

# FAQ

- [How to recover password](#)

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**Problem:** Username or password were lost

**Solution:**

In order to restore the default account, you must

- delete directory with accounts(**All system access accounts will be deleted**)

```
rm -R /usr/local/putvpncp/users
```

- Restart the **putvpncp** service

```
service putvpncp restart
```

after these steps, the system creates a default user

**Username:** admin

**Password:** admin