



# Password Recovery

Avi Technical Reference (v20.1)

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# Password Recovery

[view online](#)

**Edit My Account: nathan**

**• Account Settings •**

Name\*  
nathan

Username\*  
nathan

Old Password\*  
Old Password

New Password\*  
New Password

Confirm New Password\*  
New Password

Email  
nathan@avinetworks.com

**• Display Settings •**

Time  
UTC Time Local Time

Default Timeframe  
Past 6 Hours

Metric Value  
Average Current

**• Controller Settings •**

Session Timeout\*  
300 Min

Cancel Save

User account editor

## Reset a Known Password

A locally authenticated user can change his/her own password by logging in, clicking their username in the top-right corner of the GUI, and then clicking the My Account selection from the menu. When the user account editor appears, s/he enters the old password followed by the new. > Note: An administrator may change other users' passwords via the User account page, but may only change their own password via the page.

## Local User Password Recovery

Should a locally-authenticated user forget their password, there are two options.

**User-Initiated:** If SMTP email has been configured for Avi Vantage, locally authenticated users can make a reset-password request via the GUI. As depicted in the screenshot of the login screen, a blue *Forgot Your Password?* link floats below the password field. Clicking it causes brings up a window which prompts for the user's email address. If that address has been configured in the Administration > Account > User page, an email will be sent containing a link by which to reset the password. If SMTP has not been configured, the *Forgot your password?* link does not appear.

The screenshot shows a login interface with a dark background. At the top, there is a 'Username' label with a red asterisk. Below it is a white input field containing the text 'Username' and a person icon. Underneath is a 'Password' label with a red asterisk, followed by a white input field containing the text 'Password' and a lock icon. At the bottom left, there is a blue link that says 'Forgot your password?'.

Login screen has a "Forgot your password?" option

The screenshot shows the 'Forgot your password?' screen. At the top, it says 'Forgot your password?' followed by the instruction: 'Enter the email address on file for your account and we'll send you instructions on how to change your password.' Below this is an 'Email Address' label with a red asterisk. There is a white input field containing the email address 'john@doe.com' and an envelope icon. At the bottom left, there is a blue link 'Back to Sign In'. At the bottom right, there is a grey button labeled 'Send Recovery Instructions'.

A valid address enables email-based password recovery

*Note: The user account must have a valid email configured for the account, and Avi Vantage must have access to an SMTP server.*

See the [Email / SMTP](#) article for help configuring email from Avi Vantage.

**Admin-Initiated:** Any administrator or user who has *write* privileges to User objects can change the password for a local user. From the admin account, navigate to Administration > Account > User and edit the account to be reset. Either input a new password or select the Generate button to create a random password for the user. Note that while the password has been reset upon saving, the administrator must still copy and manually send this new password to the user.

### Remote User Password Recovery

Password recovery for users who are remotely authenticated through [LDAP](#) or [TACACS](#) must be performed with the remote auth server. With remote authentication, Avi Vantage does not maintain user passwords and does not participate in the password recovery process.

### Admin User Password Recovery

The procedure to reset the administrator's password is the same as that of any locally-authenticated user.