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Genesys Skills Management Knowledge Base Articles

Changing Service Account Password

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Changing Service Account Password

Software product name	Skills Management
Version Number	8.5.x and Above
Subject	Changing Service Account Password

Symptoms

- Web Service errors when logging into the websites
- 401 Authentication errors when connecting to Exchange
- Unable to validate security certificates

Resolution

Web Service errors when logging into the websites

- Open Internet Information Services (IIS),
 - Navigate to the Application Pools.
 - Right click on the Application Pool and select Advance Settings
 - Click on the ... next to the username listed under Identity to change the user details
- repeat for all of the Skills Management Application Pools

401 Authentication errors when connecting to Exchange

- Log into Performance DNA / Training Manager Portal as an Administrator
- Navigate to Systems Settings
 - On the General tab update the account details used for the Exchange integration.
 - Click Test Exchange Settings to validate the new credentials
- Click Save at the bottom of the page

If the Exchange / Outlook account has changed the Config file for the Email Messaging application may also need updating.

Unable to validate security certificates

This issue is generally caused by the login / Security services having incorrect user details and is resolved by updating the Application Pool user details.

Other credentials to check

The Windows server Invoker Service may also require a password update.

- Open the Services Window and locate the Invoker Service.
- Right click and select Properties
- In the Logon tab enter the updated user details.

Scheduled Tasks

- Open the Task Scheduler application.
- Open the Task Library and locate the schedule tasks
- Right click and select properties
- Update the Security Options with the new user details.

Repeat for all Skills Management tasks.