How do I reset an admin password in Deskpro On-Premise?

Chris Padfield - 2018-12-18 - Comments (0) - Deskpro Legacy

For security reasons, you must use the command line to reset the password for admins. You can also reset agent account passwords using this method.

Use this command to get a list of the agents and admins defined in the helpdesk:

```
php /path_to_deskpro/bin/console dp:agents
```

where "path_to_deskpro" is the path to the folder where you installed Deskpro.

To reset the password for an agent or admin, use this command:

```
php /path_to_deskpro/bin/console dp:agents reset-password
```

You will be prompted to enter the email address of the agent you wish to reset the password for, then to supply a password.

Note that passwords you set using this tool do not have to follow any agent password policy you have set.

Depending on how Deskpro was installed on your server, the path will differ. If you are not sure where Deskpro is installed, we have some default paths here:

Using the pre-installed VM or automated linux installer: **/usr/share/nginx/html/deskpro**

Default path on Windows: **C:\DeskPRO\DeskPRO**

Tags

forgotten

lost