Reset or Change CUCM OS Admin and Security Password

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Introduction

This document describes how to reset or change OS admin password and security password.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CUCM) version 10.5

Components Used

The information in this document is based on Cisco Call Manager version 10.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configure

To Change OS Admin Password

admin> set password user admin

It asks you to enter the old password and new password. Once the system verifies the password, it is changed.



To Change Security Password

admin> set password user security

It asks you to enter the old password and new password. Once the system verifies the password, it is changed.

Please ensure that the security password on the publisher is changed first. The security password needs to be the same on all cluster nodes, or the publisher and subscriber(s) do not communicate. After the security password is changed on a cluster node, restart that node.

```
admin:set password user security
Please enter the old password: ********
   Please enter the new password: *********
Reenter new password to confirm: *********
WARNING:
Please make sure that the security password on the publisher is changed first.
The security password needs to be the same on all cluster nodes,
or the publisher and subscriber(s) will not communicate.
After changing the security password on a cluster node, please restart that node
.

Continue (y/n)?
admin:set password user security
Please enter the old password: ********
   Please enter the new password: *********
Reenter new password to confirm: *********
WARNING:
Please make sure that the security password on the publisher is changed first.
The security password needs to be the same on all cluster nodes,
or the publisher and subscriber(s) will not communicate.
After changing the security password on a cluster node, please restart that node
.

Continue (y/n)?
```

```
Reenter new password to confirm: *********
WARNING:
Please make sure that the security password on the publisher is changed first.
The security password needs to be the same on all cluster nodes,
or the publisher and subscriber(s) will not communicate.
After changing the security password on a cluster node, please restart that node
.

Continue (y/n)?y

Please wait...


Password updated successfully.
admin:
```

To Reset OS Admin or Security Password

Step 1. From Vsphere client, log in to **CUCM console** through this username and password: **pwrecovery/pwreset**. You get this screen, as shown in the image:

```
**********************************************
**********************************************
**                                          **
**   Welcome to Platform password reset     **
**   Admin and Security password reset are possible   **
**                                          **
**********************************************
**********************************************

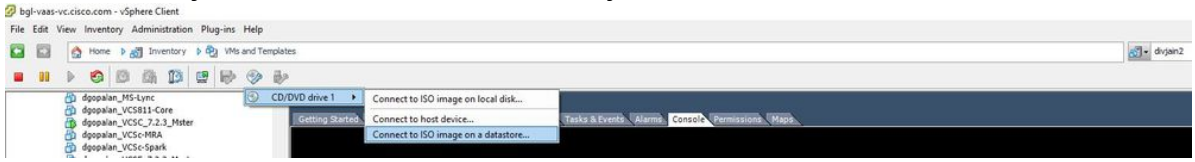
**  VMWare Installation: 4 vCpu@2600 Hz, 1 Disk(s), Disk 1:100 GB , 4096MB RAM
**

You will be required to remove, then insert any valid CD/DVD media through VMWar
e-vSphere client
To begin you will need to remove any media from the VMWare client CD/DVD drive.
You may press Control-C at any time to abort.

NOTE: At any point when it requests insert CD/DVD media it should be mounted thr
ough vSphere client for VMWare server

Please connect the CD/DVD Drive from VMWare client and press any key when ready.
..
```

Step 2. In order to connect to cd/dvd drive, you can select any **iso image** from datastore. This does not re-image your CUCM, but this is just to check CUCM connectivity with vm client.



Step 3. After the iso image is selected, it asks you to press any **key**. Once it is tested, then you get a prompt to remove the iso.



```
**********************************************
**********************************************
**                                          **
**   Welcome to Platform password reset     **
**   Admin and Security password reset are possible   **
**                                          **
**********************************************
**********************************************

**  VMWare Installation: 4 vCpu@2600 Hz, 1 Disk(s), Disk 1:100 GB , 4096MB RAM
**

You will be required to remove, then insert any valid CD/DVD media through VMWar
e-vSphere client
To begin you will need to remove any media from the VMWare client CD/DVD drive.
You may press Control-C at any time to abort.

NOTE: At any point when it requests insert CD/DVD media it should be mounted thr
ough vSphere client for VMWare server

Please connect the CD/DVD Drive from VMWare client and press any key when ready.
..
testing for removal of CD/DVD media

You must remove the CD/DVD media to continue.
Press any key when ready...
```

Step 4. Press any **key** to continue. You get the option to reset OS Admin password (**enter a**) or Security password (**enter s**).



Step 5. You can change the password accordingly for OS Admin or Security.



Note: Take fresh backup after Security password is changed to avoid any backup/restore related issues.

Verify

- For OS Admin, you can log in on **CLI** or **OS Admin** page to verify if the password has changed or not.
- For Security password, ensure that all the nodes in the cluster are authenticated after password change through the command: **show network cluster**.

```
admin:show network cluster
10.106.97.146 divyaimnp1  Subscriber cups DBPub authenticated using TCP since Fri Jun 8 15:24:00 2018
10.106.97.139 divyacucm4  Subscriber callmanager DBSub authenticated using TCP since Thu Jun 7 12:05:29 2018
10.106.97.137 divyacucm3.divya.com divyacucm3 Publisher callmanager DBPub authenticated

Server Table (processnode) Entries
----------------------------------
10.106.97.137
10.106.97.139
10.106.97.146
admin:
admin:
admin:
```

Troubleshoot

There is currently no specific information available to troubleshoot this configuration.