

# How to Recover Passwords in Speech Connect

Document ID: 109726

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## Introduction

Speech Connect is an advanced, speech-enabled, automated, attendant system for the enterprise. Speech Connect allows customers, employees, and management to find each other without the need to know multiple phone numbers. On the phone, callers speak the names, departments, products, or services that are associated with an extension, and Speech Connect transfers the call.

This document describes how to recover the password on a Speech Connect Server.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of this topic:

- Speech Connect for Cisco Unity

**Note:** Also, make sure that you have the list of additional files needed for the recovery procedure, including an explanation of how and where to get the files and any processing that needs to occur beforehand.

### Components Used

This password recovery procedure can be used for all versions of the Speech Connect server.

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

For more information on document conventions, see the Cisco Technical Tips Conventions.

## Step-by-Step Procedure

In order to recover the password on a Speech Connect server, perform these steps:

1. In order to reset the `scadmin` password, log in to the speech connect server with the console, and

enter this command:

```
sudo sc_sys chpass scadmin
```

2. In order to reset the root password, log in to the speech connect server with the command line as scadmin and enter this command:

```
sudo sc_sys chpass root
```

3. If you do not have both the scadmin and root passwords, you can reset both with this procedure:
  - a. Boot into the Speech Connect server, into single user mode, and reboot the Speech Connect server as given:
    - a. When you see the line (at the top of the screen) that says Booting Speech Connect... " that occurs right after the "press any key to continue page", press the space bar.
    - b. You then see a line with "Speech Connect for Cisco Unity." If you see two lines, use first.
    - c. Press **e** (for edit).
    - d. Scroll down to the line that refers to/starts with kernel /vmlinuz.....
    - e. Press **e** again.
    - f. At the end of the line, type a space and then type **single**.
    - g. The end of the line now looks like this:panic=300 single.
    - h. Press **Enter**, and then press **b** to boot. It comes up with a shell prompt that shows sh-3.00#. At this prompt, type **/root/.security/unimmunize.sh**.
    - i. Now type: **passwd**.
    - j. Enter the new root password, and, when done, type **/root/.security/immunize.sh**.
    - k. Type **shutdown -r**, and the server reboots.
  - b. You can log in with the root password now, and the scadmin password can be reset as described previously with this command:

```
sudo sc_sys chpass scadmin
```

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## Related Information

- [Installation and Administration Guide for the Speech Connect for Cisco Unity Feature](#)
- [Voice Technology Support](#)

- **Voice and Unified Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
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Updated: Mar 16, 2009

Document ID: 109726

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