Resetting a user password in the database

This page has instructions for doing a database-level user password reset in JIRA and Confluence (and other Crowd-library-using applications). There's two things to try before messing with password hashes in the database:

1. Click the 'Can't access your account?' link on the login screen

Welcome to JIRA	
<u>U</u> sername	
<u>P</u> assword	
	Remember my login on this computer
	Not a member? To request an account, please contact your JIRA administrators.
	Log In Can't access your account?

..and wait at least a minute (for the JIRA mail queue to flush). This won't work if your account has a bogus email address, or your JIRA mail server is unconfigured.

2. Ask another administrator to reset your password via the admin interface. Not an option if you are the only administrator.

If none of these steps worked for you, it's time to poke around in the database

1. Compute a hash of a new password. For example:

```
$ sudo pip3 install passlib
$ python3 -c 'from passlib.hash import atlassian_pbkdf2_shal; print(atlassian_pbkdf2_shal.hash
("hunter2"));'
{PKCS5S2}sFaqFaJUijGG0FqLUQrhPOEXrxB7jrXI7lzkPstbM3bhPq7x8rSS+Q3NtSduIgwt
```

(thanks to https://eikonal.wordpress.com/tag/authenticator/) 2. Print and save the original password hash somewhere, just in case you need to restore it:

```
jira=> select id, user_name, credential from cwd_user where user_name='admin';
id user_name credential
10000 admin {PKCS5S2}Ba+7BCXolbe7oFyBuSISlh9ayhodhmqpXpYMNw5/Ky7YlHIbnDp+qgRuv4vqGrE6
(1 row)
```

3. Set the new password:

4. Restart JIRA.