Productive Password** sets a password the account can continue using, for example for a technical connection.
- **Deactivate Password** disables password logon, for example for an account that uses SNC single sign-on.

Select the accounts before choosing an action. A password entered for several selected accounts is applied to all of them. Use separate selections when accounts need different passwords.

Lock or unlock users

1. Select the accounts in the **Global User Table**.
2. Choose **Users** → **Lock** or **Users** → **Unlock**.

userXpress refreshes the affected accounts after the operation. For a failure, open the account's Full Message.

When the selection contains only centrally managed accounts on a CUA central system, these actions set or remove the global CUA lock. Select central accounts separately when you intend to change that global lock. A selection that also contains child-system or non-CUA accounts uses the local lock action.

Locking an account prevents logon. To end an existing session, use Log User Off.

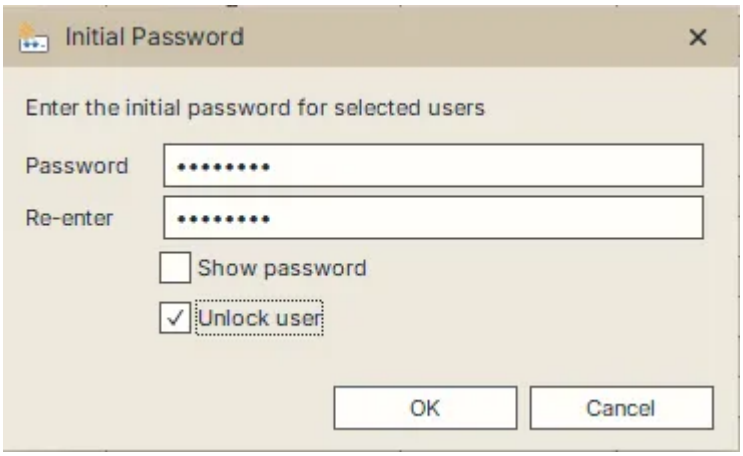
Set an initial password

Use an initial password when the user needs to choose a new password at the next logon.

When the initial-password dialog is disabled in Settings, the command applies the saved default immediately. Use **Users** → **Unlock** separately when unlocking is also required.

1. Select the accounts in the **Global User Table**.
2. Choose **Users** → **Password** → **Initial Password**.
3. Enter the password in **Password** and **Re-enter**. **Show password** reveals both entries.

4. Select **Unlock user** to unlock the accounts as part of the reset. Leave it cleared to reset the password while retaining the lock.
5. Choose **OK**.



If the entries differ, the dialog clears both fields and displays **The passwords do not match**. Enter the password again in both fields.

The password reset and the unlock have separate results. If the reset succeeds but unlocking a locked account fails, the account has the new password and remains locked. Resolve the unlock error and use **Users** → **Unlock** for that account.

Set a productive password

Use a productive password when the account needs a usable password without an initial-password change at its next logon.

When the productive-password dialog is disabled in Settings, the command applies the saved default immediately.

1. Select the accounts in the **Global User Table**.
2. Choose **Users** → **Password** → **Productive Password**.
3. Enter the password in **Password** and **Re-enter**. **Show password** reveals both entries.
4. Choose **OK**.

SAP's password policy applies to the new password. If a password is rejected, point to a text cell in the affected row to read the reason.

A productive-password change first resets the account to a temporary initial password, then sets the requested password. If the second step fails, the old password has already been replaced. Set a new **Initial Password** for the affected account to restore a known password.

Deactivate a password

Use this action to disable password logon while retaining the account's configured single sign-on access.

1. Select the accounts in the **Global User Table**.
2. Choose **Users** → **Password** → **Deactivate Password**.

The command deactivates their passwords and refreshes the account information. To allow password logon again, set an initial password or a productive password.

Set password defaults

Save defaults when you regularly use the same initial or productive password. The two defaults are independent.

1. Open **Settings** → **Passwords**.
2. In **Initial password** or **Productive password**, enter the default password twice.
3. Choose how the corresponding command uses it:
    - Keep **Show Initial Password dialog window** or **Show Production Password dialog window** selected to open a dialog with the saved value filled in. You can change it for that operation.
    - Clear the corresponding option to apply the saved value immediately when you choose the command.
4. Choose **OK** to save the settings.

When no default is saved, userXpress enables the corresponding dialog so you can enter a password. Changing a password in the operation dialog leaves the saved default unchanged.

Read the operation result

The status bar shows operation messages. A row with an error has a tooltip describing the failure. Point to a text cell in that row to read it.

For the SAP messages belonging to one account:

1. Select that account alone.
2. Right-click its row and choose **Full Message**.

Accounts are processed separately. A successful change remains in effect when another account fails. Resolve the reported problem and select only the affected accounts for a retry.

A display-refresh error means userXpress could not retrieve the updated account information. Use **Users** → **Refresh** to reload it. The refresh error does not undo a successful password or lock change.

Accounts managed through CUA

Central User Administration (CUA) determines which changes can be made in each connected system. When CUA prevents an action, userXpress lists the accounts it will omit and asks whether to continue.

- Choose **Yes** to process the remaining accounts.
- Choose **No** to cancel the operation.

For an omitted account, perform the change through the connection responsible for that setting in your CUA landscape.