Reset CVP OAMP Lost Administator Password

Contents

Introduction

This document describes the steps to reset a lost CVP OAMP Administrator password in UCCE environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Contact Center Enterprise (UCCE)
- Customer Voice Portal (CVP)

Components Used

The information in this document is based on UCCE and CVP 12.6.

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.

Problem

Lost password for the OAMP application: Administrator User.

Solution

You can use these steps to reset the user account Administrator password for CVP Operation, Administration, Maintenance and Provisioning (OAMP) also known as CVP Operations Console.

To reset all other user passwords, you can login with the Administrator account to CVP OAMP interface, and reset or change all other user passwords.

Step 1. Connect to the CVP OAMP server and stop **Cisco CVP OPSConsoleServer** from **Services**.
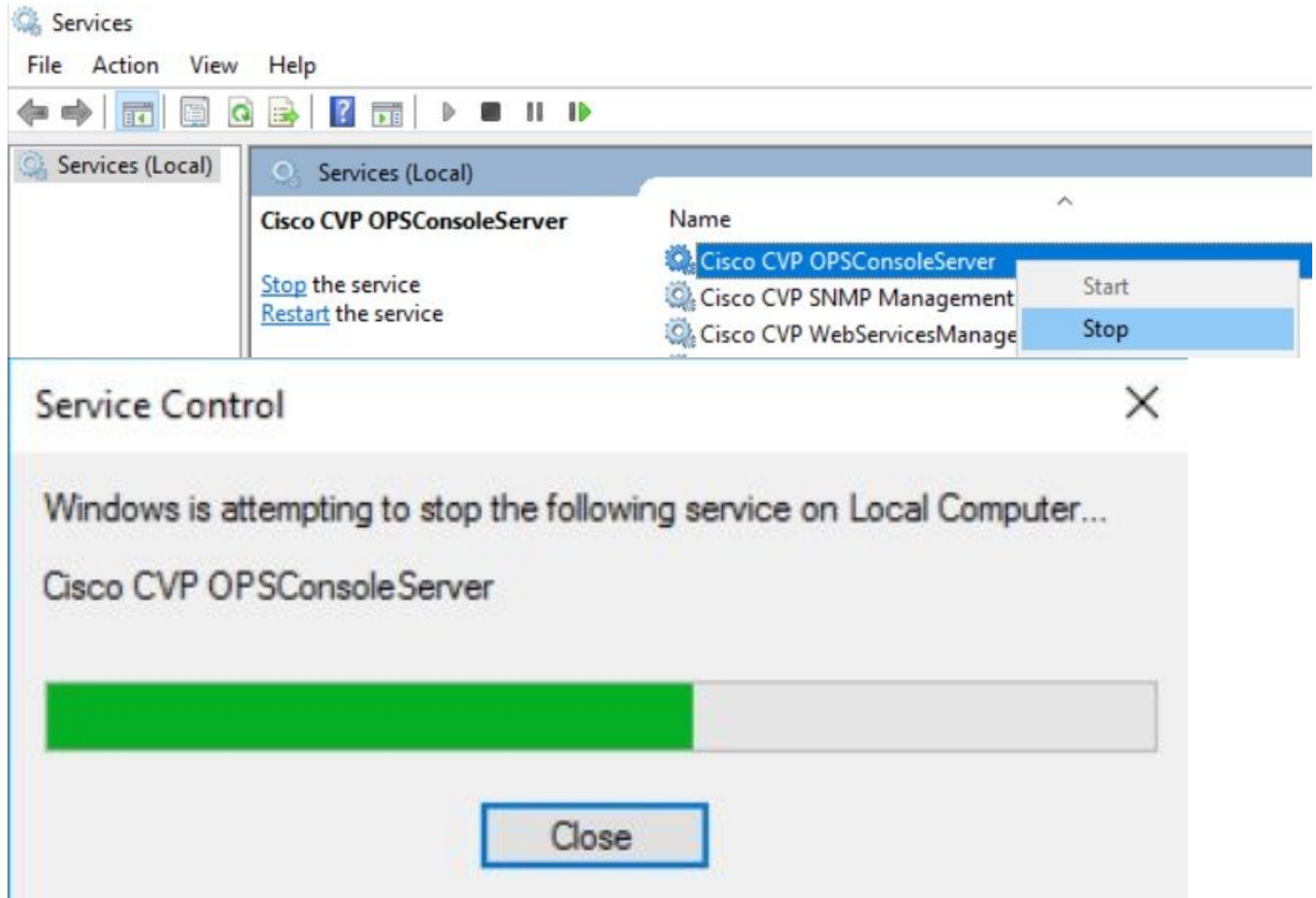
Step 2. Once the **Cisco CVP OPSConsoleServer** service is stopped, from **cmd** of the CVP OAMP server, run the script **%CVP_HOME%\bin\mgr-init.bat -install <NewPassword>** where **<Newpassword>** is the new password for your CVP OAMP Administrator user.
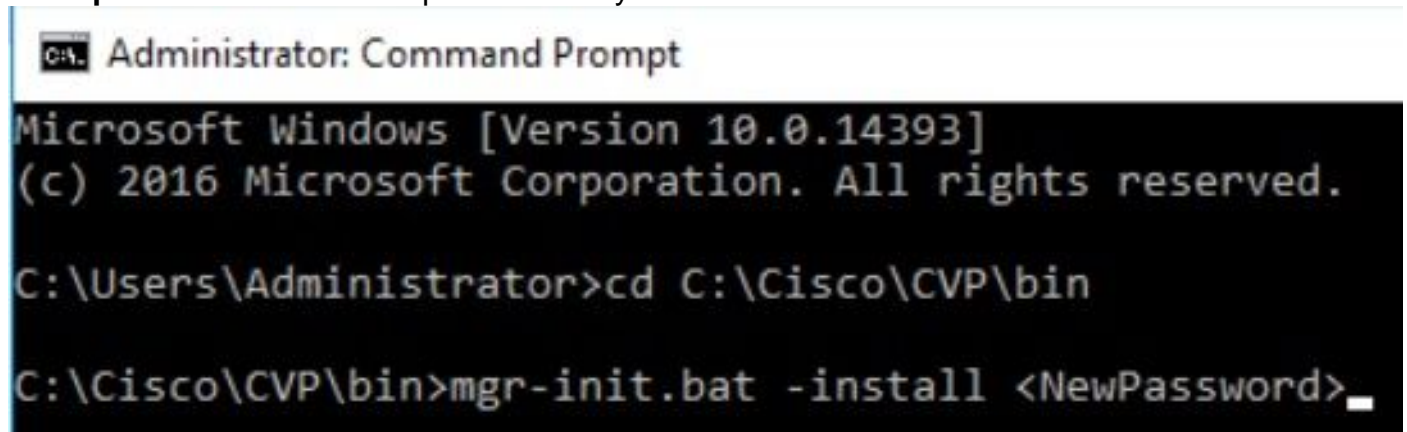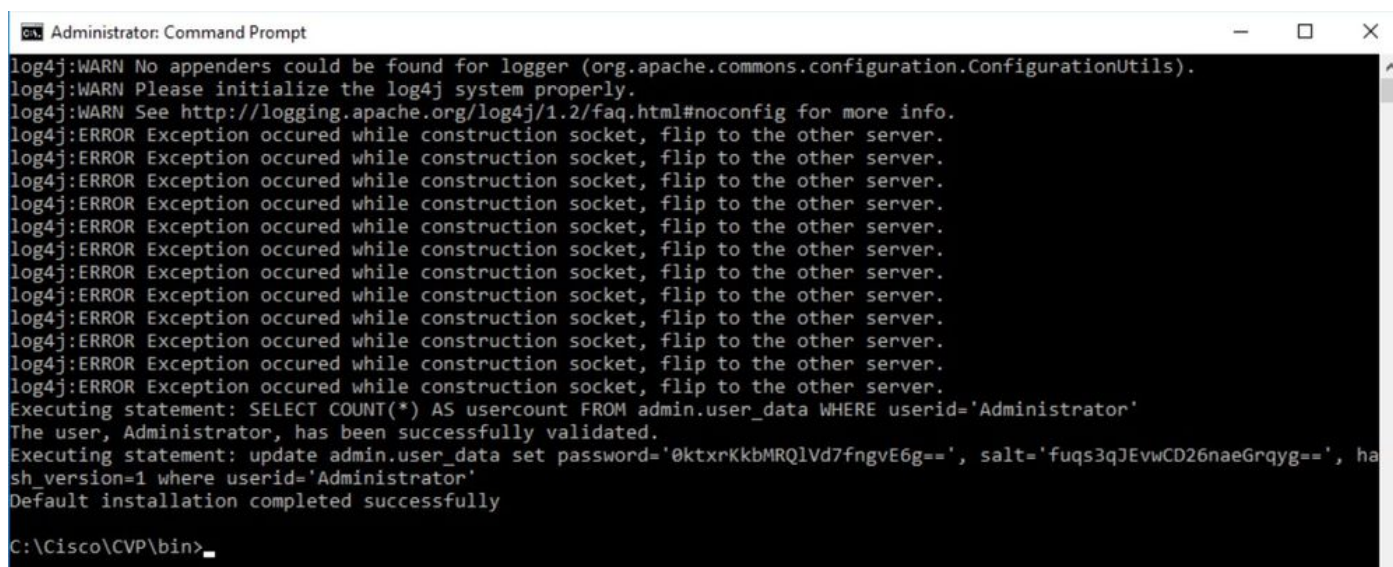
Replace **<NewPassword>** with your new password that must meet this criteria:

Passwords must meet all the following criteria:

- Maximum password length is eighty (80) characters.
- Minimum password length is twelve (12) characters
- The password must contain characters from at least three of the following classes:
  - Lowercase letters (abcdefghijklmnopqrstuvwxyz)
  - Uppercase letters (ABCDEFGHIJKLMNOPQRSTUVWXYZ)
  - Digits (012345689)
  - The following special characters:
    - !#$&()*+-./:<?@
    - [\]^_`
    - {}~

- No character in the password can be repeated more than three (3) times consecutively.
- Password must not repeat or reverse username.

Step 3. You can ignore the "ERROR Exception" displayed. When it runs successfully, you can see at the end **Default installation completed successfully**.

Step 4. Start **Cisco CVP OPSConsoleServer** from **Services**.
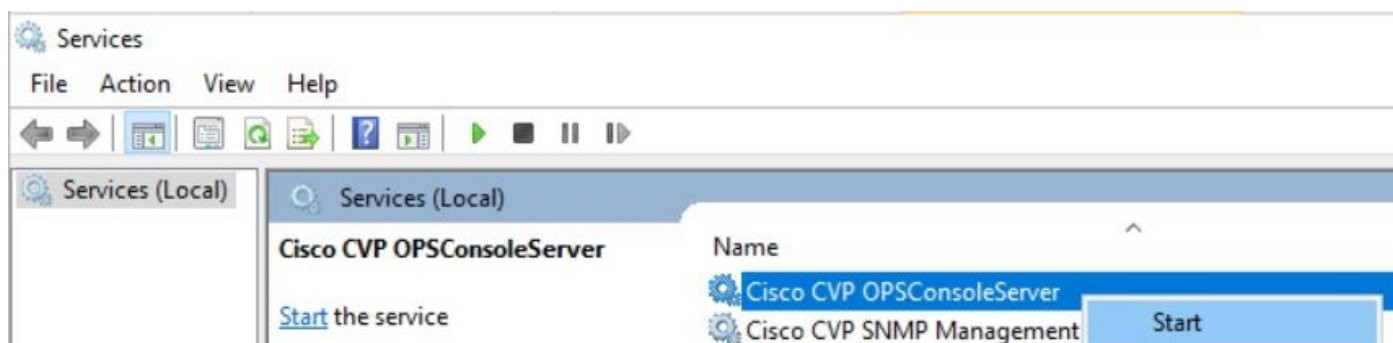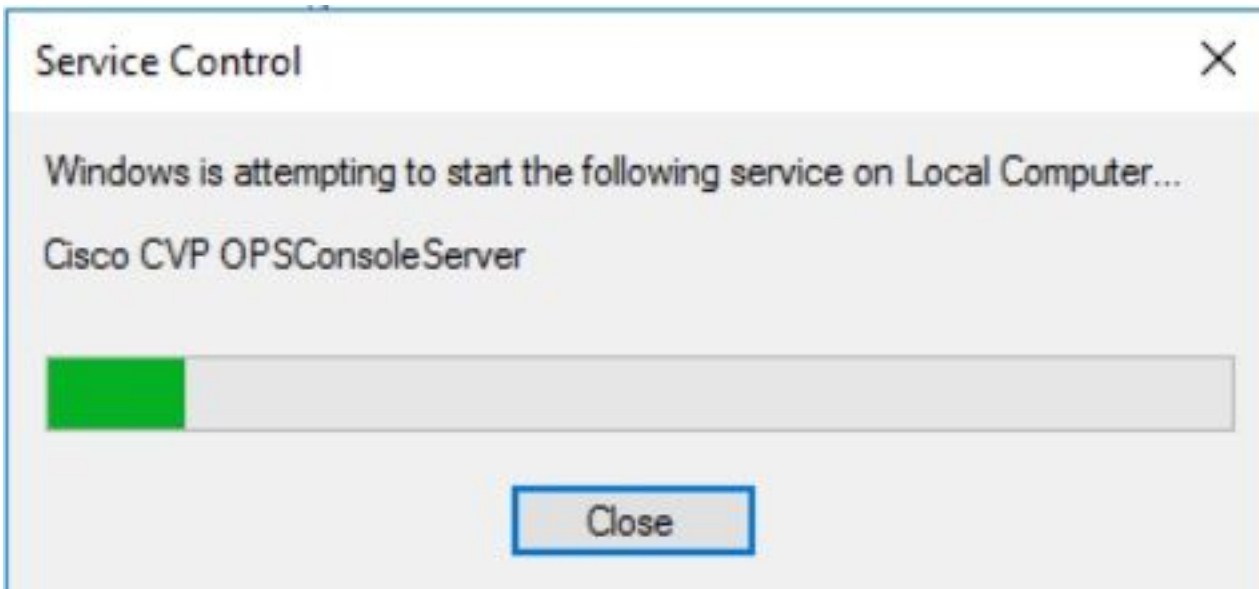
Verify

Test the login to the CVP OAMP interface to confirm the new password works.

Troubleshoot

If the command does not return **Default installation completed successfully**, there are 2 common errors.

1. "Database error occured" indicates the services were not stopped properly.

You must stop the **Cisco CVP OPSConsoleServer** service from the CVP OAMP server, from Windows **Services**, as shared in the Solution chapter of this document.

2. "Invalid password" error indicates the password is not created with the security limitations.

```
Administrator: Command Prompt                                                    —   □   X
log4j:WARN No appenders could be found for logger (org.apache.commons.configuration.ConfigurationUtils).
log4j:WARN Please initialize the log4j system properly.
log4j:WARN See http://logging.apache.org/log4j/1.2/faq.html#noconfig for more info.
log4j:ERROR Exception occured while construction socket, flip to the other server.
log4j:ERROR Exception occured while construction socket, flip to the other server.
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Invalid password.

C:\Cisco\CVP\bin>_
```

You must meet all the criteria items listed for the password:

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