

Reset admin user password does not work

Last updated by | Daniel Valero | Jan 24, 2022 at 9:01 AM PST

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Issue

When customer creates a PostgreSQL Server, a single admin account will be provided with the name suggested by user at the same time.

Customer changed the password for the admin account using PostgreSQL commands but they have lost it and need to reset it.

Resolution

Customer can reset the admin password on the portal. Steps can be found at [Update admin password](#) 

Known issues

Note: I tested this scenarios on Jan 24th 2022

If Customer reset the password for the admin user, but use the password used when the server was created or the last password set using the Portal, password reset might not work, for example:

If admin user has password "Mysuperpassword1." and they reset the password and use again "Mysuperpassword1.", the password won't be updated

If this happens, as a **workaround**: ask customer to user a completely new password

How good have you found this content?



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