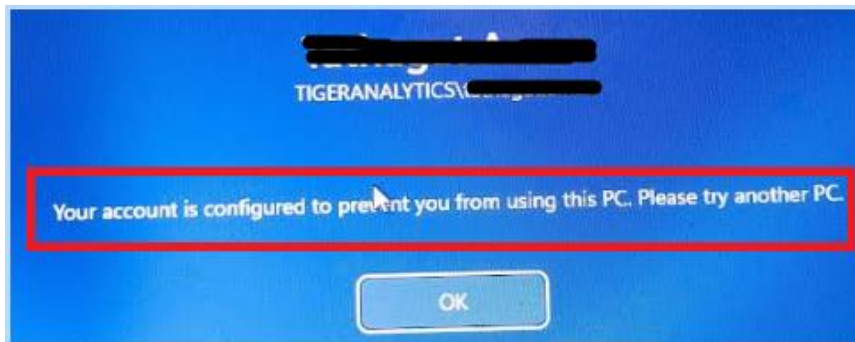


Steps to Resolve the Account Prevention Error

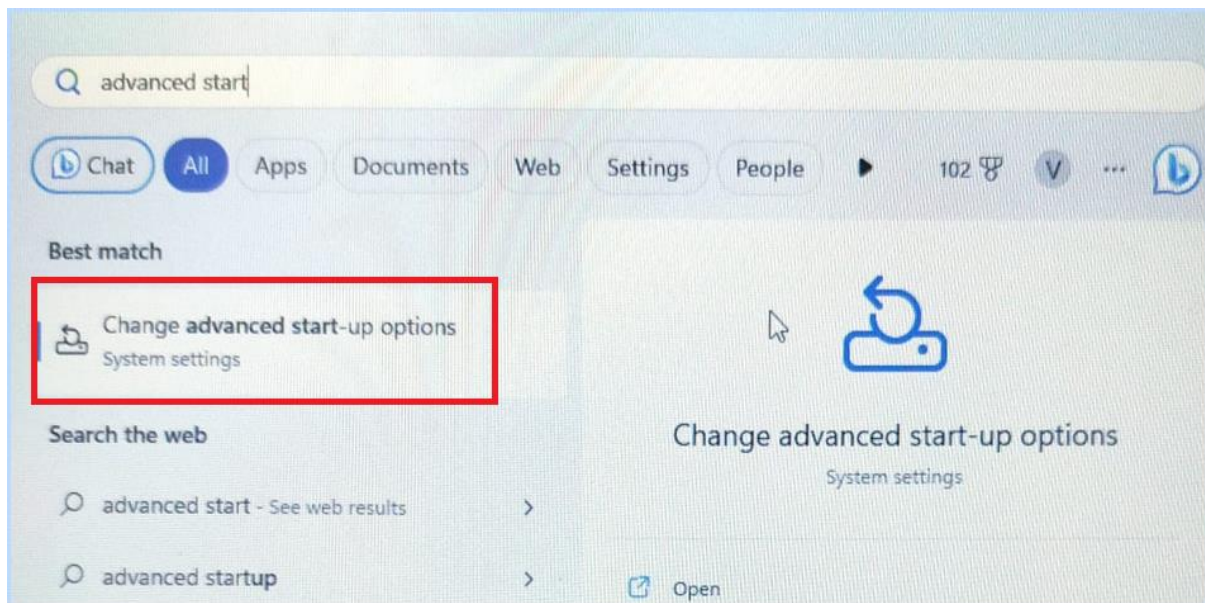
Error Code: Your account is configured to prevent you from using this PC. Pls try another PC.



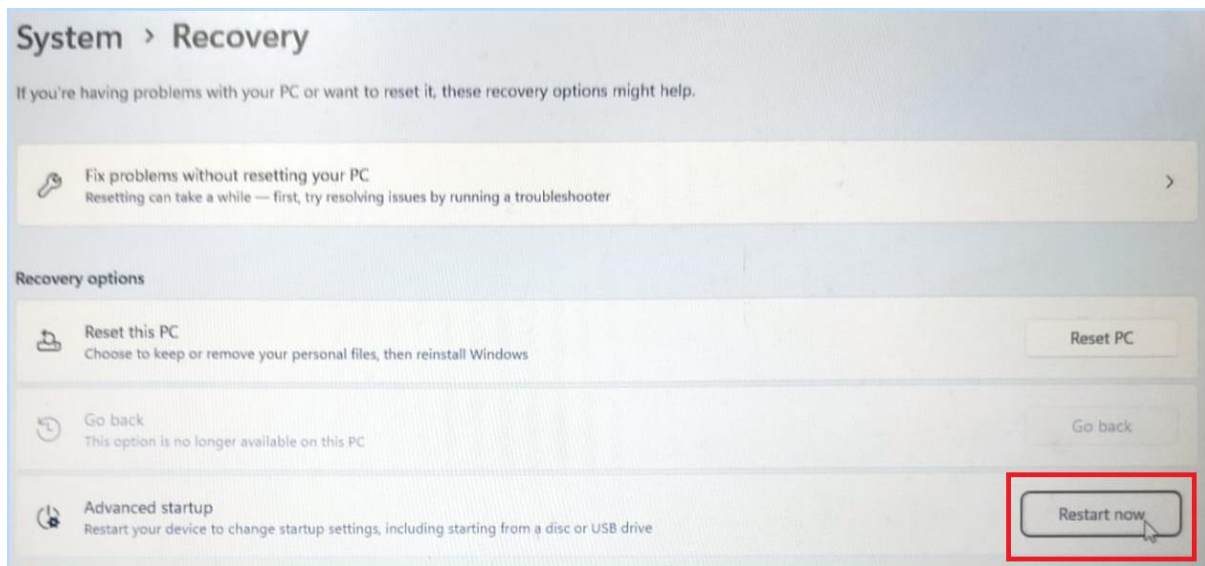
Step-1: Log in to the laptop via the below credential.

- ❖ Go to **Other Users** options.
- ❖ Click the **sign-in options**.
- ❖ Select **Key Symbol**.
- ❖ Enter Username as **.\temp** and enter the password as **Tiger@123** and login

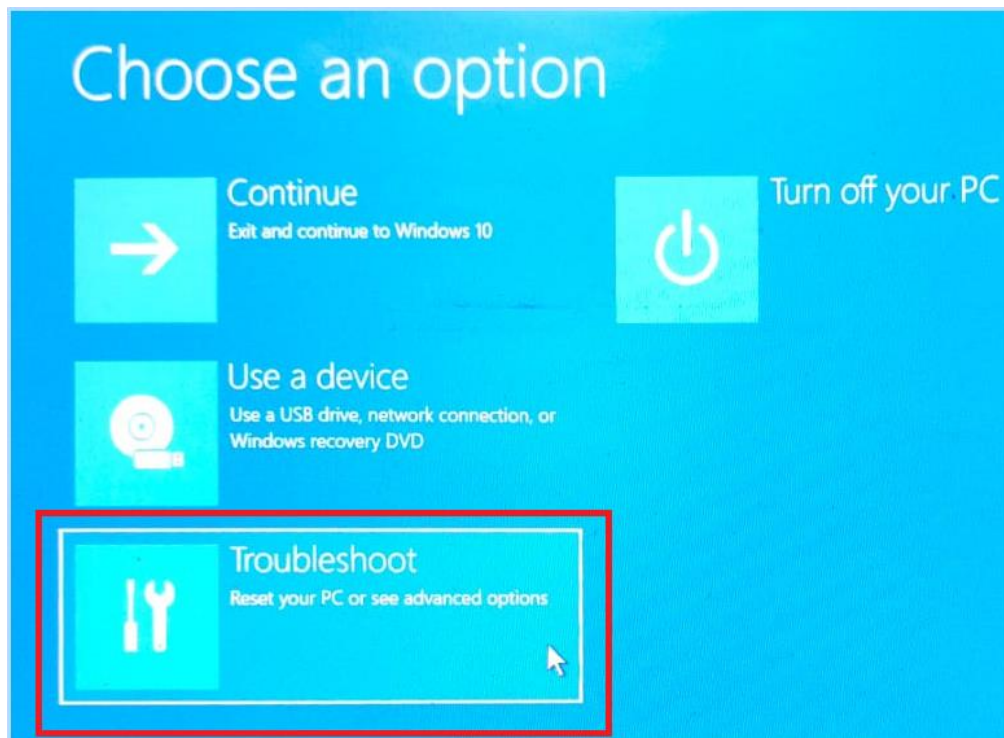
Step-2: Once logged in, Type as **Advanced Startup** in the windows search box



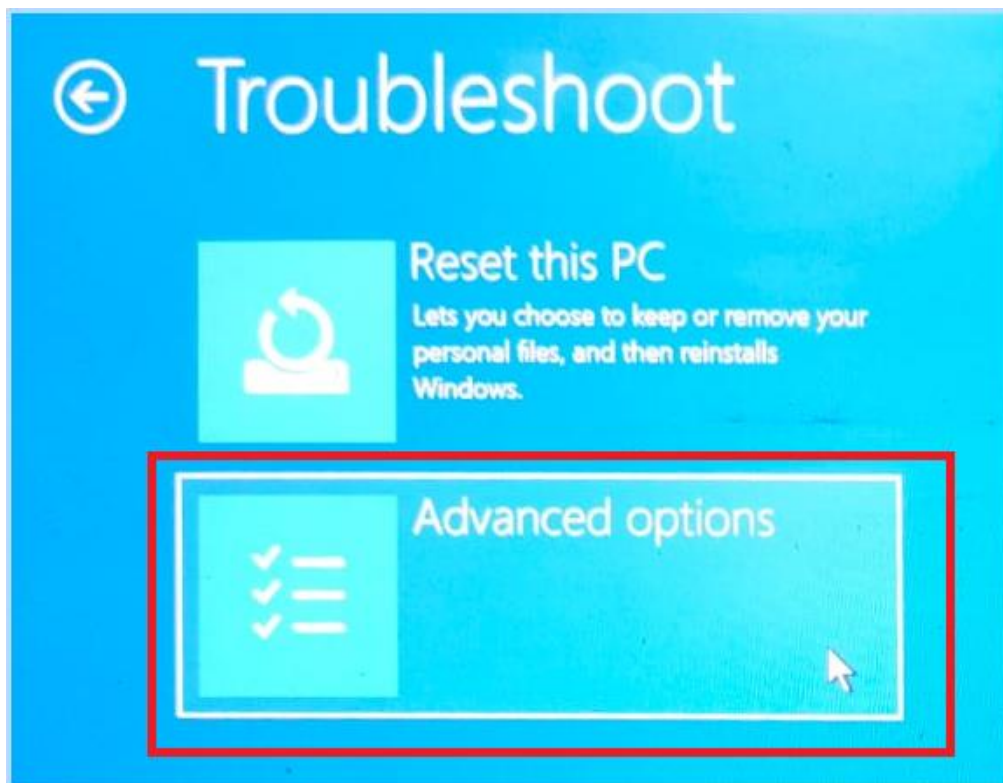
Step 3: Click on **Restart now** option under the **Advanced Startup** section.



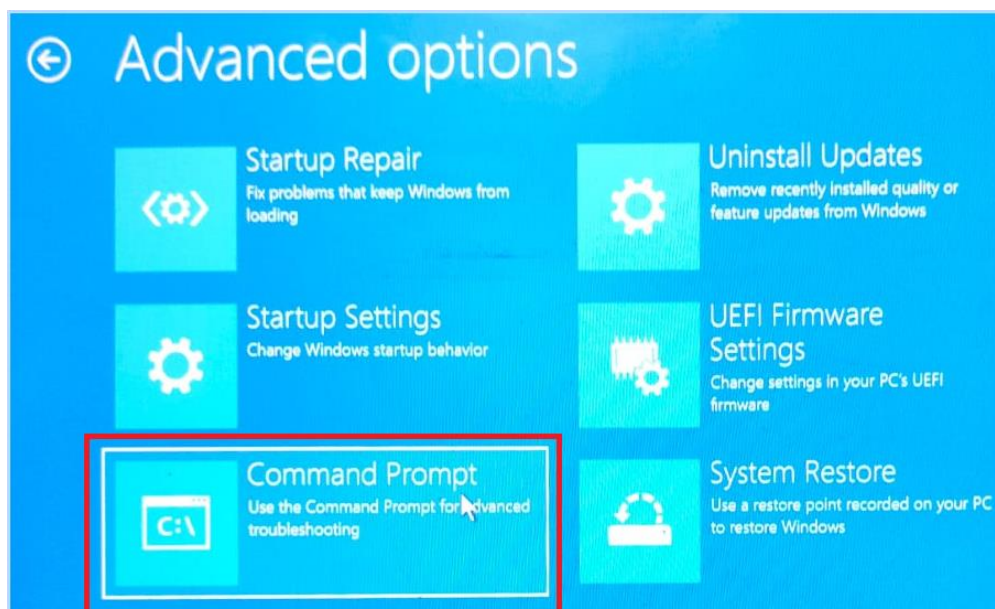
Step 4: Select the **Troubleshoot** Options



Step 5: Click on **Advanced Options**

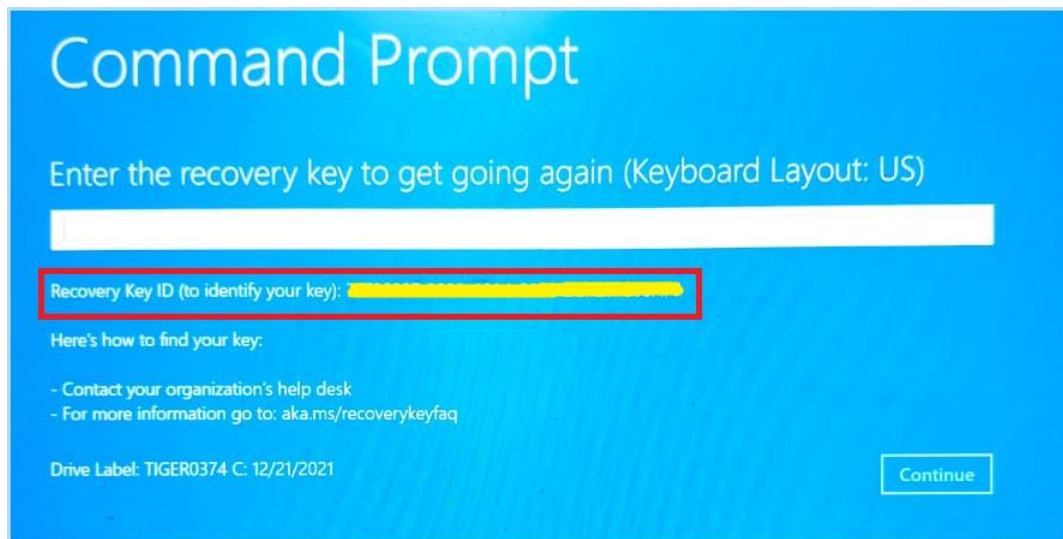


Step 6: Click on the **Command prompt** option.



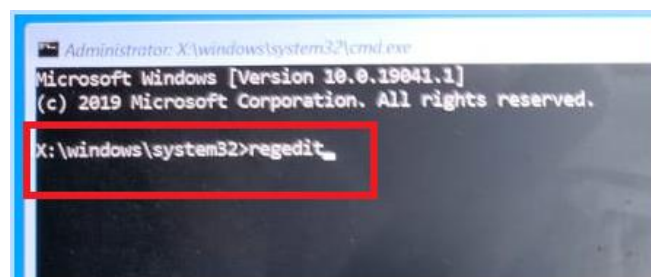
Step 7: If it's prompt for the BitLocker recovery key, please share the first 8-digit **Recovery ID** and your Laptop asset ID to IT Helpdesk (it.helpdesk@tigeranalytics.com).

Asset ID starts with TIGER0... (Eg - TIGER01111)

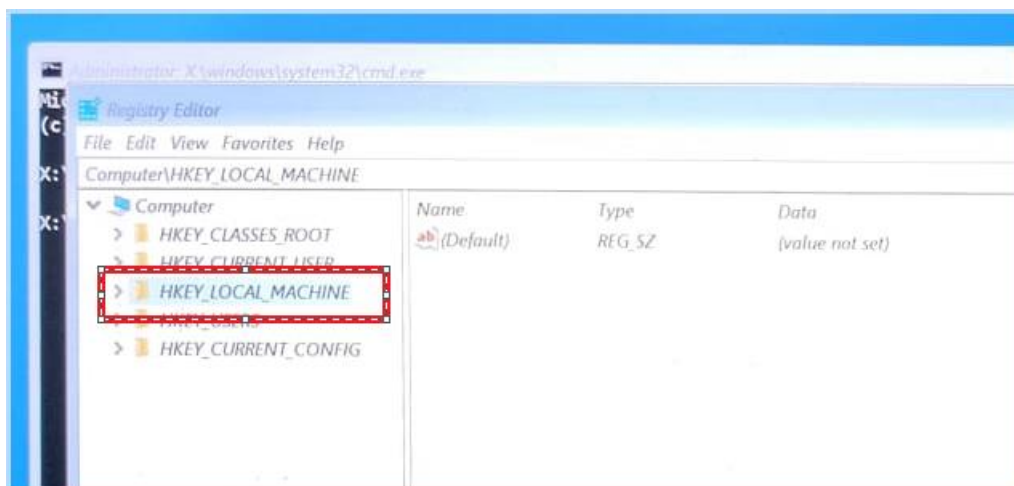


Once you enter the Recovery key click on **Continue**. The Command Prompt window will open.

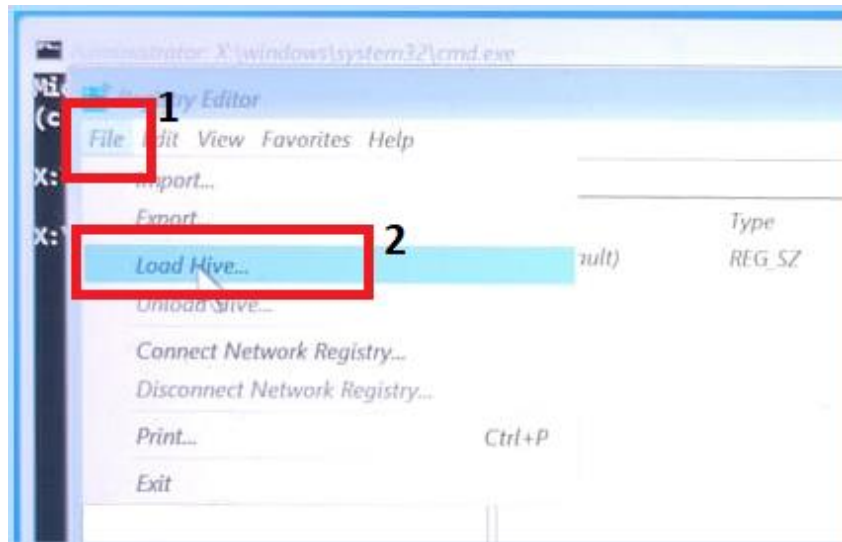
Step 8: Enter the command as “**regedit**” as shown.



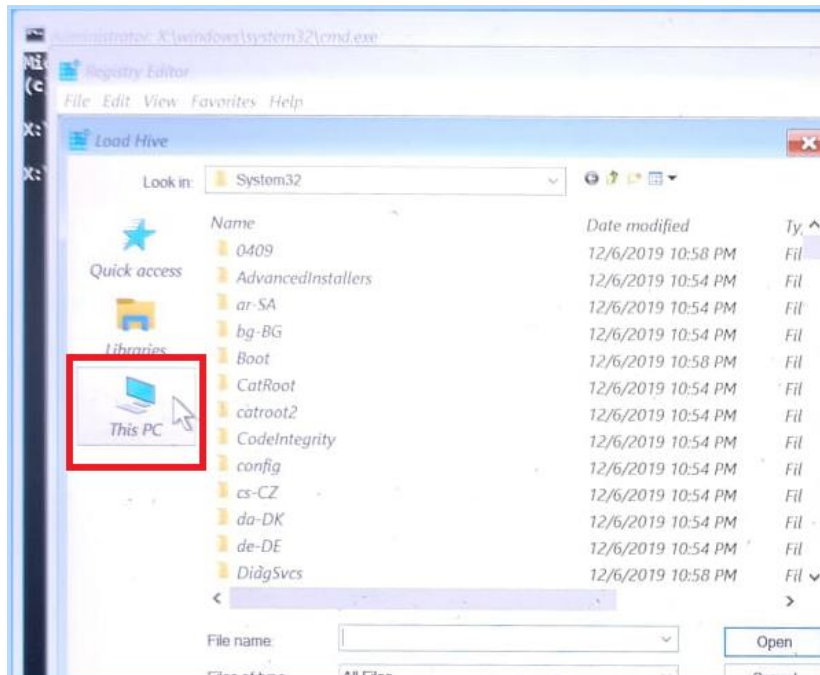
Step 9: Select the **HKEY_LOCAL_MACHINE** option.



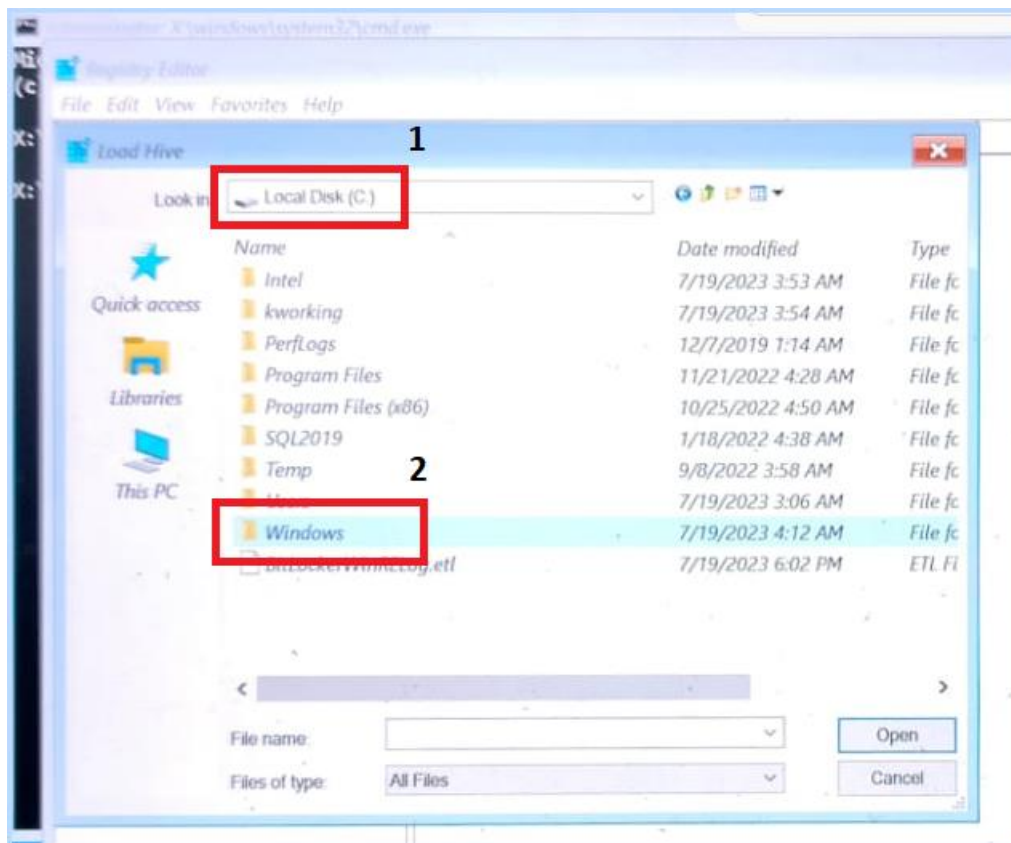
Step 10: Click on **File** → **Load Hive**.



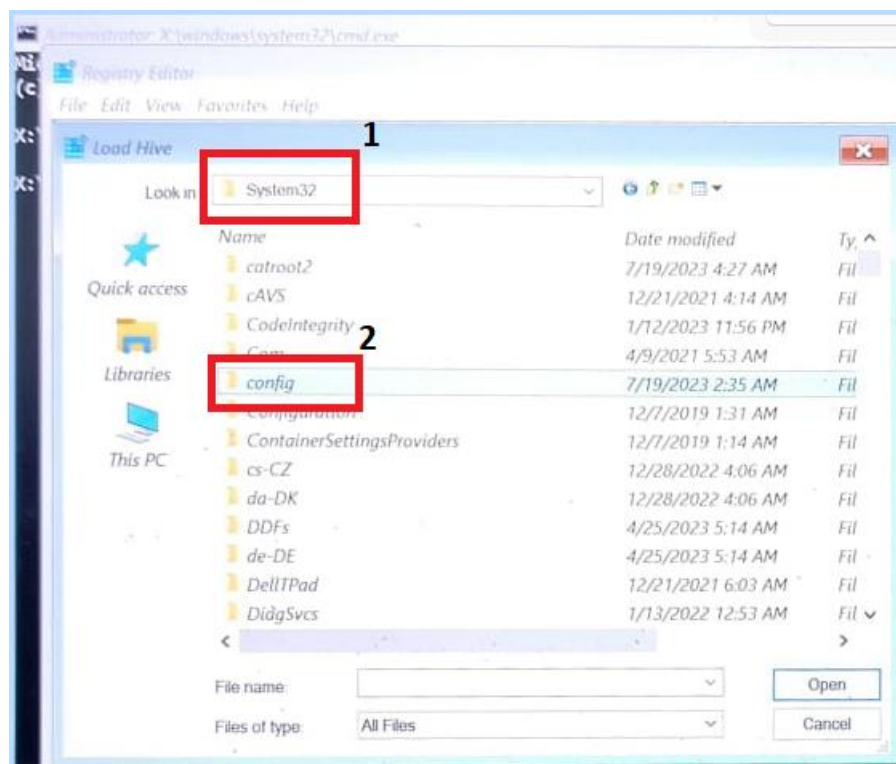
Step 11: Click on **This PC**.



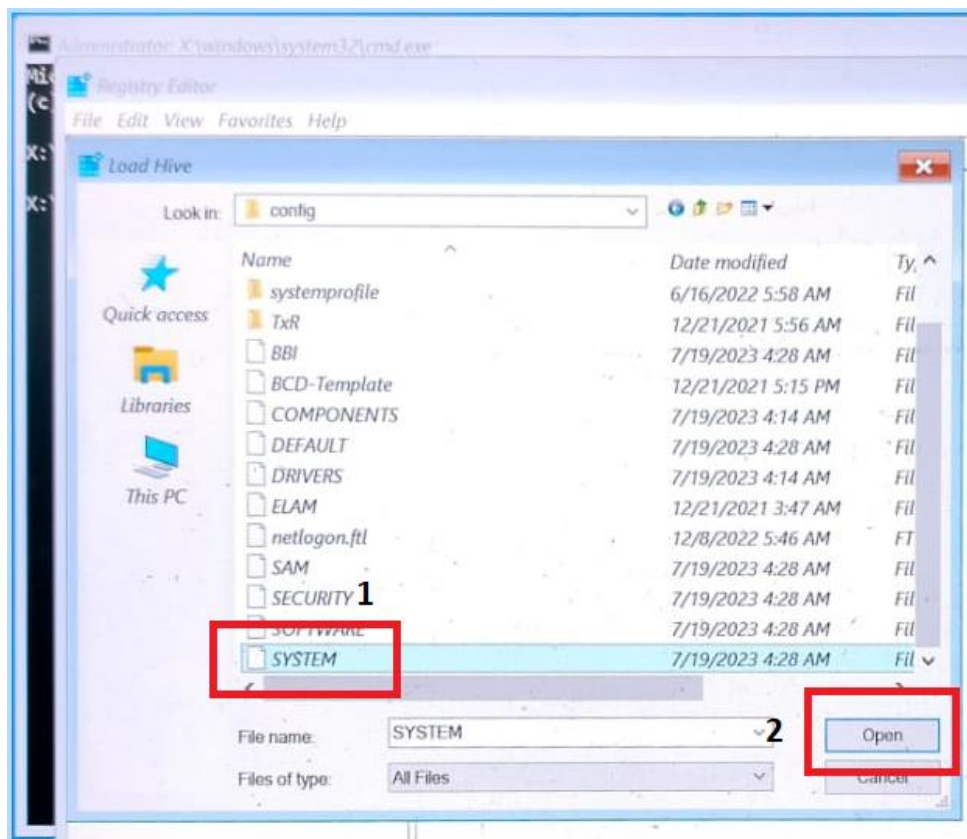
Step 12: Click on the “C drive” and select **Windows** Folder.



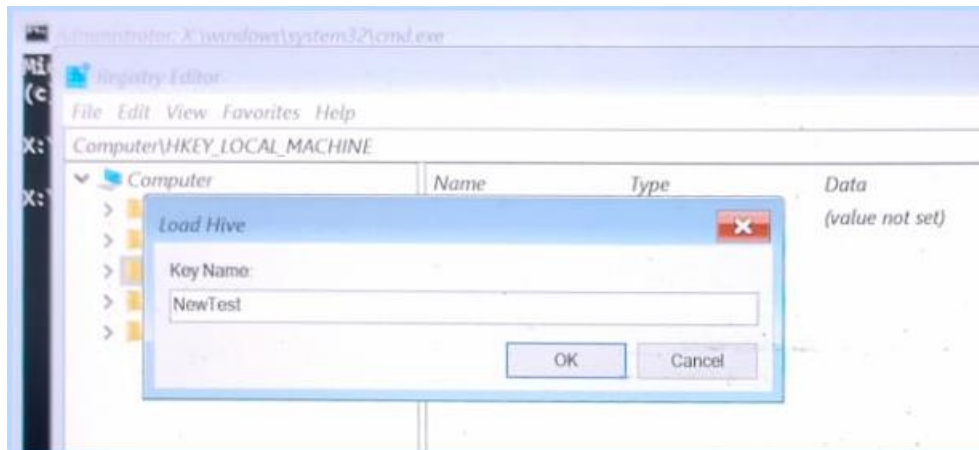
Step 13: Open the **System32** folder and open the **config** folder.



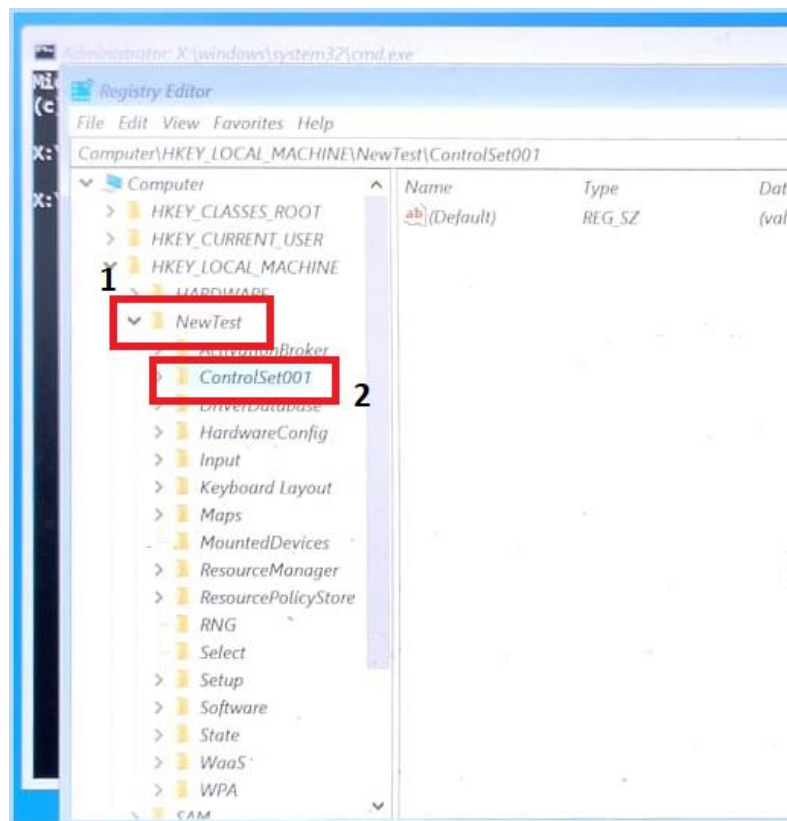
Step 14: Select the file name with **SYSTEM** and Click Open.



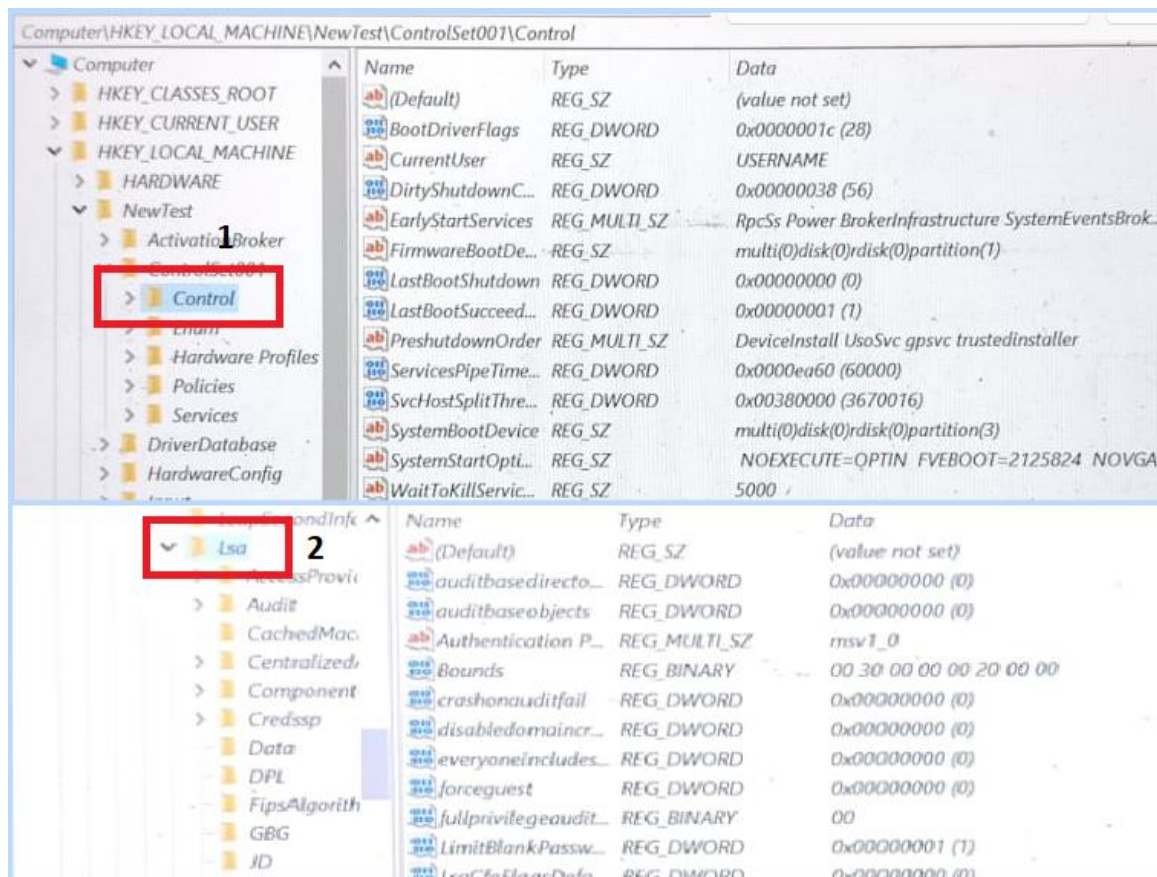
Step 15: Enter any Key Name. (Ex.New Test)



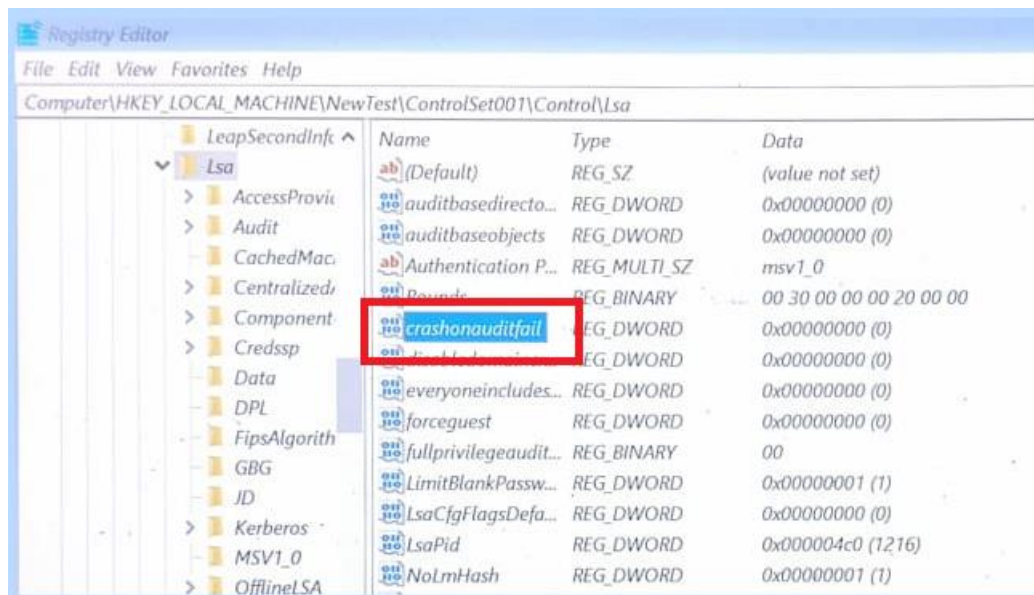
Step 16: Click NewTest option and chose ControlSet001.



Step 17: Expand the ControlSet001 and expand the Control and click on the LSA folder.



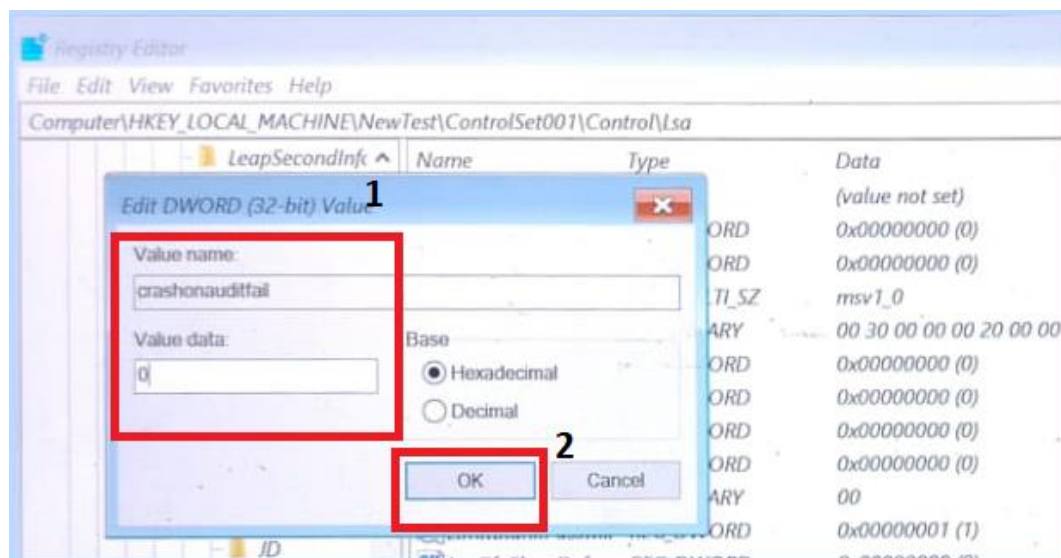
Step 18: Select the file **crashonauditfail** from the plane's right side.



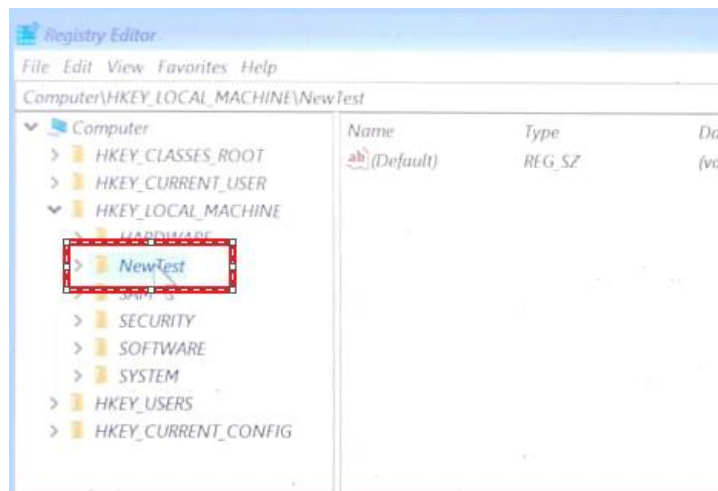
The file is located in the Path:

Computer\HKEY_LOCAL_MACHINE\NewTest\ControlSet001\Control\Lsa

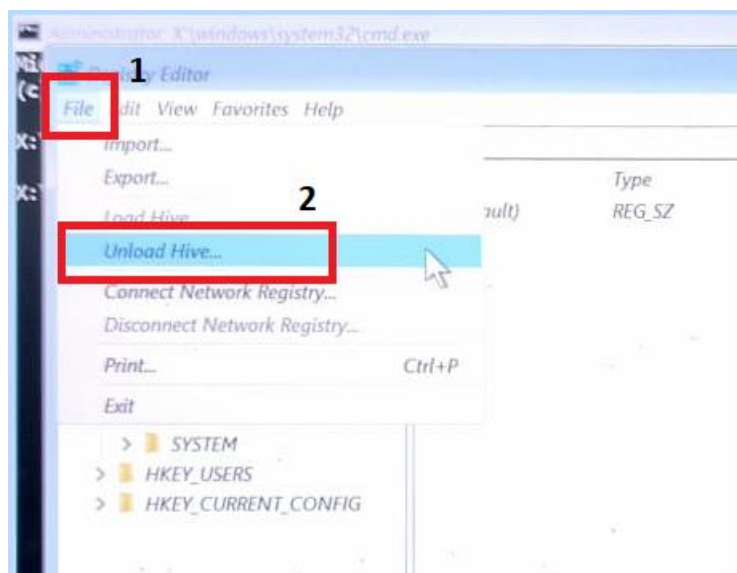
Step 19: Double-click on the file **crashonauditfail** and set the **value Data** as **0** if its shows as 2 or any values. Click **OK**.



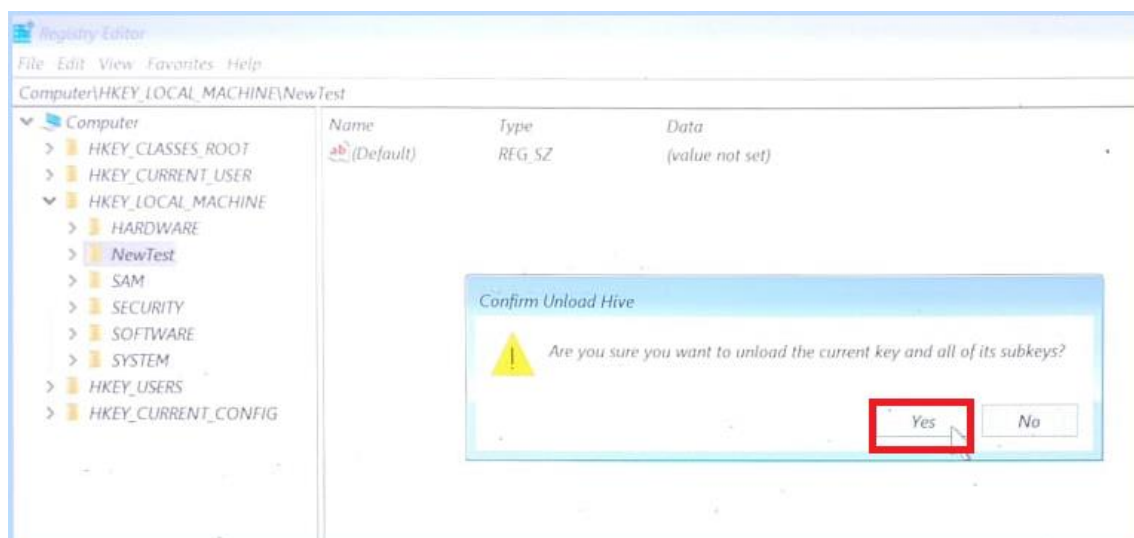
Step 20: Select **NewTest** folder (which is created in Step-15).



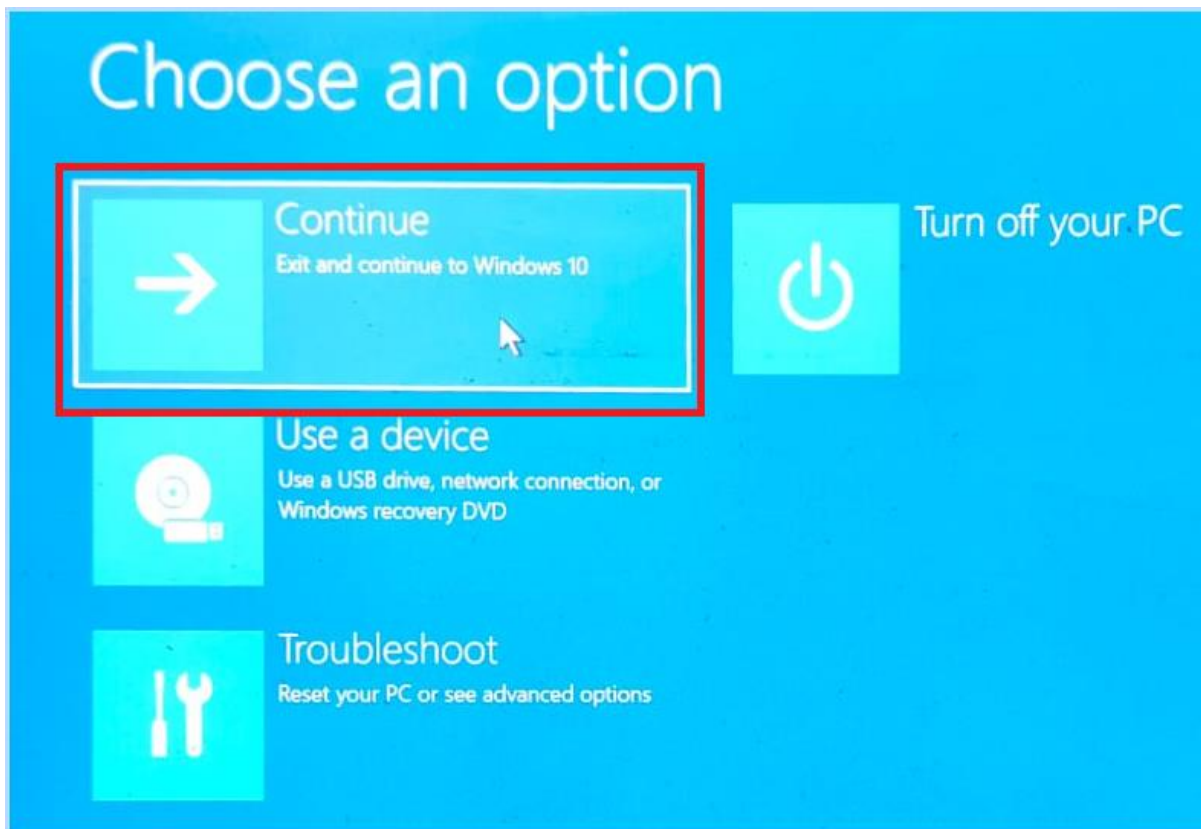
Step 21: Click on **File** and select **Unload Hive**.



Step 22: Click on **Yes**.



Step 23: Click on **Continue** to restart the windows.



After the restart, you can log in to your account.

Thank You