

# SOP: Regaining Access to a Windows Laptop Forcing ITPLocalAdmin Login (Datto RMM Managed)

## Situation

A freshly set up laptop with Datto RMM installed was:

- Enforcing login with a managed account (ITPLocalAdmin)
  - Not allowing login to a manually created local admin account
  - Blocking access to Shift + F10 CMD at login
  - No “Other user” option shown on login screen
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## Goal

Create and enable a **working local admin account** while retaining Datto RMM connectivity.

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## Prerequisites

- Physical access to the device
  - Admin CMD access (via login or command shell, e.g. Datto RMM live shell)
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## Step-by-Step Procedure

### ◊ 1. Check Existing Users

In **Command Prompt**, (from datto remote agent) run:

```
net user
```

→ Confirm if localAdmin (or desired user) exists

→ You will see existing accounts like Administrator, ITPLocalAdmin, etc.

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### ◊ 2. Create Local Admin Account

If localAdmin does not exist, create it:

```
net user localAdmin SVS-Admin#2025 /add
```

Replace SVS-Admin#2025 with your chosen secure password.  
Avoid using characters like ^, &, |, >, < to prevent CMD parsing issues.

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### ◊ 3. Promote to Administrator

Add the account to the **Administrators group**:

```
net localgroup administrators localAdmin /add
```

You should see:

*The command completed successfully.*

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### ◊ 4. (Optional) Ensure Account is Active

Run:

```
net user localAdmin /active:yes
```

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### ◊ 5. Reboot Device

Run:

```
shutdown /r /t 0
```

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### ◊ 6. Login as the Local Admin

At the login screen:

1. Click **Other user**
  2. Login as:  
.\\localAdmin
  3. Enter the password: SVS-Admin#2025
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## Confirmation & Post-Fix Steps

Once logged in:

- Verify admin rights:

```
net localgroup administrators
```

- Leave ITPLocalAdmin intact for Datto RMM access
- Optionally, hide it from the login screen:

```
reg add "HKLM\SOFTWARE\Microsoft\Windows  
NT\CurrentVersion\Winlogon\SpecialAccounts\UserList" /v ITPLocalAdmin  
/t REG_DWORD /d 0 /f
```

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