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:

-Search in menu Test Home > Service Director > Active Directory > Active Directory Domains																		
Active Directory	-																	
Domains																		
Organizations Users Products ADSync Templates		Active Directory Domains																
		Operations Add New Domain																
										ADSync Usage Report Usage Report		Domain ID	Domain FQDN	Domain NetBIOS name	Org. Units	Users	Options	
										Data Centers	+	1	ess2019.local	ess2019	34	1089	Edit	Remove
🔇 Web Hosting	+																	
ONS Manager	+	Showing: 1-1 of 1 Showing per page 20 Change																
🖾 Exchange Hosting	+																	
SharePoint Hosting	+																	

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

Active directory and **Save** the changes.

Edit				
*Domain FQDN:	ess2019.local			
*Domain NetBIOS name:	ess2019			
*Domain Administrator Login:	Administrator			
Domain Administrator Password:		Password min length is 12 chars, 1 upper case, 1 lower case letter, 1 number, 1 special character is required.		
	Leave blank if you do not want to change.			
Confirm password:				
* LDAP URL:	LDAP://OU=Hosting,DC=ess2019,DC=local	_		
Enter comma separated IPs of Remote Server(s):	lt.			
*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 38844AA8-3884-4AB0-88CB-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:	\checkmark	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-Shi

- 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.

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 Host	ing > Server Groups > Edit Server Group			
SharePoint Hosting	-					
Server Groups		Edit Server Group Settings				
Accounts		* Server Group Name:	SharePoint2019			
Products						
SPLA Report		Provider:	Microsoft SharePoint 2019 *			
Usage Report		Active Directory Domains:	ess2019 -			
Group Actions	_					
📇 Wireless Services	+	* LDAP URL:	LDAP://OU=Hosting,DC=ess2019,DC=local			
🔀 CRM Hosting	+	Enabled:				
Skype4B Hosting	+					
VPS Hosting	+	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.			
G Microsoft CSP	+	Service account credentiale		1		
Mimecast	+	Service account credentials				
work Folders Hosting	+	* SP Farm Admin:	Admin			
RDS Hosting	+	Password:		Leave blank if you do not want to change.		
SSL Accounts			Show Password	Activate Windows		
- <u>0-</u>	_	a.e.		Go to Settings to activate Wi		
Online Help		Confirm password:				

MachPanel Knowledgebase

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