

## I lost my password to log in to Tofino CMP! How can I recover it?

- 2018-02-15 - Tofino

We can re-set your login information in CMP if you send us a copy of the raw CMP data files.

First, ensure that CMP is not running. Next, create a ZIP archive containing the entire contents of the directory "C:\Documents and Settings\[user name]\Application Data\Tofino CMP" and e-mail the archive to us. ("[user name]" represents the Windows user name that you use to log in to the Windows PC.)

We will reset the password and send you back a replacement file set. Overwrite the files in this directory with the replacement files. When you start CMP, the admin password will be set back to the default "password" and you can log in and change it to something secure.

(Note: on Windows Vista, Windows 7 and Windows Server 2008 the raw files are located in "C:\Users\[user name]\AppData\Roaming\Tofino CMP")