

# Password Recovery Procedure for the Cisco Unified MobilityManager

Document ID: 71072

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## Introduction

This document describes how to reset the Administrator password on Cisco Unified MobilityManager.

## Prerequisites

### Requirements

Cisco MobilityManager version 1.2.2

### Conventions

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

## Step-by-Step Procedure

You must have physical access to the system in order to perform this procedure.

1. Verify that the CD/DVD drive is empty.
2. Log in to Cisco MobilityManager via Secure Shell (SSH) or system console by using **pwrecovery** and **pwreset** as the account name and password, respectively. These messages display:

```
*****
*****
**
**      Welcome to admin password reset      **
**
**
*****
*****
```

You will be required to remove, then insert any valid CD/DVD media in order to prove you have physical access to the system

To begin you will need to remove any media from the CD/DVD drive  
You may press Control-C at any time to abort

Press any key when ready...

3. Press any key. The system then checks to see if the CD drive is empty. If a CD/DVD media disk exists, the system prompts you to remove it:

```
testing for removal of CD/DVD media
```

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

**Note:** If you cannot remove the CD/DVD media disk, you might need to reboot the system to free the CD drive.

4. Once the system determines that there is no CD/DVD media disk present in the CD/DVD drive, it prompts you to insert a valid CD/DVD media disk:

```
testing for removal of CD/DVD media  
Please insert any valid CD/DVD media  
Press any key when ready...
```

5. Insert a valid CD/DVD media disk and press **Enter**. The system displays the assigned name of the admin account at the installation time together with the prompt that requests a new password:

```
Thankyou, you may now proceed with the admin password reset  
The admin account name is "administrator"  
Preparing to change password, please wait...
```

```
please enter the new password: *****
```

**Note:** The password must be at least six characters long and not be a common name.

6. You are asked to re-enter the password to confirm:

```
please re-enter to confirm: *****
```

7. If the password is invalid, it is rejected with a reason. You must enter a different new password:

```
Sorry the two passwords do not match  
Please try again
```

```
please enter the new password:
```

8. If the new password passes the system check, the system displays this message and prompts you to press any key to exit:

```
The password has now been reset  
Please press any key to exit
```

For your reference, Figure 1 displays a successful run for the password reset procedure by using the Secure Shell client.

### **Figure 1: Admin Password Reset**

```

*****
*****
**                               **
**  welcome to admin password reset  **
**                               **
*****
*****

```

You will be required to remove, then insert any valid CD/DVD media in order to prove you have physical access to the system

To begin you will need to remove any media from the CD/DVD drive  
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Press any key when ready...

testing for removal of CD/DVD media  
Please insert any valid CD/DVD media  
Press any key when ready...

Thankyou, you may now proceed with the admin password reset  
The admin account name is "administrator"  
Preparing to change password, please wait...

```

please enter the new password: *****
please re-enter to confirm: *****

```

The password has now been reset  
Please press any key to exit

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## Related Information

- **Voice Technology Support**
- **Recovering the Administrator Password – Cisco Unified Communications Manager 5.x and later**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

