

I Forgot My Private Key Passphrase

If you configured Blesta with a [Private Key Passphrase](#), and you've forgotten it, you'll be unable to process Credit Card and ACH payments. You will also be unable to recover any Credit Card or ACH payment details. However, this guide will walk you through the steps for regenerating an encryption key set that will allow you to again begin accepting and processing **new** Credit Card and ACH payments.

Regenerating a new encryption key pair

1. Backup your database.
2. Determine which **company_id** you need to generate a new encryption key pair for. You can find this under [System > Companies](#). Click **edit** and look for the number at the end in the URL bar.
3. Remove the existing **private_key**, **public_key**, and **private_key_passphrase** values stored for your **company_id** from the **company_setting** table. The following is a query that will do just that (replace **COMPANYID** with your actual company ID).

Remove key pair query

```
UPDATE `company_settings` SET `value`='' WHERE `company_id`=COMPANYID AND `key` IN ('private_key', 'public_key', 'private_key_passphrase')
```

4. Find your API key. If you don't already have an API user, [create one](#).
5. SSH into your server and navigate to the directory where Blesta is installed.
6. Execute the following command, replacing **USER** with your API username, **KEY** with your API user key, and **COMPANYID** with your company ID.

```
php index.php api/companies/generateKeyPair.json -u USER -k KEY -m POST -p "company_id=COMPANYID&bits=3072"
```



Generating encryption keys is hard work. This may take a minute or so to complete. When finished you should receive output similar to

```
{"response":{"privatekey":"-----BEGIN RSA PRIVATE KEY-----\nMIIG4wIBAAKCAYEAR8k1
87IAUSUFaXVNArrPvx1PzZhYU+f7i2xQvIqnVwLfMTU+\n6myDcmCetWru3XpFcIW12nEeR52DAQaaR
7YwZr8L4chJmly9AbIUuxW1eml59y+\nytz+Yl6fdxfVpmSseYUv6+xx6CFaF49R30kFhcm6FxzY9RxM
...
```

7. You're done! You can now go back into Blesta and set a new Private Key Passphrase if you want.

Related articles

- [I Forgot My Private Key Passphrase](#)
- [Encrypted Data Won't Decrypt](#)