


Resetting Admin Password

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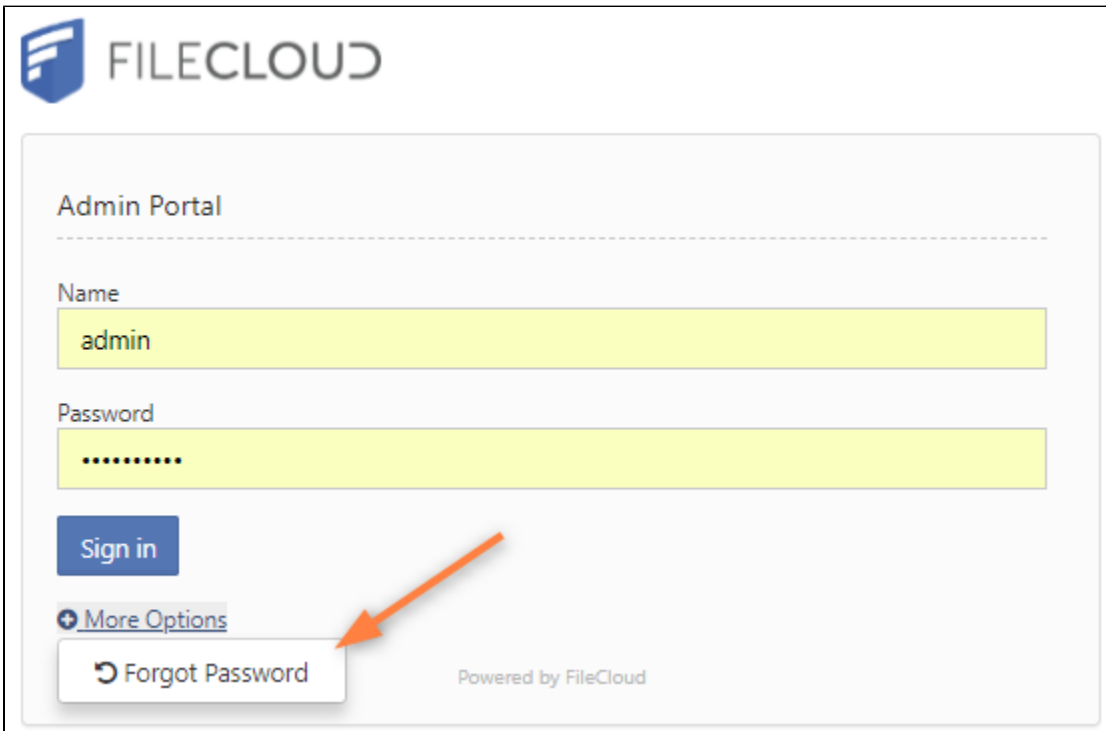
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 Starting with FileCloud 18.1 administrator has possibility to reset password via the Web UI.

FileCloud Admin can reset the Admin password from command line, in case the current password is forgotten. The reset password script also clears any admin login locks. It also disables the 2 Factor Authentication, if enabled.

Reset Admin Password in the Admin Web UI

Starting with FileCloud 18.1 administrator has possibility to reset password via the Web UI. On the admin UI login page click More Options and then Forgot Password and follow the steps (this will require access to the email account provided as the administrator's email).



FILECLOUD

Admin Portal

Name
admin

Password
.....

Sign in

+ More Options

Forgot Password

Powered by FileCloud

Reset Admin Password in the Command Line Interface

Linux

To reset the password to *password*:

In a linux command shell, type the following commands. After the commands are executed, Admin's password will be reset to *password*.

Resetting password in Linux to password

```
user@li1111-150:~$ cd /var/www/html/resources/backup
user@li1111-150:/var/www/html/resources/backup$ php ./resetadminpw.php
```

Beginning in FileCloud Version 20.2, you can reset the Admin password to a custom value in the CLI.

To reset the password to a custom value:

The following commands reset the Admin password to **he!@#%\$%^)*e!\$AAo**

Resetting password in Linux to a custom value

```
user@li1111-150:~$ cd /var/www/html/resources/backup
user@li1111-150:/var/www/html/resources/backup$ php resetadminpw.php -p "he!@#%$%^)*e!$AAo"
```

Windows

To reset the password to *password*:

In a windows command shell, type the following commands. After the commands are executed, Admin's password will be reset to **password**.

Resetting password in Windows to password

```
C:\WINDOWS\system32>cd c:\xampp\htdocs\resources\backup
c:\xampp\htdocs\resources\backup>c:\xampp\php\php.exe resetadminpw.php
```

Beginning in FileCloud Version 20.2, you can reset the Admin password to a custom value in the CLI.

To reset the password to a custom value:

The following commands reset the Admin password to **he!@#%\$%^)*e!\$AAo**

Resetting password in Windows to a custom value

```
C:\WINDOWS\system32>cd c:\xampp\htdocs\resources\backup
c:\xampp\htdocs\resources\backup>php resetadminpw.php -p "he!@#%$%^)*e!$AAo"
```

Reset Admin Password in Multi-Site Setups

To reset password for another site, pass in the hostname using -h parameter in the command line interface.

```
 resetadminpw.php -h site2.xyz.com
```

Starting with the 17.3 version it is now possible to reset the Admin Password for each site directly from the SuperAdmin UI.

1. Login to the Administration Portal with the Super Admin credentials
2. Navigate to **Site Settings**
3. Reset Admin Password

For more information please visit the [Multi-Tenancy Settings Page](#).

Reset Admin Password using the FileCloud Control Panel

The password can also be reset to **password** using the FileCloud control panel.

FileCloud Control Panel

v: 20.3.2.13176, Base Components: 20.3.1.13094
Webserver Ports: 80,443 Database Port: 27017

Initial Setup: [Install Check](#)

Web Portal: [Admin Portal](#) [User Website](#)

Servers

Webserver:	Running SVC	Start	Stop	Config	Make Service
Database:	Running SVC	Start	Stop	Config	Make Service
Cron Task:	Running SVC	Start	Stop	Config	Install
Message Queue:	Running SVC	Start	Stop	Config	Install

Optional

FileCloud Helper:	Running SVC	Start	Stop	Install	Config
Memcache:	Running SVC	Start	Stop	Make Service	
Document Preview:	Running SVC	Start	Stop	Install	
Content Search:	Running SVC	Start	Stop	Install	

Miscellaneous

Configuration: [Application Folder](#) [Reset Admin Password](#)

SSL: [Create SSL CSR](#) [Install SSL Cert](#)

Technical Support

Need Help? [Documentation](#) [Contact Support](#) [Demo and Training](#)