

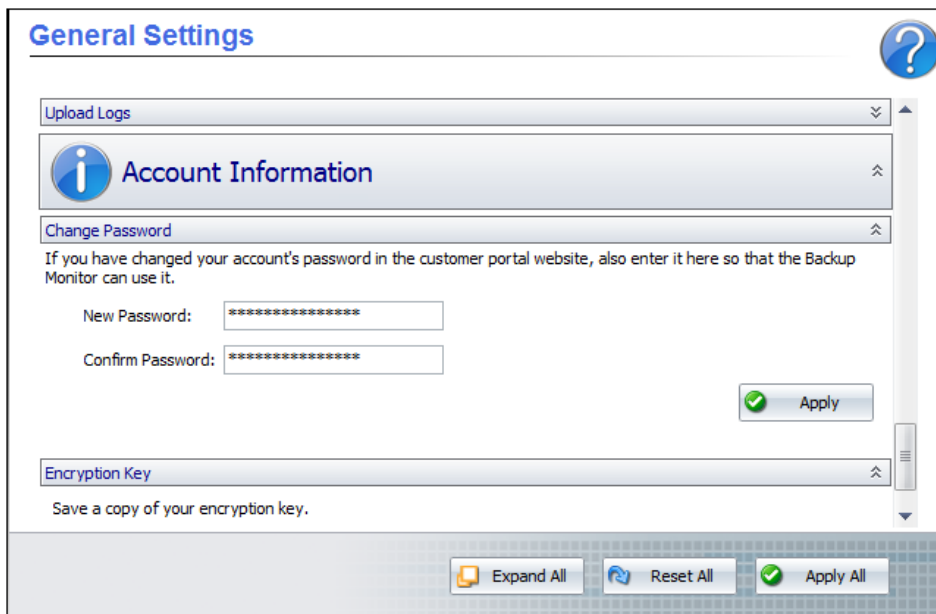
Test Connection Fails with Incorrect Password

<https://campus.barracuda.com/doc/93197192/>

This message means that you do not have the correct password entered into the software for this computer. If you have changed the password for the computer account from the management portal, it must also be updated in the Backup Monitor as well.

Resolution

1. Open the Backup Monitor and go to the **Preferences** tab.
2. Scroll to the bottom where the **Change Password** section is. Type the computer account password in the fields and hit **Apply**.



The screenshot shows the 'General Settings' window in the Backup Monitor. The 'Change Password' section is expanded, showing two password input fields labeled 'New Password' and 'Confirm Password', both containing masked characters. An 'Apply' button with a green checkmark is visible to the right of the fields. Below the password fields, there is an 'Encryption Key' section with a text area and a 'Save a copy of your encryption key.' label. At the bottom of the window, there are three buttons: 'Expand All', 'Reset All', and 'Apply All'.

3. Run a test connection to verify the password is correct. If the test connection completes successfully, the password is good; if not, the test connection tells you the password is incorrect.
4. If you cannot guess the correct password, you will need to reset that [computer account's password](#).

Figures

1. updatepassword.png

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