General

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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