The screenshots below show how to proceed in changing your production database password in Brio. NOTE: once you change it in production, allow 24 hours for the password to be changed in Reports (since it’s always stale by 24 hours).

Log into Brio with your username & password and select your production .oce (could be named sdprd.oce).

Navigate to Tools > Connection Manager. You should be presented with this window. Highlight the sdprd.oce connection and click on the “Change Database Password” button toward the bottom:

You’ll be presented with this window – enter your current production password, and then choose your new password – be sure it meets the rules criteria outlined above! Enter it a second time and click the “OK” button:

This is a sample of what you can expect to see if you have chosen a new password that does not meet the new rules criteria outlined above. If you see this, click on the “OK” button and it will take you back to the “Change Password” window again.
And this is what you’ll see when you’ve successfully changed your password and it meets the rules criteria outlined above!

Note: once the password has been changed and the new complexity rules are in place, you’ll have three attempts for future logins – if you do not successfully log in by your 3rd attempt, your account will be locked and you’ll need to contact the BIS HelpDesk to ask that it be unlocked. This is the error message you’ll receive when that occurs:

SQL*Plus Instructions (for Crystal Reporting users)
The instructions below are for users who will need to change their database password using a SQL*Plus session.

At the SQL*Plus prompt, type in your username@sdprd (be sure to include the @sdprd so that when it replies back for the password, the password will be invisible when you enter it!):
Once you hit enter (return), it should then ask for your password:

Once you’ve entered your password, it should take you to a SQL prompt. Type in the command “password” and enter (return):
It will then ask for your old password – enter the existing password & return:

You’ll then be asked (twice) to enter a new password. You’ll enter it once, hit return, and it’ll then say "retype new password". Be sure your new password follows the complexity criteria outlined above!
If you're successful in changing the password, you should see the following screen!

Once you are finished, just type the command “exit” and enter (return).
BRIO USER INSTRUCTIONS

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