

Password Recovery for CSM

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Introduction

This document describes how to recover the password in Cisco Security Manager (CSM).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the CSM.

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, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

You forget the password for the admin account which is by default **admin** for the password as well. Therefore, you need to perform a password recovery.

Solution

Complete these steps in order to perform the password recovery:

1. Stop daemon services by issuing this command in the Command Line Interface (CLI):

```
net stop crmdmgt
```

2. Run the resetpasswd.exe execution file in the CLI.

```
C:\Program Files\CSCOpX\bin\resetpasswd.exe admin
```

You are prompted for a new password.

3. Start the daemon manager either through services or through the CLI.

```
net start crmdmgt
```

You can discover the products, such as Adaptive Security Appliance (ASA), without any problem.

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