



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Training Manager Knowledge Base Articles

Changing Service Account Password

4/21/2025

---

## Contents

- 1 Changing Service Account Password
  - 1.1 Symptoms
  - 1.2 Resolution

# Changing Service Account Password

<b>Software product name</b>	Skills Mangement
<b>Version Number</b>	8.5.x and Above
<b>Subject</b>	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.