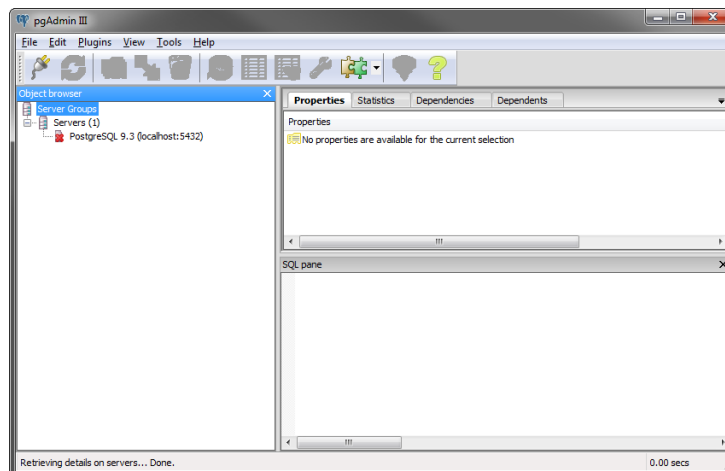


## Inception Password Restore for PostgreSQL

When the password for the root or other Inception user account is forgotten, you can regain access to the account by resetting the password to “password”. The password reset procedure in this document is specific to Inception systems that use the PostgreSQL database.

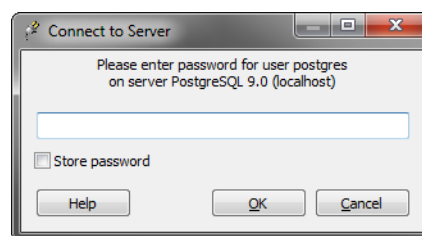
To reset the password for and Inception user to “password”

1. Log in to the Inception Server computer as Inception.
2. From the Windows Desktop, use the Start menu to select All Programs > PostgreSQL 9.0 > pgAdmin III.  
The pgAdmin III window opens.



3. In the Object Browser tree view, right-click the PostgreSQL 9.3 (localhost:5432) database and select Connect from the shortcut menu.

The Connect to Server dialog box opens.



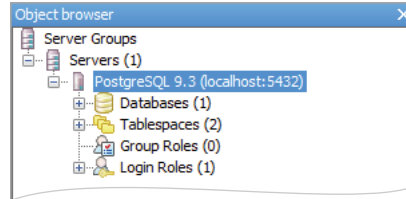
4. In the Password box, type the following password:

postgres

If the password of `postgres` did not meet the password security requirements set by your organization, enter the custom password set during installation of the Inception Server software on the Inception computer.

5. Click OK.

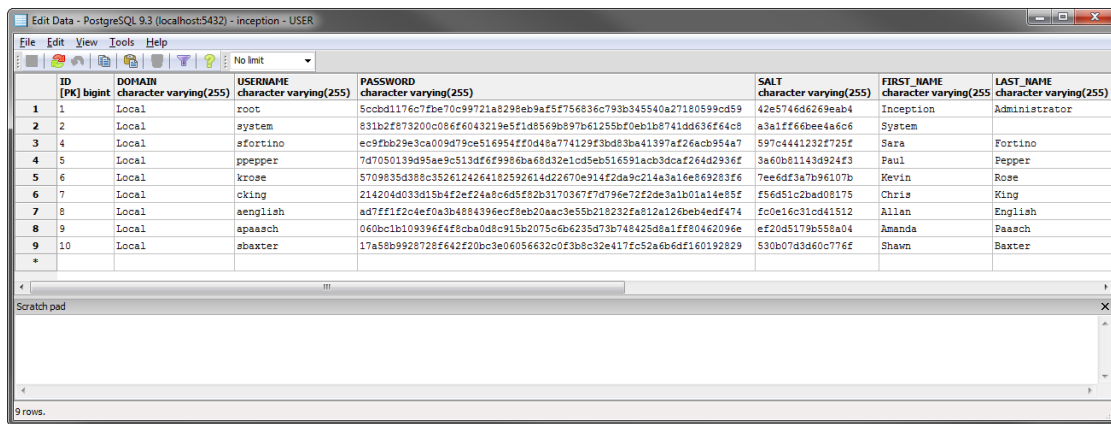
The PostgreSQL 9.3 node expands in the Object Browser tree view.



6. In the Object Browser tree view, expand the Databases > inception > Schemas > public > Table node.

7. In the expanded Table node, right-click the USER node and select View Data > View All Rows from the shortcut menu.

The Edit Data window opens displaying all of the Inception users.



8. In the Edit Data window, locate the user that requires a password reset.

9. In the PASSWORD field of the user, replace the current text with the following:

efb4e6a9067f2cd0d7896aa18b744ead40a21c6c521e9ac3a306743a207bc2a3

10. In the SALT field of the user, replace the current text with the following:

4d31e9fb7cfc29ba

11. Use the File menu to select Save.

12. Use the File menu to select Exit.  
The Edit Data window closes.
13. In the pgAdmin III window, use the File menu to select Exit.  
The pgAdmin III window closes.
14. Restart the Ross Inception Service.
15. For the reset user account, use “password” as the password to log in to Inception.

## 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: +1 833-859-0499

### EMEA

Our EMEA center is located in Buckinghamshire, England, United Kingdom and 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.

International toll free: +800 3540 3545

### 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: use the link <https://support.rossvideo.com/> to open a support request.

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