

## USER GUIDE

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# Bulk Identity Changer

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*Below, you will find commonly used sections for installation guides. Feel free to use these categories or add your own based on your solution's design.*

## Overview

It is sometimes necessary to update the username and/or password which Milestone services and IIS application pools use to authenticate in a Windows Workgroup or Active Directory environment. This can be done by hand, by visiting the properties of each relevant Milestone service in the Windows Services dialog, clicking the Logon tab, updating the credentials, applying the changes and restarting the service for each service requiring an update. And for IIS application pools, you can right-click on the relevant VideoOS application pools in the IIS Manager, choose Advanced Settings -> Identity and update the credentials for each of the ~5 application pools.

All of this can be tedious and error-prone, so our support team have created a time-saving, albeit unofficial tool to automate this process.

## Copyright, Trademarks and Disclaimers

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*However, we provide no warranty for the tool. Milestone Systems is not responsible for the privacy practices.*

## Change Credentials

### Start BulkIdentity Changer

When you run the tool, you will be prompted to run it as Administrator. This is required because the tool must be able to edit and restart Windows Services and modify registry keys. Once open you should see the following dialog.

**Change Credentials**

Domain

User

Pass

Specific User

Network Service

Change Credentials

VMO61008 FIX

Recycle IIS

Change Management Server SQL

Change Log Server SQL

**Milestone Services**

AppPoolName	AppPoolUserName	AppPoolState	
VideoOS Classic AppPool	MEX-LAB\milestone_srv	Started	<input checked="" type="checkbox"/>
VideoOS Management Server AppPool	MEX-LAB\milestone_srv	Started	<input checked="" type="checkbox"/>
VideoOS ReportServer AppPool	MEX-LAB\milestone_srv	Started	<input checked="" type="checkbox"/>
VideoOS IDP AppPool	MEX-LAB\milestone_srv	Started	<input checked="" type="checkbox"/>

**Milestone Services**

ServiceName	ServiceUserName	ServiceState	
Milestone XProtect Data Collector Server	MEX-LAB\milestone_srv	Running	<input checked="" type="checkbox"/>
Milestone XProtect Log Server	MEX-LAB\milestone_srv	Running	<input checked="" type="checkbox"/>
Milestone XProtect Management Server	MEX-LAB\milestone_srv	Running	<input checked="" type="checkbox"/>
Milestone XProtect Mobile Server	MEX-LAB\milestone_srv	Running	<input checked="" type="checkbox"/>
Milestone XProtect Recording Server	MEX-LAB\milestone_srv	Running	<input checked="" type="checkbox"/>
MilestoneEventServerService	MEX-LAB\milestone_srv	Running	<input checked="" type="checkbox"/>

## User Prerequisites

Before changing the user of the services make sure that the new user fulfills the following requisites.

1. The user must be in windows administrator group (add it from Windows Computer Management)
2. The user must be in IIS\_IUSRS group (add it from Windows Computer Management)
3. The user must be in Milestone Administrators Role, (add it from the Management Client)

## Set the new user credentials

From here, you can enter the desired username/password or built-in Windows account, select one, many, or all the listed Application Pools and/or Milestone Services, then click **Change Credentials**

The specified credentials will now be applied to all the selected components, and the selected services and application pools, if *already running*, will be restarted to apply the change. Any service or application pool not already running will need to be started manually.

After Changing the credentials, the Server Configuration tool will be executed to renew the IDP secret.

When manually entering a username and password, it is important to specify the username in the **domain** and the **username**.

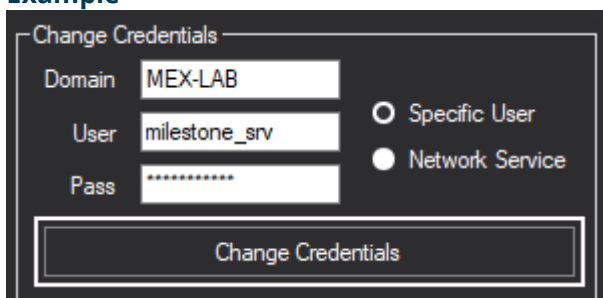
### Using a local Windows user

If the computer name is "server1" and the desired user account is "Milestone", then the username should be entered as domain **server1** and user **Milestone**.

### Using an Active Directory user

If the domain's netbios name is "Security", and the desired user account is "Milestone", then the username should be entered as domain **Security** user **Milestone**

## Example



Change Credentials

Domain: MEX-LAB

User: milestone\_srv

Pass: .....

Specific User

Network Service

Change Credentials

## ABOUT MILESTONE

Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 500,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.

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