

How to Update the Exchange Resource Forest Deployment Service Account Password

<https://campus.barracuda.com/doc/46203267/>

This article refers to Barracuda ArchiveOne Enterprise version 6.5.3 and higher.

ArchiveOne is configured to use the **ArchiveOneAdmin** and **ArchiveOneAdminAccountsForest** accounts in an Exchange resource forest deployment. For this reason, when updating the service account password, you must use the same password for both of these accounts.

ArchiveOne Version 7.3 and Higher

Use the following steps to update the ArchiveOne service account password:

1. On a domain controller, open **Active Directory Users and Computers**.
2. Reset the password for the **ArchiveOneAdmin** account.
3. Reset the password for the **ArchiveOneAdminAccountsForest** account to the *same* password used for the ArchiveOneAdmin account.
4. On the Archive server, launch the ArchiveOne Admin console.
5. Right-click the **Status** node, and click **Manage Password**.
6. Enter the new password for the ArchiveOneAdmin account.
7. Close the ArchiveOneAdmin console.
8. On the Archive server, browse to the [Local Configuration Store](#) in **C:\ProgramData\Barracuda\ArchiveOne\LocalConfigurationStore**.
9. Open the **Service.ini** and **System_Service.ini** files in a text editor such as Notepad.
10. Update the value of **AccForestCredentialsUserLogon** in the **Service.ini** file so that is the same as the value of **ServiceLogon** in the **System_Service.ini**.
11. Save and close the files.
12. Open the Microsoft Services console (**services.msc**).
13. Restart the **ArchiveOne Service**.

The password for the ArchiveOne service account is now updated.

ArchiveOne Version 7.2 and Earlier

The steps in this article involve editing the Windows machine registry. Using the Registry Editor incorrectly can cause serious, system-wide problems that may require you to re-install Windows to correct. Barracuda Networks cannot guarantee that any problems resulting from the use of

Registry Editor can be solved. Use this tool at your own risk. It is *highly recommended* that you create a backup of the registry before making any changes.

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1. On a domain controller, open **Active Directory Users and Computers**.
2. Reset the password for the **ArchiveOneAdmin** account.
3. Reset the password for the **ArchiveOneAdminAccountsForest** account to the *same* password used for the ArchiveOneAdmin account.
4. On the Archive server, launch the ArchiveOne Admin console.
5. Right-click the **Status** node, and click **Manage Password**.
6. Enter the new password for the ArchiveOneAdmin account.
7. Close the ArchiveOneAdmin console.
8. On the archive server, type `regedit` to open the Registry Editor.
9. Browse to:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\AOnePolService\Parameters
10. Update the value of **AccForestCredentialsUserLogon** so that is the same as the value of **ServiceLogon**.
11. Update the value of **AccForestCredentialsUserStatus** so that is the same as the value of **ServiceLogonStatus**.
12. Close the Registry Editor.
13. Open the Microsoft Services console (**services.msc**).
14. Restart the **ArchiveOne Service**.

The password for the ArchiveOne service account is now updated.

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