

## OverDrive Client Computer Password Recovery

In the event that the password for the OverDrive user account on an OverDrive Client computer is lost, a bootable USB key can be created to reset the password.

★ The procedures in this application note are applicable to OverDrive Client computers running Windows 11.

You will require the following hardware and software to create a bootable USB key for an OverDrive Client computer:

- A USB memory stick with a minimum of 4GB of storage capacity.
- ★ The USB memory stick must be compatible with the USB port on both the OverDrive Client computer and the computer that you will use to create the bootable USB Key. The contents of the USB memory stick will be completely deleted when it is reformatted.
- A computer (running Windows 10 or later) with a compatible USB port.
- The Rufus bootable USB utility.
- The Hiren's BootCD PE (Preinstallation Environment) ISO file.

### Set Up a Computer to Create a Bootable USB Key

Before you can use a computer to create a bootable USB key for an OverDrive Client computer, you must download the Rufus bootable USB utility and the Hiren's BootCD PE (Preinstallation Environment) ISO file to the computer.

#### To set up a computer to create a bootable USB key

1. Log in to the computer that you will use to create a bootable USB key.
2. Use the following URL to download the Rufus 3.21 bootable USB utility:  
<https://github.com/pbatard/rufus/releases/download/v3.21/rufus-3.21.exe>  
Windows saves the Rufus 3.21 (rufus-3.21.exe) utility in your Downloads folder.
3. Use the following URL to download the Hiren's BootCD PE ISO file:  
[https://www.hirensbootcd.org/files/HBCD\\_PE\\_x64.iso](https://www.hirensbootcd.org/files/HBCD_PE_x64.iso)  
Windows saves the HBCD\_PE\_x64.iso ISO file in your Downloads folder.

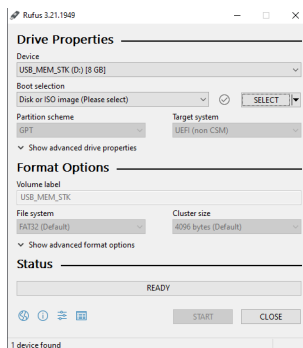
### Create a Bootable USB Key

After downloading the required utility and ISO file, you are ready to load the Hiren's BootCD PE ISO file onto a USB memory stick to create the bootable USB key for an OverDrive Client computer.

#### To create a bootable USB key for an OverDrive Client computer

1. Insert a 4GB or larger USB memory stick into a USB port on your computer.
2. Open the Downloads folder.
3. In the Downloads folder, double-click rufus-3.21.exe.

The Rufus utility opens.



4. Use the Device list to select the USB memory stick that you connected to your computer.
5. Use the Boot selection list to select Disk or ISO image.
6. Use the list to the right of the Boot selection list to select SELECT.
7. Click SELECT.  
The Open dialog box opens.
8. Navigate to the Downloads folder.
9. Select the HBCD\_PE\_x64.iso file.
10. Click Open.  
The Open dialog box closes and the Boot selection list displays the name of the selected file (HBCD\_PE\_x64.iso).
11. Click START.  
An Alert opens.



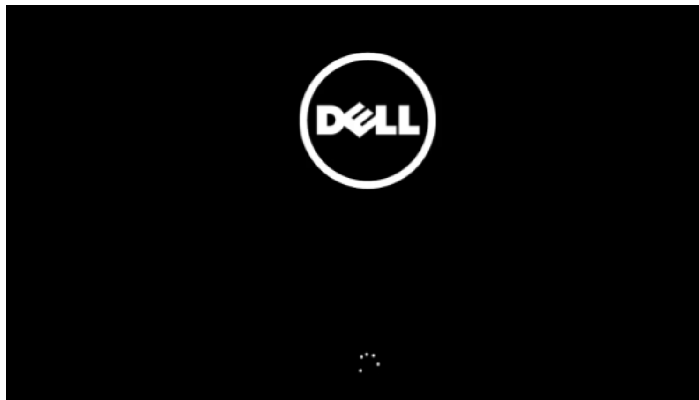
12. Confirm that the name of the selected USB memory stick is correct. If wrong USB memory stick is selected, click Cancel to select a different USB memory stick.
- ★ Clicking OK will delete the contents on the selected USB key.
13. After selecting the correct USB memory stick, click OK.  
The Rufus utility replaces the contents of the connected USB memory stick with the HBCD\_PE\_x64.iso file. When the Rufus utility finishes writing the HBCD\_PE\_x64.iso file it renames the USB memory stick HBCD\_PE\_x64.
14. Click Close.  
The Rufus utility closes.
15. Eject the HBCD\_PE\_x64 USB memory stick from the computer.

## Reset the OverDrive User Password

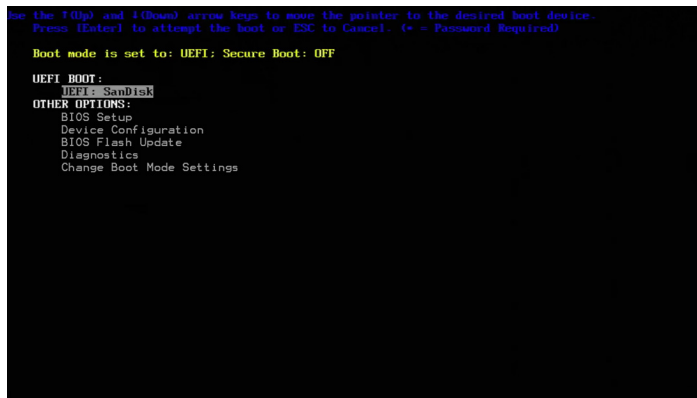
With a newly created bootable USB key in your hand, you are ready to reset the OverDrive user password on an OverDrive Client computer.

### To reset the OverDrive user password

1. Insert your USB key into a USB port on the OverDrive Client computer while it is powered off.
2. Start the OverDrive Client computer.  
The Dell boot screen displays on the OverDrive Client computer screen.



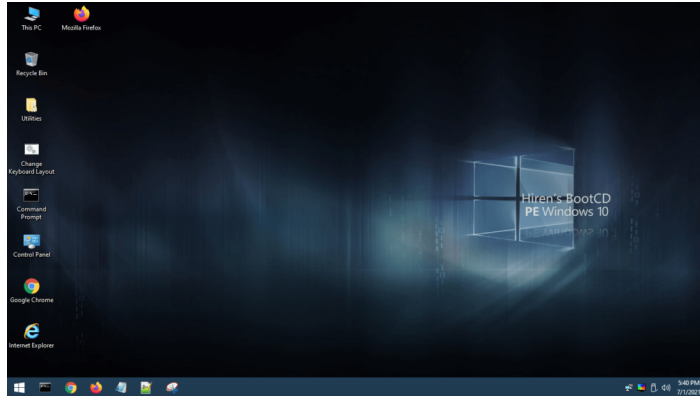
3. When the Dell boot screen displays, tap the **F12** key until the One Time Boot menu opens.  
The One Time Boot menu opens.



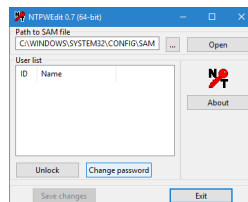
- Use the Up and Down arrow keys to select the USB key that you connected to the OverDrive Client computer. If One Time Boot menu does not contain your USB key, restart the computer and repeat step 3.

- Press Enter.

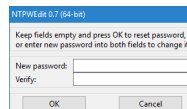
The OverDrive Client computer restarts using the connected USB key. The restart is complete when the HERINS desktop displays on the OverDrive computer screen.



- On the desktop, double-click the Utilities folder. The Utilities folder opens.
- Navigate to the Security > Password folder.
- In the Security folder, double-click the NT Password Edit application. The NTPWEdit window opens.



- Click Open. The User list displays the available users on the OverDrive Client computer.
- In the User list, select the OverDrive user.
- Click Open. The New Password dialog box opens for the OverDrive user.



- In the New Password box, enter a new password for the OverDrive user.
- In the Verify box, enter the same password as entered in the New Password box.
- Click OK. The New Password dialog box closes.
- Record the OverDrive user account password and store it in a safe location.
- Restart the Overdrive Client computer.

16. While the Overdrive Client computer is restarting, you can safely remove the USB key from the computer.
17. Use the new password to log in to the Overdrive Client computer as the OverDrive user to confirm that the password was successfully reset.

## Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

### North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

Toll free within North America: +1 844-652-0645

### EMEA

Our EMEA center is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 3540 3545

If the local support specialist is not available, your call will be transferred automatically to our North America center.

### Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

### Online

E-mail: [techsupport@rossvideo.com](mailto:techsupport@rossvideo.com)

Website: open a support request using the link <http://www.rossvideo.com/support/tech-support.html> to open a support request.

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