



# VIQ SOLUTIONS ADVISORY BULLETIN

VIQ Support Services – Friday August 18, 2006

## Software Default Login Accounts

**Description:** This service bulletin pertains to the user accounts that are created during the initial installation of the following VIQ Solutions Software Solutions:

*CourtFLOW,*  
*CourtABLE,*  
*RecordABLE,*  
*RecordABLE Network*  
*CFPlayer Stand Alone.*

**Procedure:** The default user accounts: 'cfplayer' and 'tmpsuper' should **NEVER** be deleted. The password for the 'tmpsuper' account can be changed but the account should never be deleted. The 'cfplayer' account and password should never be deleted nor changed. Deleting any of the default account will cause logins to the system to no longer function and will render the installed solution unusable....

**Recovery:** In order to repair the database when one or both of these accounts are deleted VIQ Support Services will need access to the system to manually restore the accounts. Alternatively, the database will need to be sent to VIQ Support Services (applies to Microsoft Access database systems only).

SQL Server database systems will require remote access to the SQL Server machine where the database is being serviced for repair. This will take approximately one hour. Services fees may apply.