

# 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:

Domain ID	Domain FQDN	Domain NetBIOS name	Org. Units	Users	Options
1	ess2019.local	ess2019	34	1089	<a href="#">Edit</a> <a href="#">Remove</a>

- 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...>