

# Azure App Service FTP Credential Sharing and Reset Procedure

- [Overview](#)
- [Problem](#)
- [Solution](#)
- [Pre-requisites](#)
- [Procedure](#)
  - [Steps to create Change Request](#)
  - [Create Change Request](#)
- [Steps to Azure App Service FTP Credential Sharing and Reset](#)
- [Reference](#)

## Overview

<b>Platform:</b>	Azure
<b>Owner of this SOP:</b>	Fully Managed POD-A
<b>Cloud Services:</b>	Azure App Service
<b>Tester</b>	@ Shameem Ahmad
<b>Reviewer</b>	@ Senthilkumaran Gurusampandian @ Rajesh Chouhan

## Problem

When a requestor requests FTP credentials from Azure App Service and needs to reset the credentials within a certain timeframe.

## Solution

Cloud Services operators will collect all the requirements and update the associated record as required. In most cases, the record will be a Change Task (which may be assigned or manually created).

## Pre-requisites

- The operator needs to have access to the **Cloud Factory ServiceNow Dashboard**. If this access is missing raise a request for [Access to ServiceNow](#) and request the group "Cloud Factory - Dashboard Access".
- Must be a member of the "Cloud Svcs- CloudOne" assignment group to work on ServiceNow tickets. As well access to the required report in this SOP. Use the same [Access to ServiceNow](#) request to gain this group if needed.
- The operator needs to be part of **OperationsCloudOneAccess** role in AWS & **CloudOne Operator** role in Azure . If this is missing raise a [Manage Cloud Access](#) request to get this custom role.
- **Please ask the Application Owner/Application point of Contact person before sharing FTP credentials with the requester.**
- **If requestor wants to reset the FTP credentials so we need ask again Application Team Point of Contact Person/Application Owner about the impact on application integration/application.**

## Procedure

### Steps to create Change Request

#### Create Change Request

On *SNOW* Tab, click *All* and choose *create new* under *change*. Then click on [Normal: Changes without predefined plans that require approval and may require CAB authorization](#).

What type of change is required?

**Normal:** Changes without predefined plans that require approval and may require CAB authorization.

**Standard:** Select from available pre-approved change templates, maintain an existing template, or propose a new template

**Emergency:** Unplanned changes necessary to restore service. Click here to learn how.

After this fill below form

**BHP** All Favorites History Workspaces ≡ Change Request - Create CHG022... ☆ 🔍 Search 🔔 SA

< ≡ Change Request New record 🔗 ⋮ Submit Save

📌 Populate minimal mandatory fields and Save the Change Request ×

**Process Flow:** New → Assess → Authorize → Scheduled → Implement → Review → Closed → Cancelled

Number: CHG0225679 Type: Normal

Change owner: Shameem Ahmad ⓘ ⓘ

\* Service:  ⓘ

Service Offering:  ⓘ

Configuration item:  ⓘ

Risk: Low

Impact: -- None -- ▾

\* Short description:  ⓘ ⓘ

Description:

CAB required: ☐

Assignment group:  ⓘ

Assigned to:   ⓘ

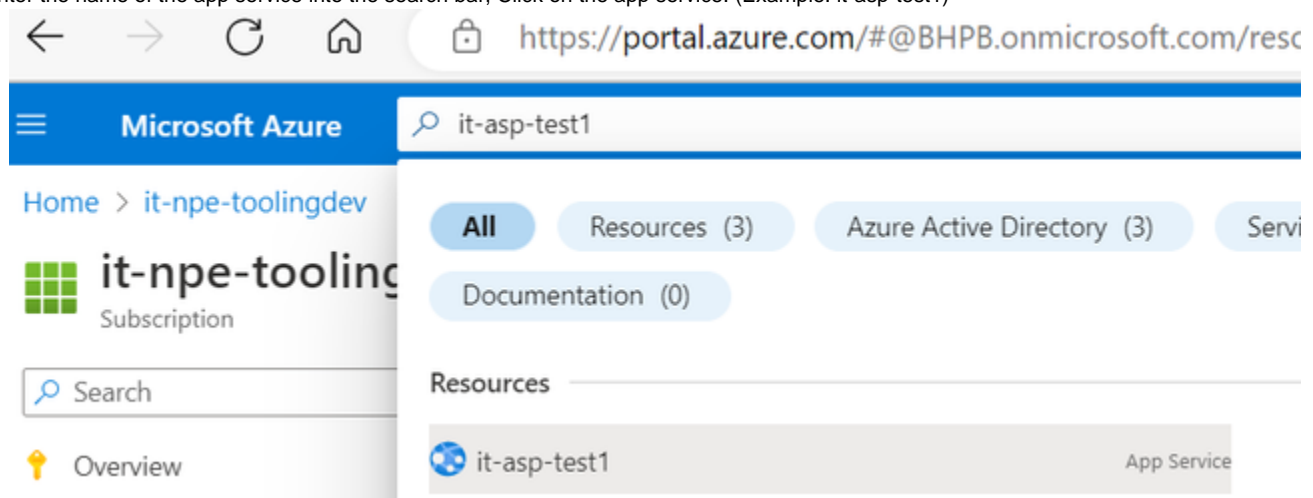
Impacted locations: 🔒

**Planning** Schedule Conflicts Notes Closure information Related Records

Steps to Azure App Service FTP Credential Sharing and Reset

### 1. Steps to share credentials:

- Login in Azure Portal (<https://portal.azure.com/>) and click on search bar
- Enter the name of the app service into the search bar. Click on the app service. (Example: it-asp-test1)



- Search and click the deployment center button on the left-hand side, Now click on FTPS credentials tab on the right-hand side.

Home > it-asp-test1

it-asp-test1 | Deployment Center

App Service

Search

Save Discard Browse Manage publish profile Sync Leave Feedback

Access control (IAM)

Tags

Diagnose and solve problems

Microsoft Defender for Cloud

Events (preview)

Deployment

Quickstart

Deployment credentials

Deployment slots

Deployment Center

Settings Logs **FTPS credentials**

App Service supports multiple technologies to access, publish and modify the content of your app. FTPS credentials can be scoped to the application or the user.

FTPS endpoint

**Application scope**

Application scope credentials are auto-generated and provide access only to this specific app or deployment slot. These credentials can be used with FTPS, Local Git and WebDeploy. They cannot be configured manually, but can be reset anytime. [Learn more](#)

Username

Password  [Reset](#)

- Now copy the FTPS endpoint, username and password, then share them with the requester in **O2O mail**.

## 2. Steps to reset credentials

- Find and click on the deployment center button on the left side, now click on the FTPS Credentials tab on the right side and see the reset button, now click on it. Then it will reset the password.

Home > it-asp-test1

it-asp-test1 | Deployment Center

App Service

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Save Discard Browse Manage publish profile Sync Leave Feedback

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Quickstart

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**User scope**

- Then update RITM with all artifacts and notify the customer about it.

**Note:** When trying to reset password it gives warning “By resetting the profile password any external integration via the publishing profile will cease to operate” so that's why we need confirmation from application owner/contact person before resetting the password

## Reference

N/A

## Related articles

- [AWS VPC Endpoints configuration change](#)
- [Monitoring GitLab Access Audit Report](#)

- [Renewal / Upload SSL certificate for existing Application](#)
- [Update the Task memory unit](#)
- [Update the Task CPU limit](#)