

Mariner Software

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I have a locked journal, and I've either forgotten the password, or the password I originally used to lock the journal no longer seems to work. How do I access the contents of that journal?

The password protection really is designed to keep your data secure so there is no easy workaround or "back door" for getting access to a locked journal. There are a few things you can try:

The first suggestion we have is to locate a backup copy of your data file prior to the time you locked the journal, and copy the unlocked version of your Journal over to your current MacJournal file.

By default, the MacJournal data file ('MacJournal Data.mjdoc'), and backups of that file, are stored in your Application Support folder here:

(your home user folder's)/Library/Application Support/MacJournal/Backups

(In older OS's, the user Library folder is invisible, so you can get here by going to the Finder, clicking on the Go menu, Selecting Go To Menu... then typing or pasting in the following):

~/Library/Application Support/MacJournal/

Simply open the .mjdoc files in the Backups folder one at a time. When you locate a copy of the file made prior to locking the journal, simply open up the journal and drag the journal or entries from that back up file to your current file. You can do this by simply opening both files side by side and dragging the journals or entries from the sidebar of one file to the other.

Option 2, if you are unable to unlock any previous backups AND the journals are only password protected and *not encrypted*, we may be able to remove the password from your data file.

Locate your current MacJournal file, right-click (or Control-click) on the file and select Show Package Contents.

Looking at the contents, locate the file "index.mjml.gz" and email that file to support@marinersoftware.com. We'll take a look at this file, and see if we can modify it to unlock it, then send it back to you. We can't guarantee we will be able to do this, but we can at least try.

Once you have sent us the index file, please DO NOT make any modifications to your

MacJournal data until we have returned the edited index file to you.