

# SOPHOS



sophos **nac**

ADVANCED

Service Account and Password Changes



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## Sophos Service Account Name and Password Changes

The Sophos NAC Advanced installation requires that you manually create one standard domain account on the domain controller. The installation then uses this account name and password for all Sophos NAC Advanced components that require an account name and password. To change the account name and/or password after the Sophos NAC Advanced installation, you must change the account name and password information in multiple places so that the software continues to function properly. More importantly, the changed account names and/or passwords must match one another in all places so that software functions properly.

**Important:** Sophos recommends that you do not change account names and/or passwords after you have installed Sophos NAC Advanced; however, if circumstances require these changes, use this document to complete the changes properly.

You must change the account names and/or passwords for each of the following:

### Domain Controller Changes

- Standard Domain Account

**Note:** This service account was created manually prior to Sophos NAC Advanced installation.

### Sophos Application Server Changes

- Application Pools

**Note:** The Sophos NAC Advanced installation creates four application pools in Internet Information Services (IIS): PolicyAppPool, RegistrationAppPool, ReportAppPool, and SophosComplianceManager. You must change the accounts and/or passwords for each of the application pools.

- Sophos NAC Agent Report Service
- Sophos NAC Alert Service
- Sophos NAC Enforcer Report Service
- Sophos NAC Host Service
- Sophos NAC CurrentDefsLoader (Scheduled Task)
- Sophos NAC PatchLoader (Scheduled Task)
- Sophos NAC AuthGateway Server COM+ Application

## Domain Controller Changes

Prior to making any account name and/or password changes from this section, you must log on to the appropriate domain controller.

### Changing the Sophos Service Standard Domain Account

The *Sophos NAC Advanced Installation Guide* document requires that prior to installing Sophos NAC Advanced you manually create one standard domain account on the domain controller.

1. Log on to the domain controller.
2. Access the account that was created for the Sophos NAC Advanced installation.
3. As needed, change the account name and/or password.

**Note:** The account name and/or password changes you make for this account must be replicated on all components of the Sophos Compliance Application Server.

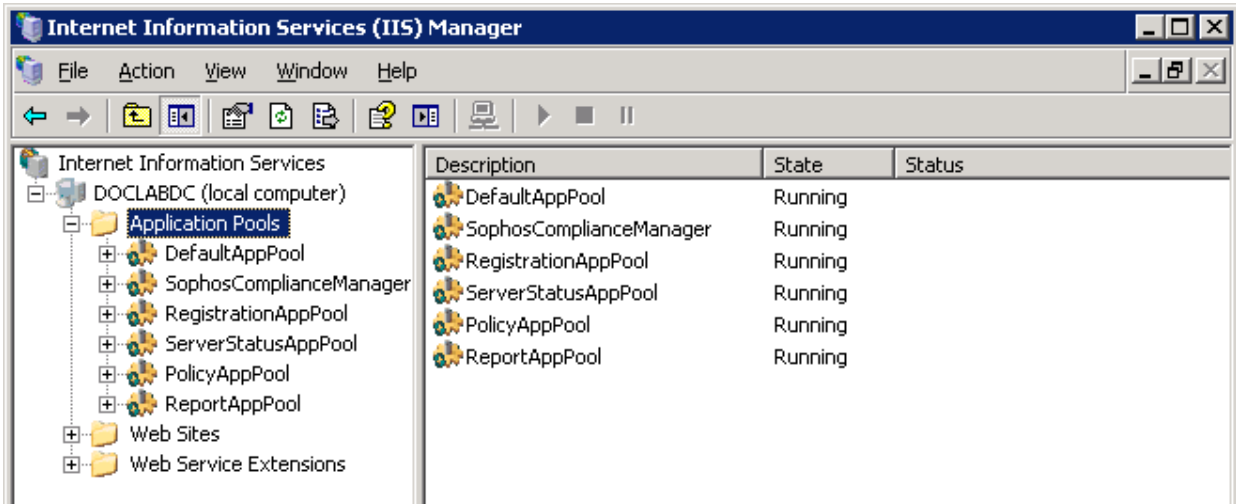
4. Log off the domain controller.

## Sophos Application Server Changes

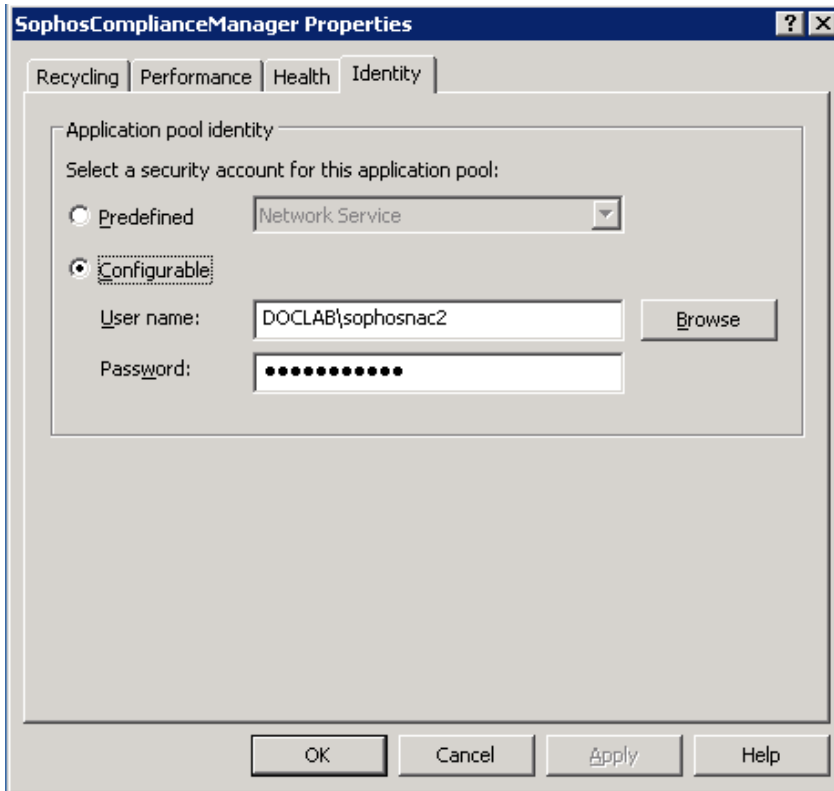
Prior to making any account and/or password changes from this section, you must log on to the Sophos Compliance Application Server.

### Changing the Application Pools

1. From the Start menu, click **Administrative Tools > Internet Information Services (IIS) Manager**. The IIS Manager window displays.
2. Double-click the **Application Pools** folder.



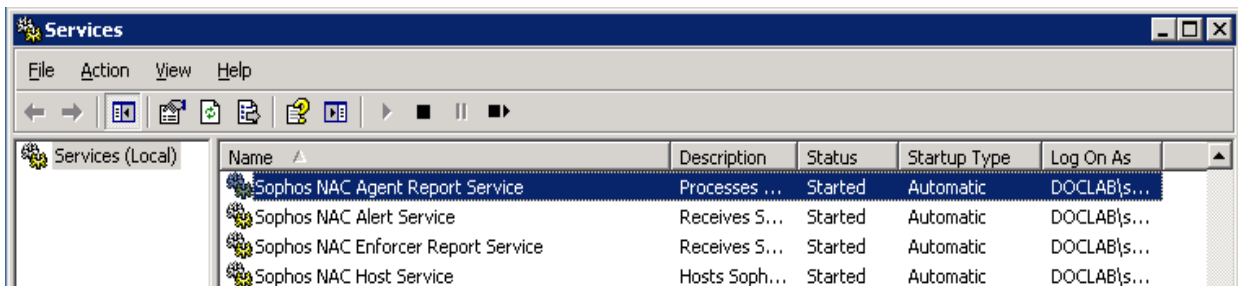
3. Right-click the **SophosComplianceManager** application pool, and click **Properties**. Then, click the **Identity** tab.



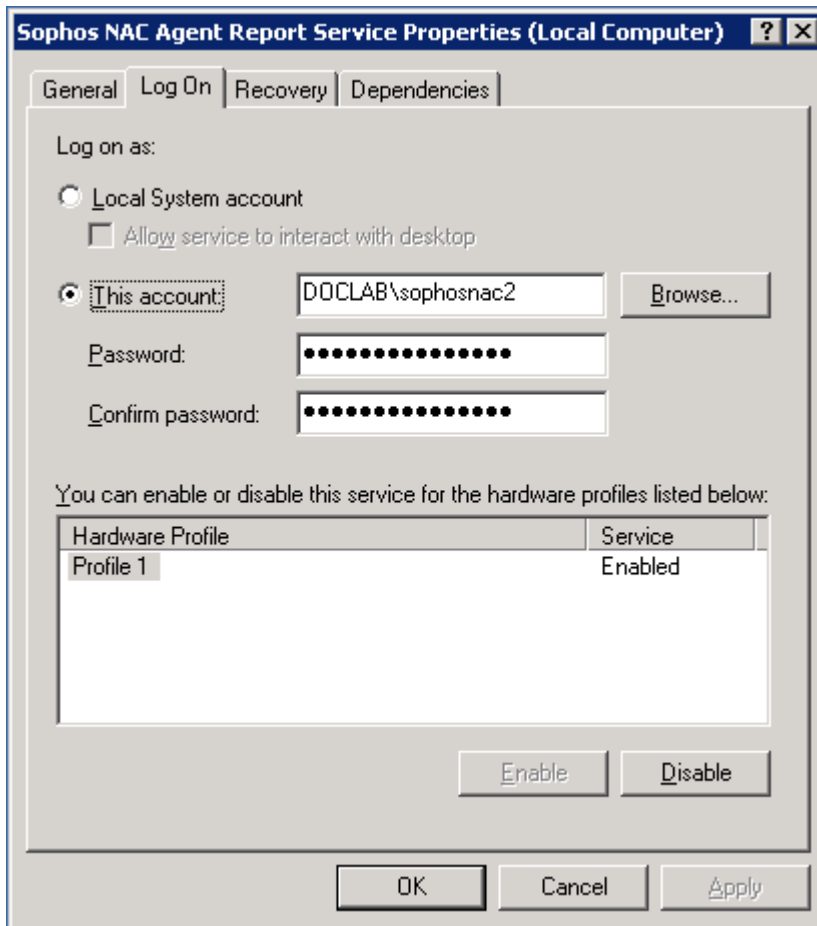
4. As needed, change the **User name** and/or **Password** fields.
5. Click **Apply**.
6. Repeat steps 3-5 for the PolicyAppPool, RegistrationAppPool, and ReportAppPool.
7. From the **File** menu, click **Exit**.

## Changing the Services

1. From the **Start** menu, click **Administrative Tools > Services**. The Services window displays.



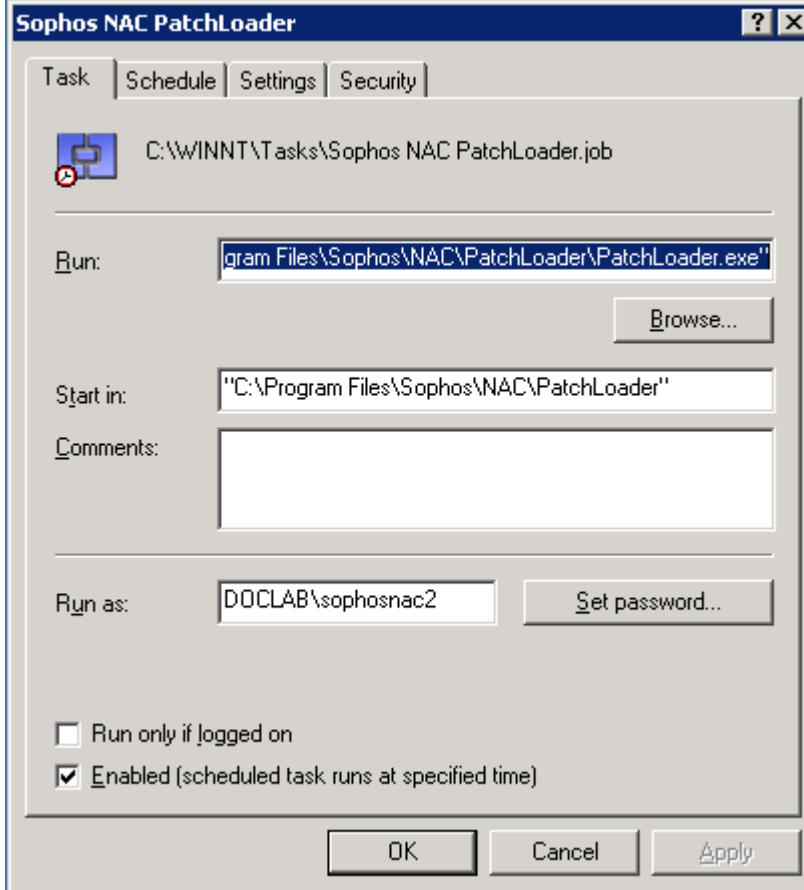
2. Double-click **Sophos NAC Agent Report Service**, and click the **Log On** tab.



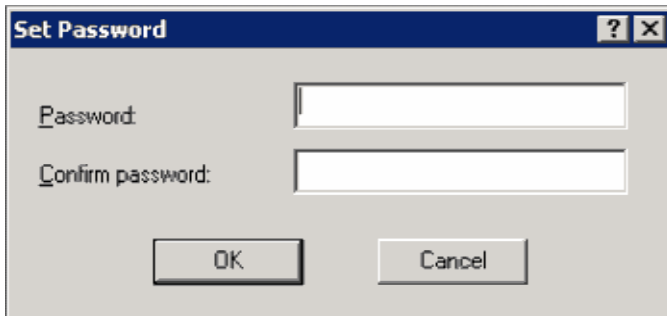
3. As needed, change the **This account** and/or **Password** fields.  
**Note:** If you update the password, you also must confirm the password.
4. Click **OK** to save your changes and return to the Services window.
5. Repeat steps 2-4 for each of the following services: Sophos NAC Alert Service, Sophos NAC Enforcer Report Service, and Sophos NAC Host Service.
6. From the **File** menu, click **Exit**.

## Changing the PatchLoader and CurrentDefs Loader Scheduled Tasks

1. From the **Start** menu, click **Control Panel > Scheduled Tasks > Sophos NAC PatchLoader**. The Sophos NAC PatchLoader window displays.

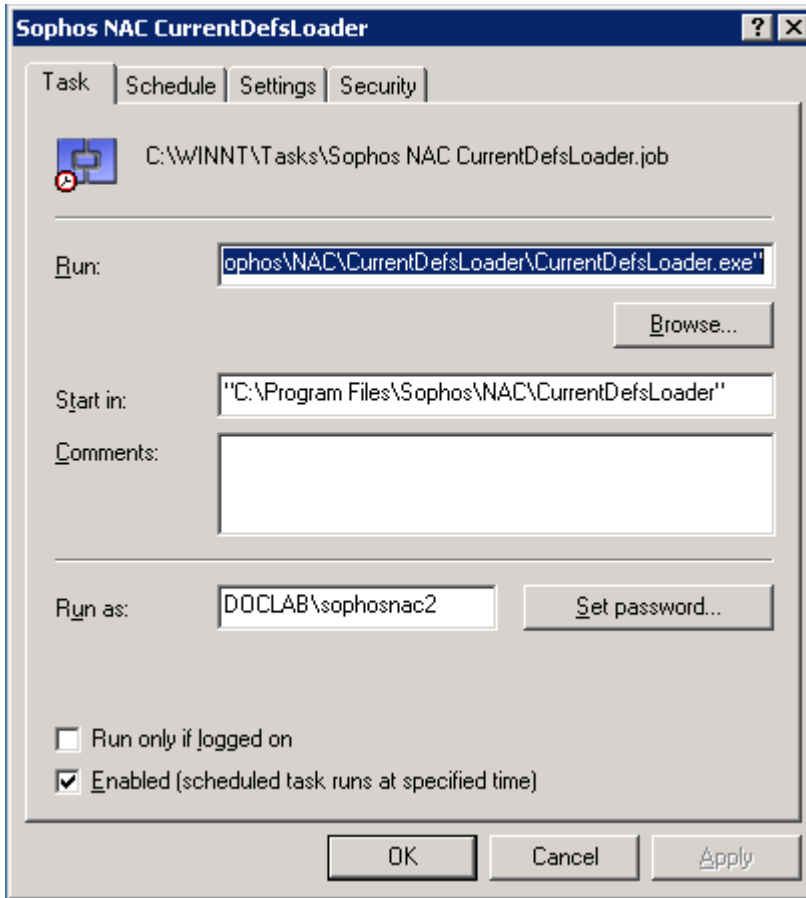


2. As needed, change the **Run as** field.
3. As needed, click **Set password...** and change the **Password** and **Confirm password** fields. Click **OK** to save your changes and return to the Sophos NAC PatchLoader window.

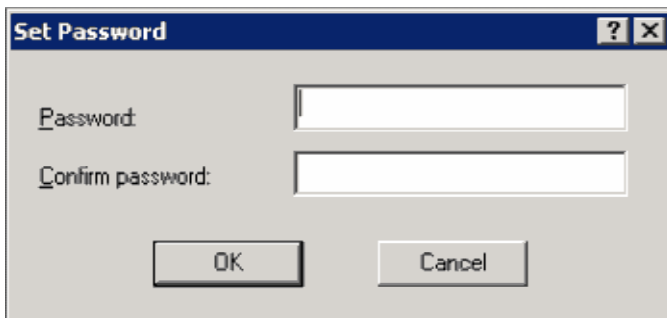


4. Click **OK** to save your changes.

- From the **Start** menu, click **Control Panel > Scheduled Tasks > Sophos NAC CurrentDefsLoader**. The Sophos NAC CurrentDefsLoader window displays.



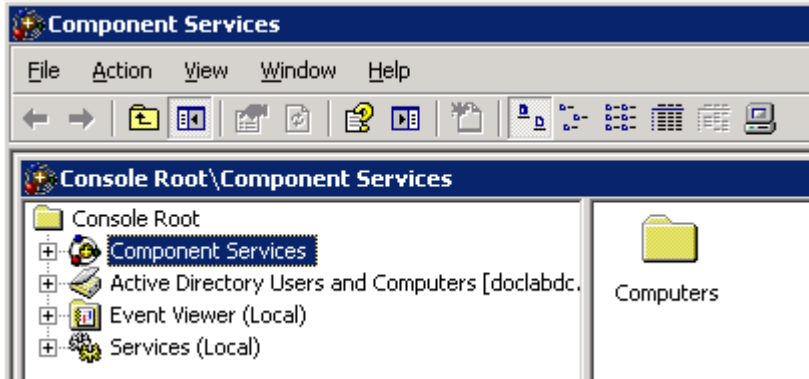
- As needed, change the **Run as** field.
- As needed, click the **Set password...** button and change the **Password** and **Confirm password** fields. Click **OK** to save your changes and return to the Sophos NAC CurrentDefsLoader window.



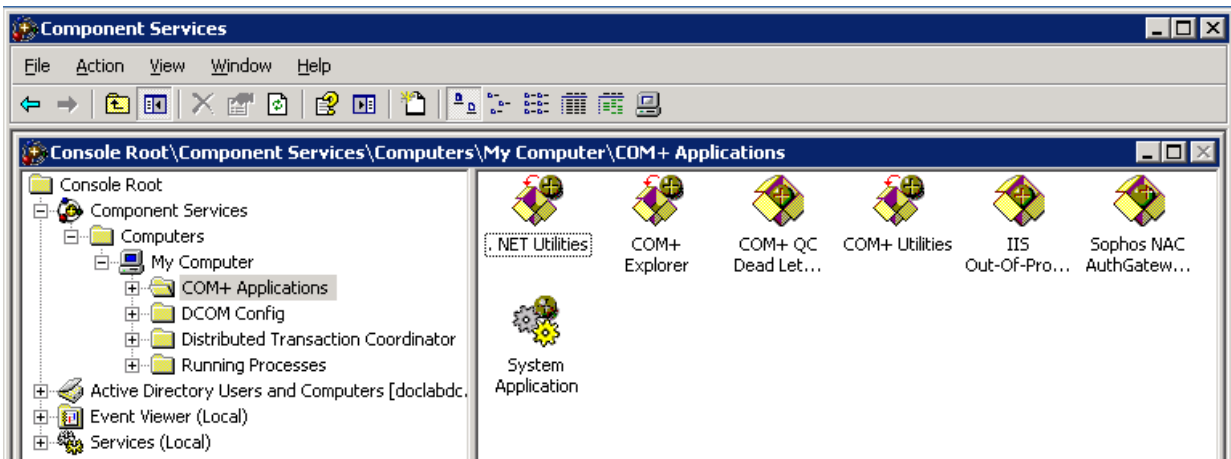
- Click **OK** to save your changes.

## Changing the AuthGateway Server

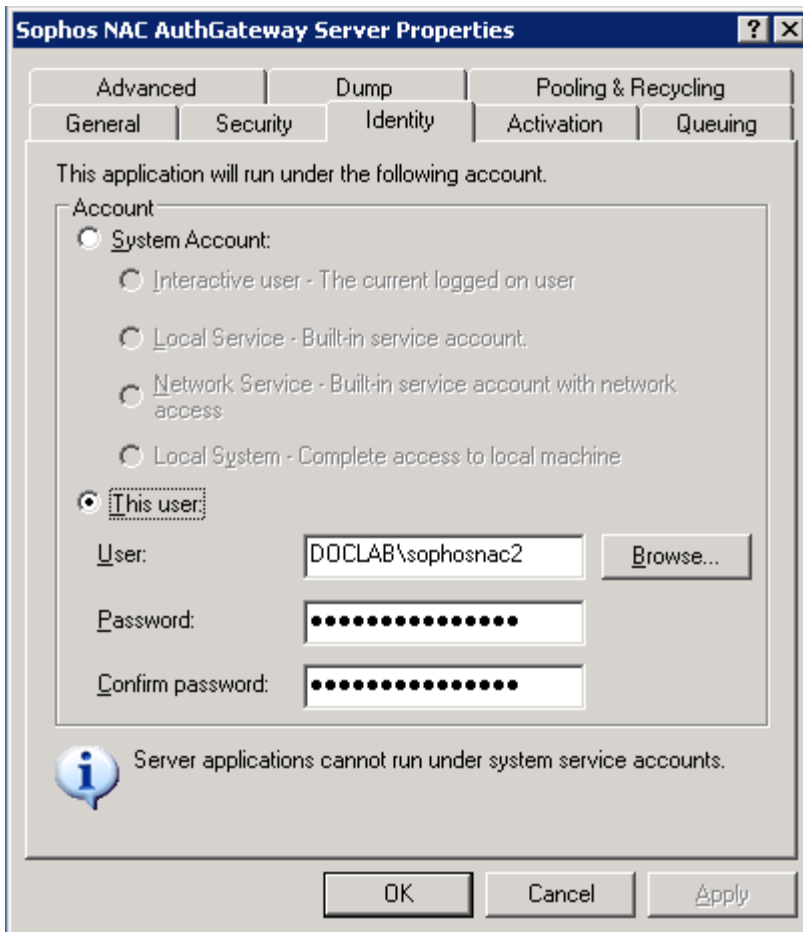
1. From the **Start** menu, click **Administrative Tools > Component Services**. The Component Services window displays.



2. Double-click the **Computers** folder, double-click the **My Computer** folder, and then double-click the **COM+ Applications** folder.



3. Right-click **Sophos NAC AuthGateway Server**, and click **Properties**. Then, click the **Identity** tab.



4. As needed, change the **User** and/or **Password** fields.  
**Note:** If you update the password, you also must confirm the password.
5. Click **OK** to save your changes and return to the Component Services window.
6. From the **File** menu, click **Exit**.