

Forgot System Administration password

- **Product:** Voyager
 - **Product Version:** 8.2.1
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Problem Symptoms

- System Administration ([SYSADMIN](#) user) password lost
- No one onsite has alternate System Administration password to use for resetting

Resolution

Support may be able to provide password if changes have been kept up-to-date with Ex Libris (best practice); and Support can reset password if no current password is on file.

If you are experiencing these symptoms, please open a Case with Voyager Support.

Once the password is reset by Support, they will provide you with the new password. This password will likely be very simple; best practice is to update to a secure password and provide the password to Support to keep on file.

1. Log in to System Administration > Security > Operators > SYSADMIN > Edit
2. Give SYSADMIN user new, secure password.
3. Contact Support with new password so current password can be kept on file.

Additional Information

Best practice is to keep SYSADMIN password up-to-date with Ex Libris. Call the Support line or [open a Case with Support](#) when the password is changed.

See also: [What is the Voyager System Administrator operator \(SYSADMIN\) account?](#)

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