How to fix Single Sign On using Windows 10 PC that is not on a domain

Last Modified on 06/06/2025 3:07 pm EDT

Symptom

Single Sign On is not working. The PC is Windows 10, and is not part of a domain.

Resolution

- 1. Open a command prompt as an Administrator.
- 2. Type **net user**. The default administrator is disabled.
- 3. Type net user Administrator /active:yes.
- 4. Type net user Administrator *.
- 5. You are prompted to set a password for the administrator and to confirm it. You will not see a display entry when typing.
- 6. When configuring Single Sign On, use the Administrator as the Explicit user for authentication.

Applies To

OnGuard (all versions)

Additional Information