

CCS Suite

1. Make sure NO user has CCS console open and available, ensure NO CCS jobs are running
2. Reset the service account password in Active Directory (AD)
3. In the CCS console, go to **Settings > Secure Configuration > AppServer Credential**

1. Type the password that authenticates the specified user account
5. Click **Update Password** to save
6. Restart or logoff the Application Server (to make new password effective)
7. Reset all service account passwords from Services Manager (services.msc)
8. Restart all CCS services
9. Wait ~10 minutes then logon to the CCS Console again
10. In the CCS console, go to **Settings > System Topology (Map View)**
11. R-Click on your Default or first site and choose "Edit Settings"
12. In the "Data Collector" section, update the password for each connection to each RMS Information server (if applicable) or each LDAP Connection
13. Repeat steps 11-12 for each site (if applicable)
14. Update any passwords in the Credentials Manager (**Settings > Credentials**)
15. If using CCS to store the passwords for delegation:
 1. Update the Job Scheduler Password at **Home > User Preferences**:

2.

Data Collection (RMS)

1. Ensure no RMS jobs are running, and all RMS consoles are closed for all users
2. Change the passwords on these services (IF APPLICABLE!) on each RMS server and then restart the services:
 1. CCS Enterprise Configuration service (should be running as Local System – only change if client has it configured with a domain account)
 2. Symantec CCS BVPM Support service (should be running as Local System – only change if client has it configured with a domain account)
 3. Symantec RMS Process Manager service (should be running as BVProcessManager – only change if client has it configured with a domain account)
3. Change the passwords on these services (IF APPLICABLE!) on each Query Engine and then restart the services:
 1. CCS Query Engine (if not running as Local System)
 2. CCS Support Service (should be running as Local System – only change if client has it configured with a domain account)
4. Reset the password for scheduled tasks
 1. In Windows on the Bindview Information Server (BVIS), click START | PROGRAMS | ACCESSORIES | SYSTEM TOOLS | SCHEDULED TASKS.
 2. Right click each task that is listed, then click PROPERTIES.
 3. If the task says "Run AS" the Bindview Service Account, then click the SET PASSWORD button and change to the new password.
5. Reset the export settings password
 1. Open user manager in the RMS Console.
 2. Highlight a user's account, then click the MODIFY button.
 3. Click the EXPORT SETTINGS Tab.
 4. In "Default Export Credentials" section, enter the new service account password.
 5. Repeat steps 1 - 4 for each user's account in User Manager.

NOTE: If necessary, also reset the service account password under "Export Credential Settings by Type".

Scanning Accounts (RMS Credential Database)

If accounts were entered into the RMS credential database, those entries will need to be updated.

1. Open the RMS Console and navigate to "RMS Configuration", open "Credentials Manager"
2. EXPAND the credential database and MODIFY any applicable entries