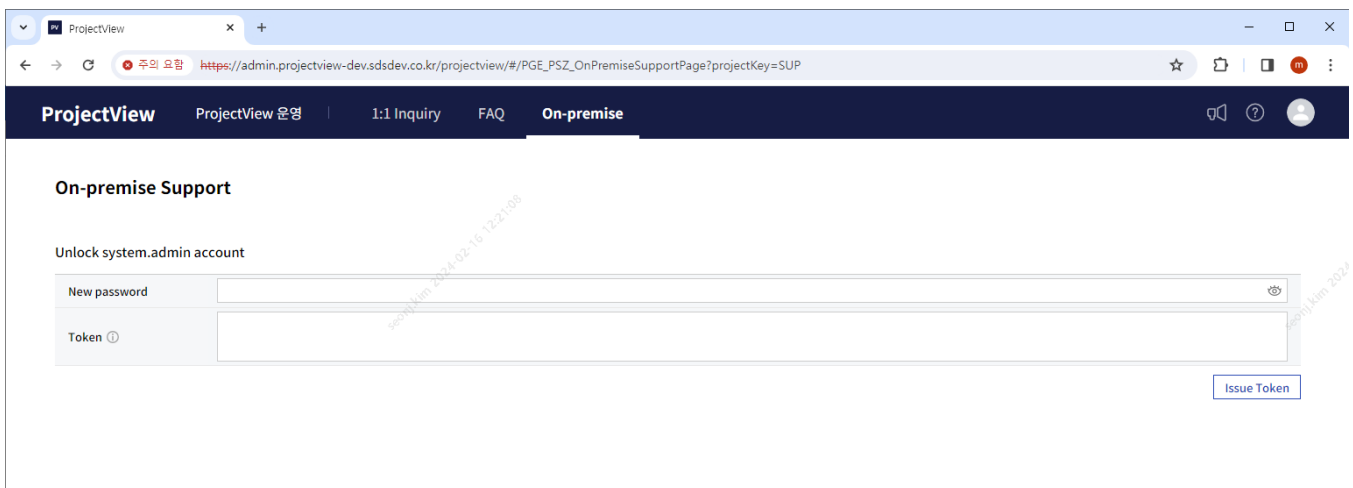


system.admin 계정이 잠긴 경우 | Unlock system.admin account on-premise

1 Client's view when system.admin account locked.

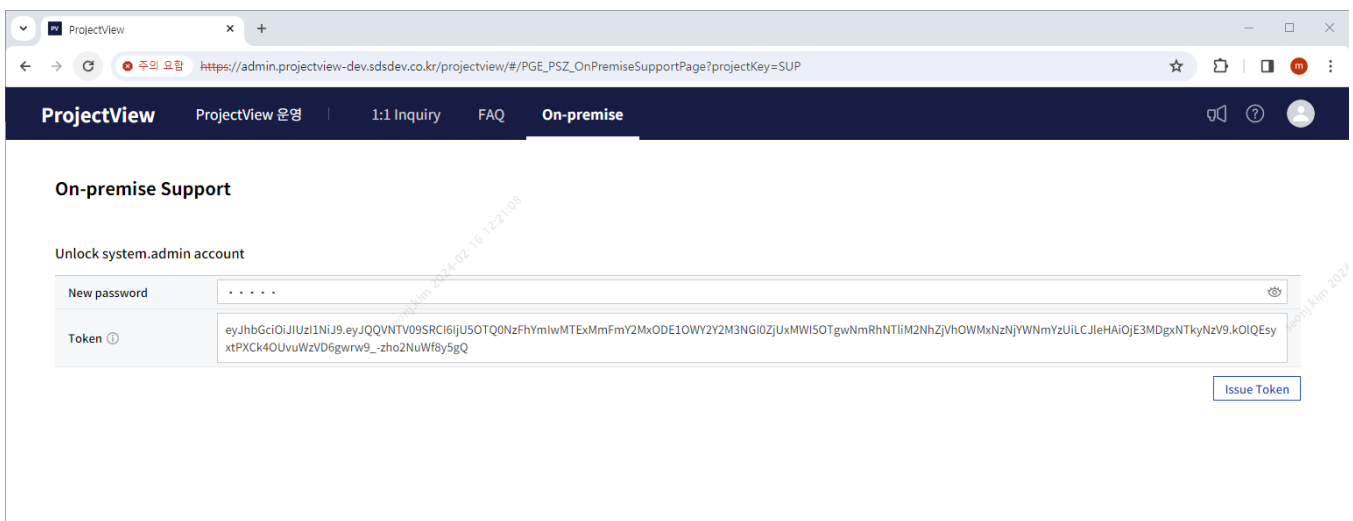
2 Access page for unlock on-premise system.admin account

Access any SaaS environment's admin tenant > SUP project > On-premise page



The screenshot shows a web browser window with the URL https://admin.projectview-dev.sdsdev.co.kr/projectview/#/PGE_PSZ_OnPremiseSupportPage?projectKey=SUP. The page title is "ProjectView" and the navigation bar includes "ProjectView 운영", "1:1 Inquiry", "FAQ", and "On-premise". The main content area is titled "On-premise Support" and contains the heading "Unlock system.admin account". Below this heading is a form with two input fields: "New password" and "Token". The "New password" field is empty, and the "Token" field is also empty. To the right of the "Token" field is an "Issue Token" button.

3 Input password from client and click 'Issue Token' button.



The screenshot shows the same web browser window as the previous one, but the "New password" field now contains a password (represented by dots) and the "Token" field contains a long alphanumeric string: `eyJhbGciOiJIUzI1NiJ9.eyJQQVNTV09SRCl6IjU5OTQ0NzFhYmIwMTEyMmY2MxODE1OWY2Y2M3NGI0ZjUxMWI5OTgwNmRhNTIiM2NhZjVhOWMxNzNjYWNmYzU1LjJleHAiOiJlE3MDgxNTkyNzV9.k0IQEsyxtPXK40UvuWzVD6gwrw9_zho2NuWf8y5gQ`. The "Issue Token" button is still present.

4 Send issued token to client by E-mail.

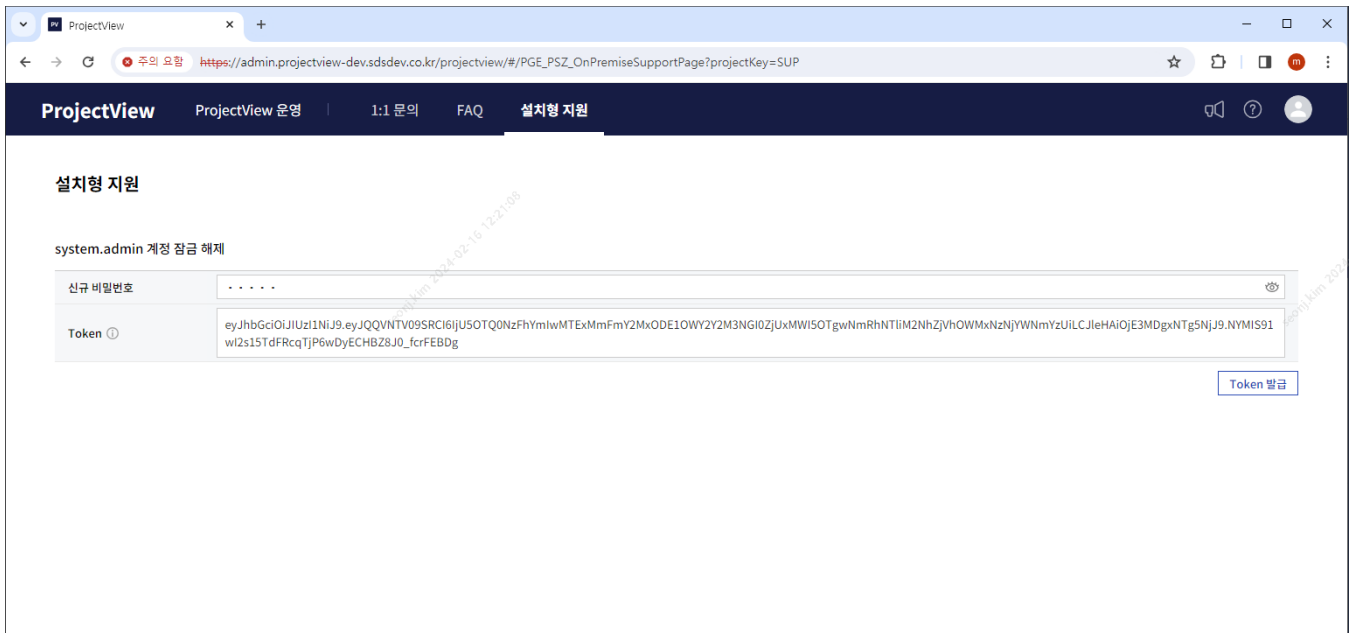
The issued token can be used for 24 hours after its creation.

1 설치형 시스템 관리자 계정이 잠긴 경우 사용자 화면

2 설치형 시스템 관리자 계정 잠금 해제 페이지

SaaS환경의 admin 테넌트 접속 > 1:1문의 프로젝트 > 설치형 지원 메뉴 접속

3 사용자에게서 변경하고 싶은 비밀번호를 받은 뒤 Token 발급 버튼을 누른다.



4 생성된 토큰을 사용자에게 전달한다.

생성된 토큰은 생성 후 24시간 동안 사용 가능하다.