

Troubleshooting RME 3.x Problems with Custom Username/Password Prompts on Devices

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Introduction

If your devices have custom username and password prompts, Resource Manager Essentials (RME) will have problems to telnet to these devices being unable to recognize the prompts. This is often the case when you are using TACACS prompts. Follow the steps below to edit the TacacsPrompts.ini file to make your prompts recognizable.

Prerequisites

Requirements

Readers of this document should have knowledge of CiscoWorks Resource Manager Essentials.

Components Used

The information in this document is based on the CiscoWorks Resource Manager Essentials (RME) 3.x (all versions).

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 you work in a live network, make sure that you understand the potential impact of any command.

Conventions

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

Procedure

Complete these steps to make your prompts recognizable:

1. Open the **\$PX_DATADIR/objects/cm/ data/TacacsPrompts.ini** file. *\$PX_DATADIR* is the folder where you installed CiscoWorks.

OS	Default installation folder
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Unix	/opt/CSCOpX
Windows	c:\programfiles\CSCOpX

2. The file displays all default TACACS prompts that RME recognizes:

```
[ TELNET ]
USERNAME_PROMPT=Username: ,username: ,login:
PASSWORD_PROMPT=Password: ,password: ,passwd:
```

3. Add your custom prompts to the file, separated by commas. This example shows adding "TACACS User Name:" and "TACACS Password:" prompts respectively:

```
[ TELNET ]
USERNAME_PROMPT=Username: ,username: ,login: ,TACACS User Name:
PASSWORD_PROMPT=Password: ,password: ,passwd: ,TACACS Password:
```

4. Save the file.

5. Restart CiscoWorks.

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Related Information

- [RME Documentation](#)
- [Technical Support – Cisco Systems](#)

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