

AltiGen KB

AltiGen Password Change Utility

The AltiPassword change utility (C:\AltiServ\Exe\AltiPwdChange.exe) can be used to change all AltiGen service accounts to run as a new user account or change the password for the current account accessing all AltiGen services at the same time. This can save time when services won't start because of an incorrect user account, if service password is expired, or to change the service account to a domain account (such as when configuring Exchange Integration).

The AltiPwdChange.exe utility attempts to modify login information for the following services on the server where AltiServ runs:

AltiGen AutoUpgrade Service	AltiGen Backup / Restore Service
AltiGen Centralize Call Recording FTP Uploader Service	AltiGen CTProxy Service
AltiGen External Features Server	AltiGen Internal Logger Service
AltiGen IP Phone Server	AltiGen Keep Up Service
Altigen LDAP server	AltiGen Switch Gateway Server
AltiGen Switching Service COM Server	AltiGen VM AltiView Service
AltiGen VM Exchange Integration Service	AltiGen VM Message Service
AltiGen VM POP3 Service	AltiGen VM Postman Service
AltGen VM Service for SMTP Server	AltiGen JService Loader
AltiGen External Logger Service	AltiGen Internal Logger Service
AltigGen Mobile Phone Service	

This utility has three fields: The Account field, the Password field and the Confirm Password field. By default the Account field will be populated with the current User name accessing the AltiGen services. Its format is domain\account.

To change only the password for the existing user account:

Leave the Account field as it is. Leave the box next to the Account field unchecked. Enter new password into the Password field. Enter the new password into the Confirm Password field. Click the Change Password button.

To change BOTH the user account AND the password:

Check the box next to the Account field Edit Account field and add the new account name using this format"domain\account". Enter new password into the Password field Enter the new password into the Confirm Password field. Click the Change Account button

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