

# Alternate Administrator Accounts are not Working with Windows 2008 and Later

## Problem

When attempting to connect to a target system that is Windows Vista/2008 or newer from a host system that is Windows Vista/2008 or newer, and using alt-admins to connect or manage services, you may receive an error such as *Connect failed, error 10001 - No admin access (anonymous only) achieved or admin access denied*. Worse yet, this is not a standard Windows networking error. The problem does not exist when connecting to Windows 2003 and earlier systems or when the product is hosted on a 2003 system.

This affects all calls to the Service Control Manager (SCM), which is used to manage services and can affect basic connections.

## Cause

The issue stems from changes on the Microsoft networking and communications stack that was introduced in Windows Vista/2008 and is outlined in this MS article: [Services and RPC/TCP](#). Microsoft defaults to using RPC/TCP rather than RCP/NP (RPC over named pipes). The difference is that RPC/TCP does not inherit connection credentials while RCP/NP does. Hence the alternate administrators will not work in Windows Vista/2008 and later to a Windows Vista/2008 and later host without forcing the product host to use RPC/NP.

## Resolution

RPC/TCP is controlled by the **SCMApiConnectionParam**, **DisableRPCOverTCP**, and **DisableRemoteScmEndpoints** registry values, which are all under the **HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control** key. All of these values have a **REG\_DWORD** data type. The following procedures show how to use these registry values to control RPC/TCP.

Create a new **DWORD** at **HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control** called **SCMApiConnectionParam**. Set its data value to be HEX and enter **80000000**.

Restart the application.