Resetting the Uptime Infrastructure Monitor Administrator Password

You may need to change the Uptime Infrastructure Monitor Admin user password as part of a regular password rotation if the password has been forgotten or if the previous administrator has left the company.

Because user passwords are encrypted and stored in the up.time DataStore, you will need to access the DataStore and use a SQL UPDATE statement to change the password.

Note: The MySQL database is the default Uptime Infrastructure Monitor database.

Changing the Password in MySQL

1. At the command prompt, enter the following command to change to the directory in which the database is installed:

   ```
   cd <uptime_dir>/mysql/bin
   ```

   where <uptime_dir> is the directory in which Uptime Infrastructure Monitor is installed.

2. Enter the following command to connect to the database:

   ```
   mysql -uuptime -puptime -P3308 --protocol=tcp uptime
   ```

3. At the MySQL prompt, enter the following statement to change the admin user's password:

   ```
   UPDATE users SET password = SHA1("NEWPASSWORD") WHERE username = "admin";
   ```

   where NEWPASSWORD is the updated password for the admin user in Uptime Infrastructure Monitor.

4. Type the following command to log out of MySQL:

   ```
   exit;
   ```

Changing the Password in MS SQL or Oracle

1. Open the desired db client to connect to the Uptime Infrastructure Monitor database in MS SQL or Oracle.
2. In the query window, enter the following statements to change the admin user's password to "uptime":

   Oracle query:

   ```
   UPDATE users SET password = '6772c61c438ad4ab8964f628de685f4879c55f55'
   WHERE username  = 'admin'; COMMIT;
   ```

   MS-SQL query:

   ```
   UPDATE users SET password = '6772c61c438ad4ab8964f628de685f4879c55f55'
   WHERE username = 'admin'
   ```