

FAQ: 31071 HOW TO RESET THE PASSWORD ON WINDOWS TASK SCHEDULER FOR CALL ACCOUNTING SCHEDULED TASKS

The information in this article applies to:
All versions of Windows Operating System

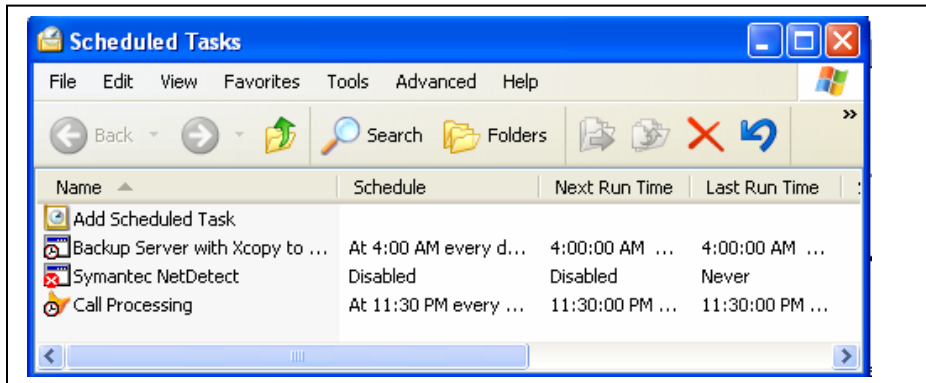
PROBLEM:

Each scheduled event in the Windows Task Scheduler has an associated user name and password that the system uses to run the event. If you change the password on a login that is used for a scheduled event, you also have to change the password on the scheduled event. If you don't, the scheduled tasks will stop running. To verify this, you can look at the DETAIL VIEW of the Task Scheduler and the STATUS bar will show the phrase "COULD NOT START". This indicates that an incorrect user name/password combination is in use on the scheduled task.

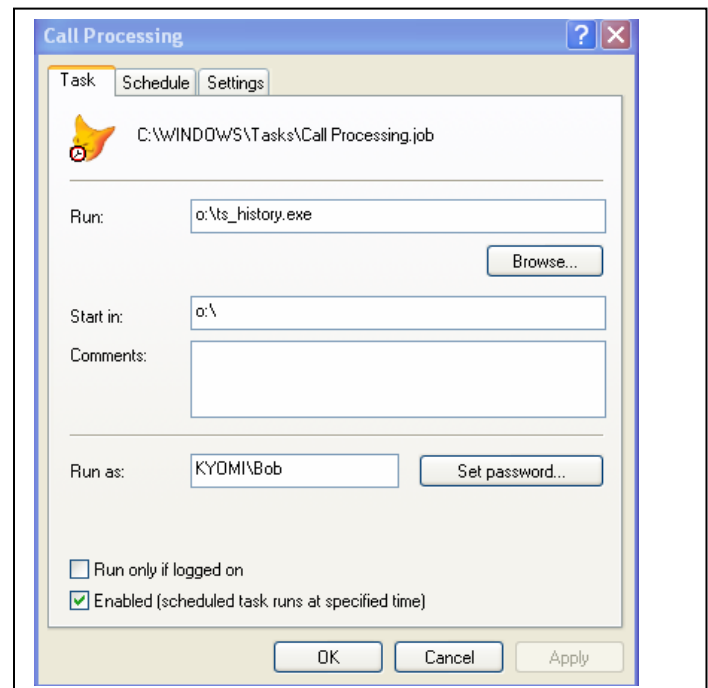
CORRECT THE PROBLEM:

Here are the steps to correct the problem:

1. Load the Windows Task Scheduler. The Scheduler is normally located under START, then PROGRAMS, then ACCESSORIES, then SYSTEM TOOLS.



2. Next, Right click on the Call Processing Event and Select Properties.
3. You will be shown the scheduled event details similar to the screen at the right.
4. Verify the RUN AS name as a valid user name on your computer.
5. Click on the SET PASSWORD Icon and type the password twice. This should be the Windows password associated with the login name shown under the RUN AS.
6. Select APPLY, the OK to return to the Scheduled task screen.
7. Test the event by right clicking on the event and selecting RUN



Comm One Technical Support
12723 Whisper Creek Cove
Draper, UT 84020
801-523-9797
support@commone.com

Last Reviewed: 04/27/2005
FAQ #31071

FAQ: 31071	Date: 04/27/2005 Keywords: WINDOWS SCHEDULER File: \\orders\faq\faq310071.doc
------------	--