

2026-05-20 New feature: clear and set passwords

The new feature

From now on, **passwords** for **disabled accounts** will be **cleared** and we will **set them up again** when the **account is reactivated**.

This new feature consists of two steps:

- Clearing the password in Soffid when an account is no longer active.
- Resetting the password in Soffid when an account is reactivated.

Bear in mind

To understand this behaviour, it is necessary to bear in mind several concepts within Soffid:

- The password is updated in Soffid within the **user's password domain**, and the password domain is responsible for replicating the new password across all of the user's accounts belonging to the same password domain.
- The password is **cleared only for the account**, not for the user's password domain.
- The cleared or set up password **synchronisation** to the end system depends on Soffid's **synchronisation engine** and the **agent's configuration**; the engine should be set up to automatic, the agent sep up to write mode and enabled, and there should be no preUpdatePassword trigger to block the change.
- When the account is reactivated, the password can be set up again because it exists in the password domain.

How to configure it?

The following **components** must be installed:

- Console 4.0.57 (or higher)
- Syncserver 4.0.35 (or higher)

From these versions onwards, this new feature will run automatically..

Let's look at an example

Let's look at an example with the agent **app-demo** connected to a small database.

Main Menu > Monitoring and reporting > Sync server monitoring > <https://sync-server-version4.netversion4:1768/>



Agent	Tasks	Status	UrlAgents
app-demo	0	Connected	local

We have the user **david_wilson** with accounts on several systems, one of them app-demo.

Main Menu > Resources > Users


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 **David Wilson**
david_wilson

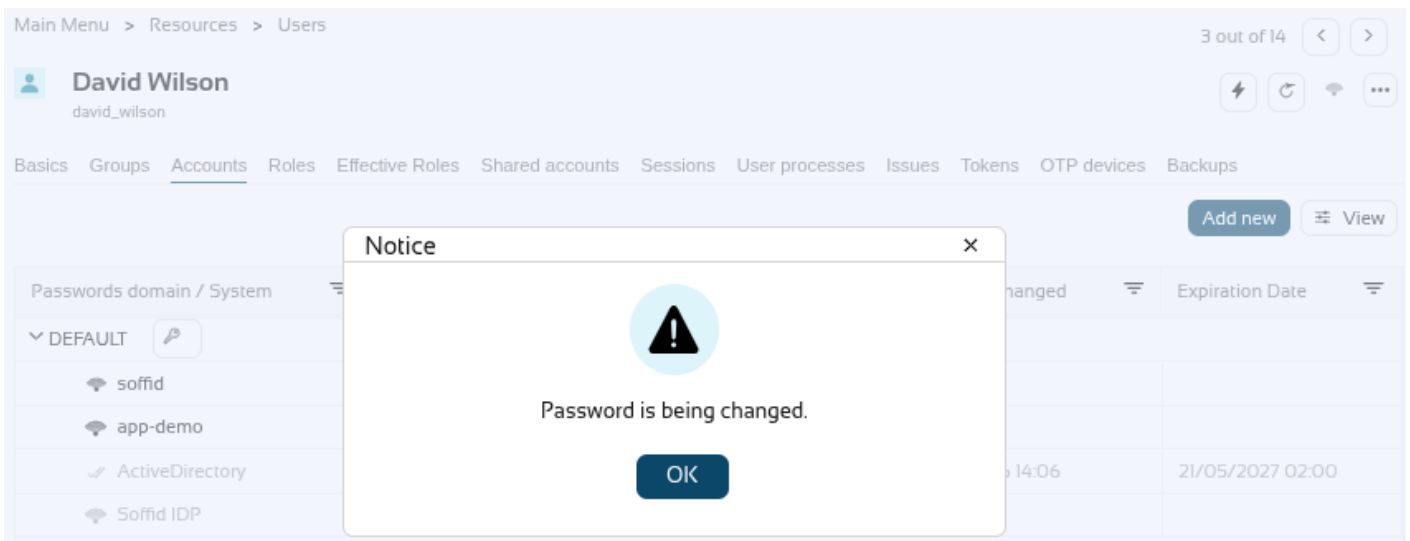
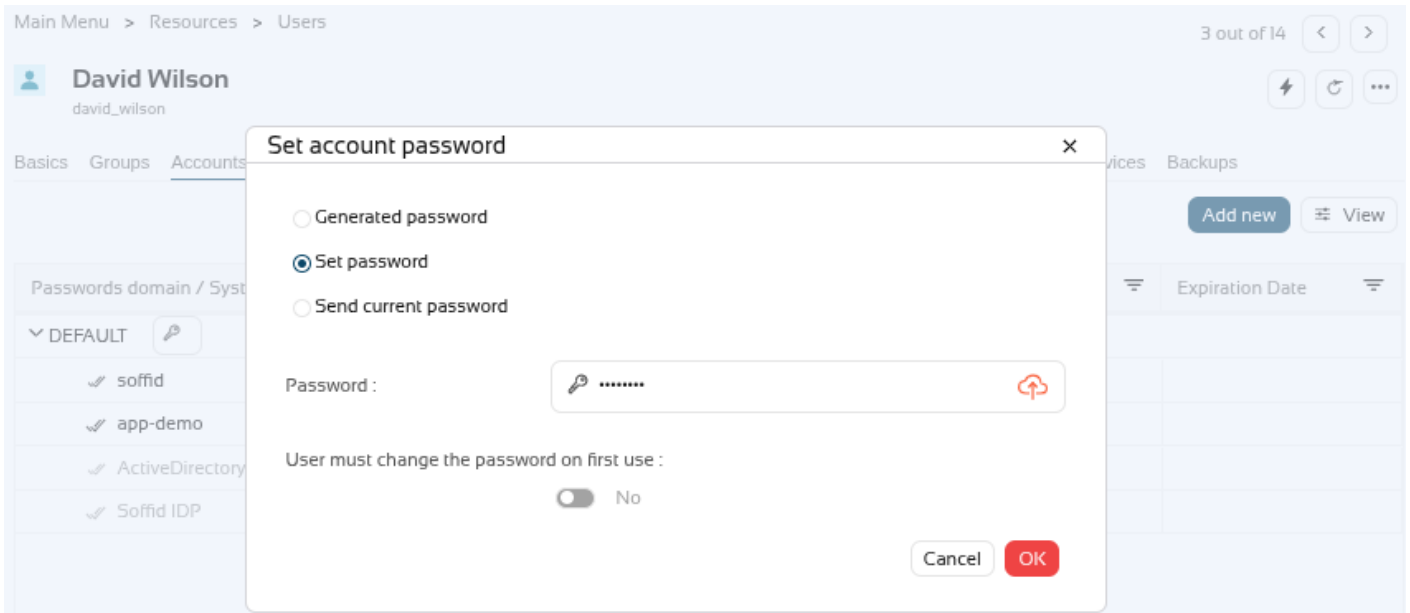


Basics Groups Accounts Roles Effective Roles Shared accounts Sessions User processes Issues Tokens OTP devices Backups

Add new View

Passwords domain / System	Account	Status	Created	Password changed	Expiration Date
▼ DEFAULT 					
✔ soffid	david_wilson	Enabled	04/02/2026 12:43		
✔ app-demo	david_wilson	Enabled	29/04/2026 11:23		
✔ ActiveDirectory	DAVID_WILSON	Enabled	21/05/2026 14:02		
✔ Soffid IDP	david_wilson	Enabled	21/05/2026 14:03		


First, we set the password to **Dummy01**.



We confirm that the **password** has been updated directly on the end system (the database).

```
MariaDB [agent-sql]> select * from APP_ACCOUNTS where userName='david_wilson';
+-----+-----+-----+-----+-----+
| id | userName | statusAccount | idUser | PASSWORD |
+-----+-----+-----+-----+-----+
| 423 | david_wilson | active | 8 | Dummy01. |
+-----+-----+-----+-----+-----+
```

Now we **disable** the **account** and confirm that the **password** has been **cleared**.

Passwords domain / System	Account	Status	Created	Password changed	Expiration Date
▼ DEFAULT 					
✔ soffid	david_wilson	Enabled	04/02/2026 1	21/05/2026 14:44	21/05/2027 14:44
✔ app-demo	david_wilson	Disabled	29/04/2026 1	21/05/2026 14:44	21/05/2027 14:44
✔ ActiveDirectory	DAVID_WILSO	Enabled	21/05/2026 14	21/05/2026 14:06	21/05/2027 02:00
✔ Soffid IDP	david_wilson	Enabled	21/05/2026 14		

TODO

Finally, we reactivate it and confirm that it has been reset correctly

TODO

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