

Change Password in Active Directory

Summary

This article provides summary for how to change password in MachPanel under Active Directory Domain section.

Applies To

This article applies to all MachPanel Builds.

Error Message

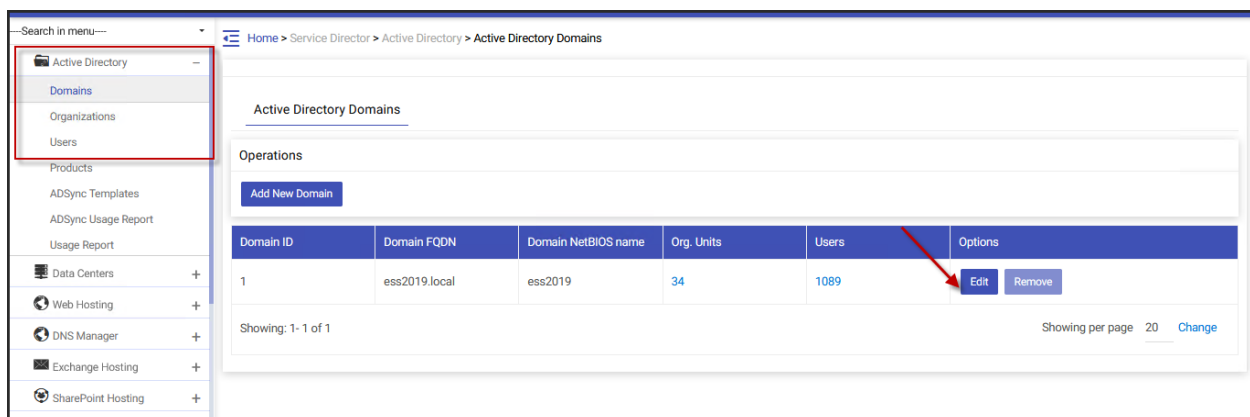
Error MSG: "The user name or password is incorrect."

Cause:

Error occurs due to a change in Service Account Password (usually MPAdmin). The error occurs while making any change to existing objects (users, contacts etc.) or while adding anything new to any organization using MachPanel.

How to Change Password on Active Directory?

- To change the password of Active Directory from MachPanel Interface, navigate to the following path: **Home » Service Director » Active Directory » Active Directory Domains**
- Now click on **Edit** link as shown in the snapshot below:



The screenshot shows the MachPanel interface with the following structure:

- Search in menu: Active Directory (highlighted with a red box), Domains, Organizations, Users.
- Products: AD Sync Templates, AD Sync Usage Report, Usage Report.
- Data Centers, Web Hosting, DNS Manager, Exchange Hosting, SharePoint Hosting (all with expand/collapse icons).
- Navigation: Home > Service Director > Active Directory > Active Directory Domains.
- Active Directory Domains section: Add New Domain button.
- Table with columns: Domain ID, Domain FQDN, Domain NetBIOS name, Org. Units, Users, Options.
- Table content: 1 | ess2019.local | ess2019 | 34 | 1089 | Edit (highlighted with a red arrow) | Remove.
- Showing: 1- 1 of 1. Showing per page: 20 Change.

- Under **Active Directory Domain Detail** tab apply changed/new password for the

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Active directory and **Save** the changes.

Edit

*Domain FQDN:

*Domain NetBIOS name:

*Domain Administrator Login:

Domain Administrator Password:

Leave blank if you do not want to change.

Show Password

Confirm password:

* LDAP URL:

Enter comma separated IPs of Remote Server(s):

*Generate random GUID for OU name in Active Directory:

If enabled, OU name, Address Lists name, Address book policy name will be created using a random GUID like 3B844AA8-38B4-4ABD-B8CB-41ACC34BB1C2. Applies to Exchange 2010 SP2, 2013 or later, Skype4B 2010 or later, Skype4B, CRM 2011 or later, SharePoint 2010 or later.

Append UPN suffix in User Logon Name:

Activate Windows
Go to Settings to activate Windows

Note: Do not forget to click on "Test Service" in order to ensure that new password is synced to all remote servers.

Adjust MachPanel Provisioning Service properties on remote server

Please note that you have to adjust MachPanel Provisioning Service properties. Following points need your attention.

For more detail review

KB: <https://kb.machsol.com/Knowledgebase/50017/Domain-User-Which-Is-Being-Used-For-MachPanel-Sh>

1. Please create **Administrator/MPAdmin** on AD.
2. Give appropriate permissions to **Administrator/MPAdmin** i.e. make it member of administrator group.
3. Go to **Run** and type services.msc
4. On **Services Manager** Go to properties of **MachPanel Provisioning Service**.
5. Click on **Log On** tab.
6. Select the option **This Account** and enter login/password of account created above i.e. **Administrator** and its password.

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Note: The service account must have Read/Write/Delete (full access) on Remote Server folder and sub folders.

How to Change Credentials for a server groups such as "SP Farm Admin" account?

1. Navigate to following path: **Home > Service Director > SharePoint Hosting > Server Groups**
2. Click **Edit** in front of the Server Group.
3. Update password for **Service account** as shown below:

Search in menu---
Home > Service Director > SharePoint Hosting > Server Groups > Edit Server Group

SharePoint Hosting
Server Groups
Accounts
Products
SPLA Report
Usage Report
Group Actions

Wireless Services +
CRM Hosting +
Skype4B Hosting +
VPS Hosting +
Microsoft CSP +
Mimecast +
Work Folders Hosting +
RDS Hosting +
SSL Accounts
Online Help

Edit Server Group Settings

* Server Group Name: SharePoint2019

Provider: Microsoft SharePoint 2019

Active Directory Domains: ess2019

* LDAP URL: LDAP://OU=Hosting,DC=ess2019,DC=local

Enabled:

Override domain credentials: Use this option if you want to use a different account for this service from what is specified in active directory domain settings.

Service account credentials

* SP Farm Admin: Admin

Password:

Show Password

Confirm password:

Leave blank if you do not want to change.

Activate Windows
Go to Settings to activate Windows

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/51380/Change-Password-in-Active-Direct...>