

Resetting the console password in OfficeScan (OSCE)

Summary

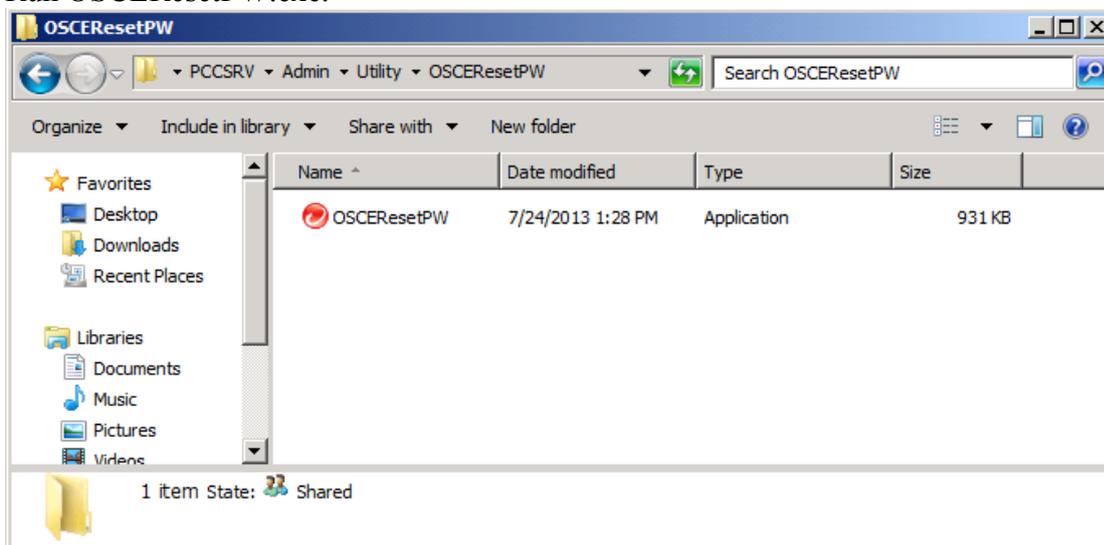
Reset the OSCE management console password in situations where the password has been lost or the previous administrator has left the company without providing the password to the new staff.

Details

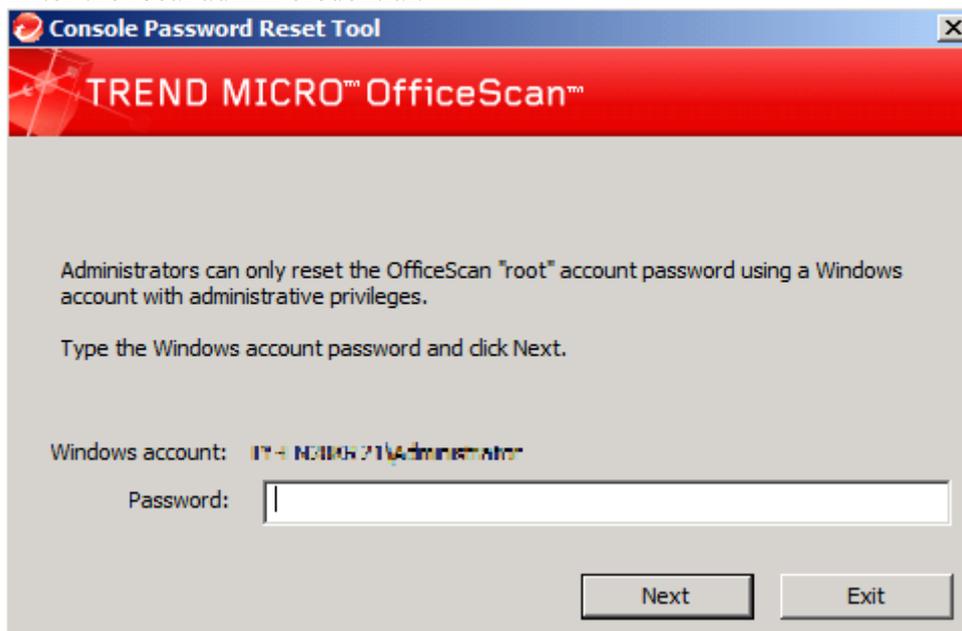
For OfficeScan 10.6 and below, the tool to reset the password is included in the latest patch or service pack (SP). It is highly recommended that you apply it. Download [OfficeScan 10.6 SP3](#).

To reset the password:

1. Log in to the OSCE server with admin credentials.
2. Go to this folder: ..\Trend Micro\OfficeScan\PCCSRV\Admin\Utility\OSCEResetPW
For OfficeScan 10.6, download the tool [here](#).
3. Run OSCEResetPW.exe.



4. Enter the local admin credential.



5. Enter the new password.



The screenshot shows a window titled "Console Password Reset Tool" with a red header bar containing the "TREND MICRO™ OfficeScan™" logo. The main area is grey and contains the following text and fields:

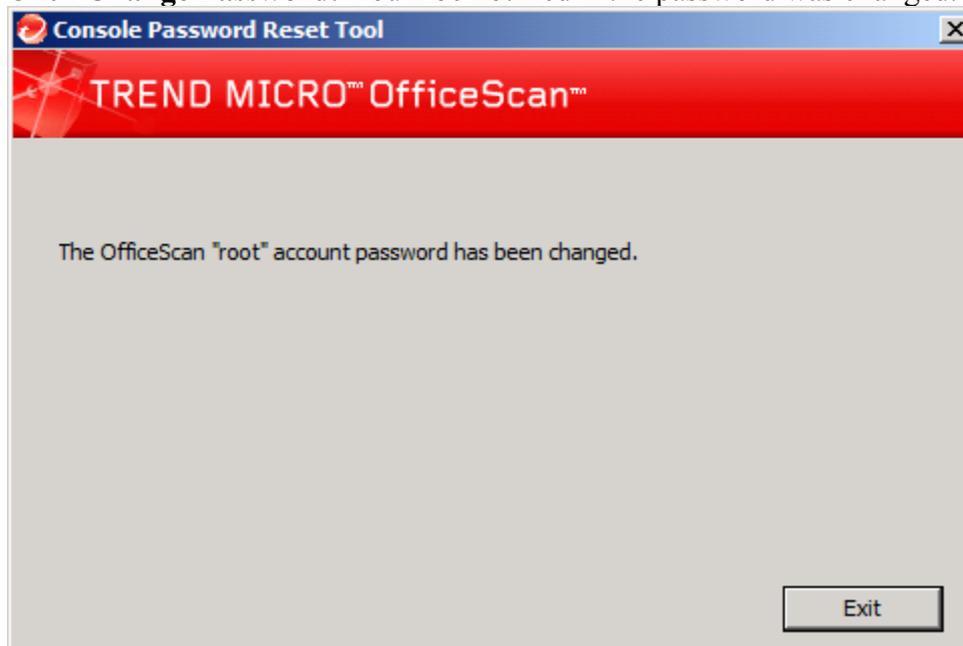
Type the new password for the OfficeScan "root" account.

New password:

Confirm password:

At the bottom right, there are two buttons: "Change Password" and "Exit".

6. Click **Change Password**. You'll be notified if the password was changed.



The screenshot shows the same window as above, but the main area now displays a confirmation message:

The OfficeScan "root" account password has been changed.

An "Exit" button is located at the bottom right of the window.