

# Allgemein

## How can I change the password of my root server if I forgot it ?

### Proceed as follows:

1. Enable the Rescue System in the customer center
2. In the customer center trigger a "Webreset -> SOFT" (in case it doesn't work and the server can't be reached with Ping after 10 minutes trigger another "Webreset -> HART").
3. Log in to the server via SSH using your default password (you can find it in the customer center under "Serverdaten") and the user "root".
4. Mount your root partition  
INSTANT-SERIE -> /dev/sda2  
VALUE-SERIE -> depending on the system  
Command: mount /media/sda2
5. Change into the system with chroot  
Command: chroot /media/sda2
6. Change the system's password  
Command: passwd root
7. Exit the system  
Command: exit
8. Restart the server  
Command: reboot
9. As soon as your server has been restarted you may log in with your new password. This is valid for SSH only.  
Use the support pages for Confixx or Plesk:

[Plesk Support](#)

[Confixx KnowledgeBase](#)

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