

# Password Recovery Procedure for the Cisco 2700 Series Location Appliance

Document ID: 82161

## Contents

### Introduction

#### Prerequisites

- Requirements

- Conventions

#### Cisco 2700 Series Location Appliance

- Connect to the Location Appliance

#### Step-by-Step Password Recovery Procedure

#### Related Information

## Introduction

This document describes how to recover a root password of the Cisco 2700 Series Location Appliance.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Conventions

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

## Cisco 2700 Series Location Appliance

The procedure for password recovery explained in this document applies for all versions of Cisco Location Appliance.

### Connect to the Location Appliance

Complete the steps in order to connect to the Location Appliance console port:

**Note:** Use a console cable to connect to the console port. Other cables, such as straight-through, do not work on the console port.

1. Use a straight-through cable with 9-pin male to 9-pin female connectors in order to connect the COM 1 or COM 2 port on your computer to the RS-232 port on the Location Appliance.
2. Open a terminal-emulation program on your computer.

**Note:** These instructions describe the use of Microsoft HyperTerminal as the terminal-emulation program. Other programs are similar.

3. Enter a name in the Connection Description window.
4. Select an icon for the connection.

5. Click **OK**.
6. In the Connect To window, use the Connect Using pull-down menu in order to choose the port where the cable is connected.
7. Click **OK**.
8. In the Port Settings window, make these selections:
  - ◆ Bits per second (baud): **9600**
  - ◆ Data bits: **8**
  - ◆ Parity: **None**
  - ◆ Stop bits: **1**
  - ◆ Flow Control: **None**
9. Click **OK**.
10. Press **Enter**.

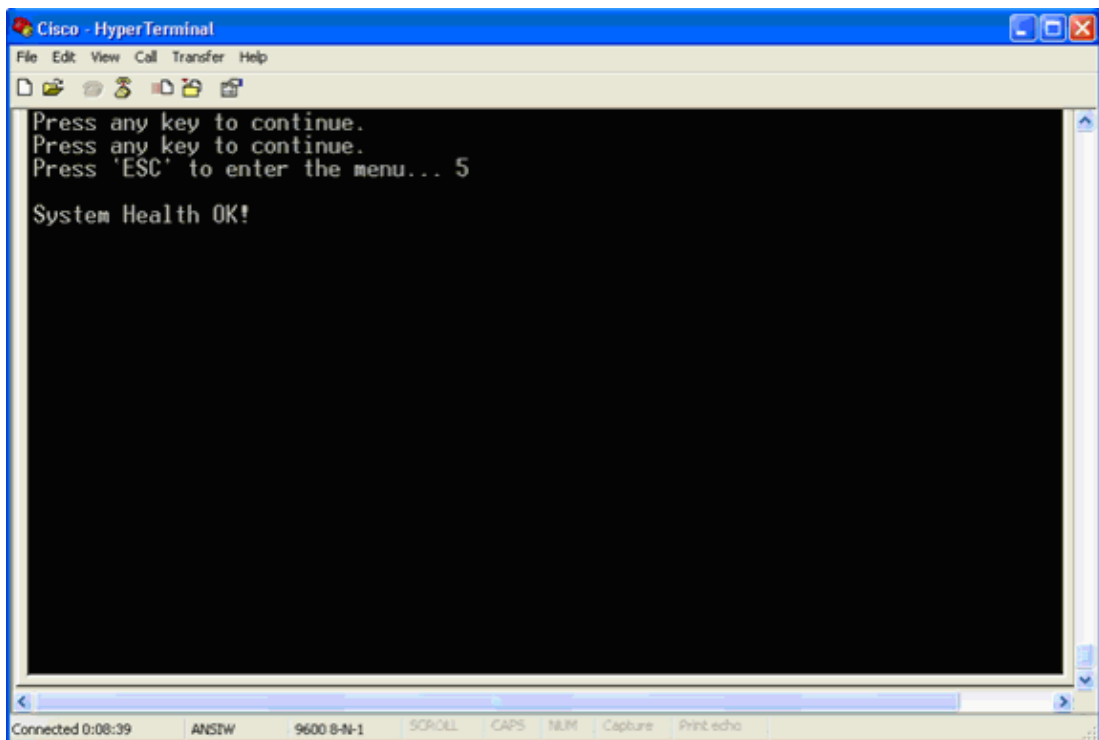
## Step-by-Step Password Recovery Procedure

Complete these steps in order to recover the root password of the Location Appliance:

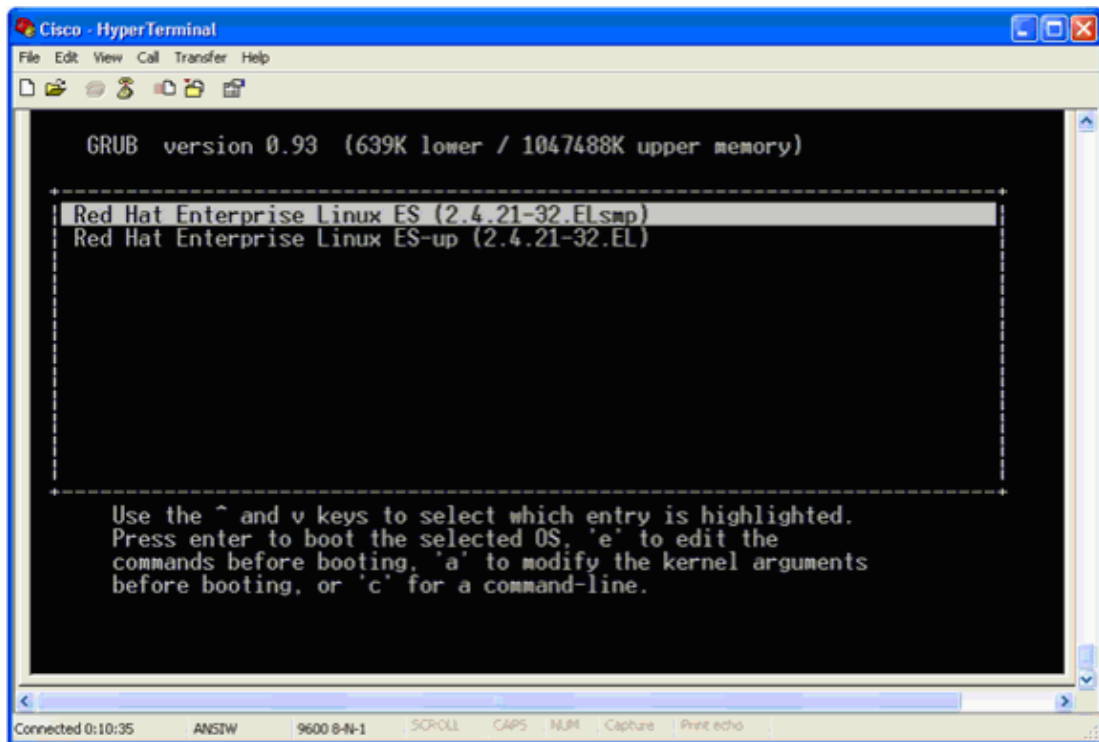
1. You need to reboot the system and wait for this window to appear.

The system does not stay here for long, so you have to be very quick when you see this window.

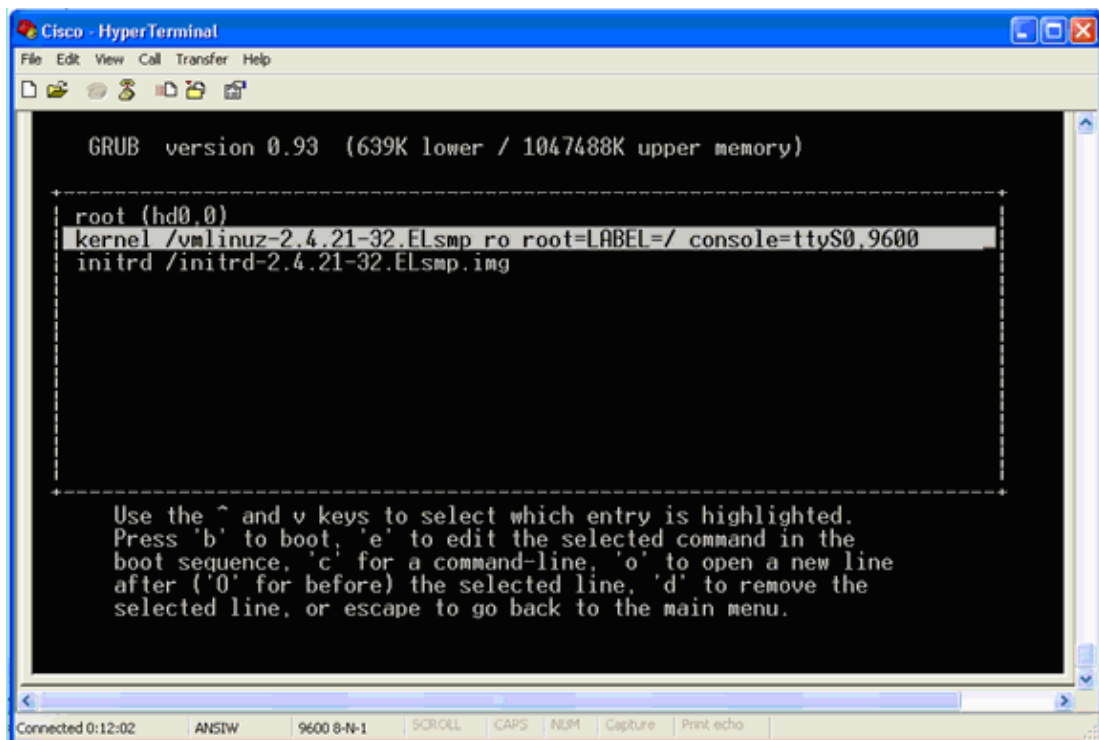
2. Once this window appears, press **Esc** in order to enter the boot menu.



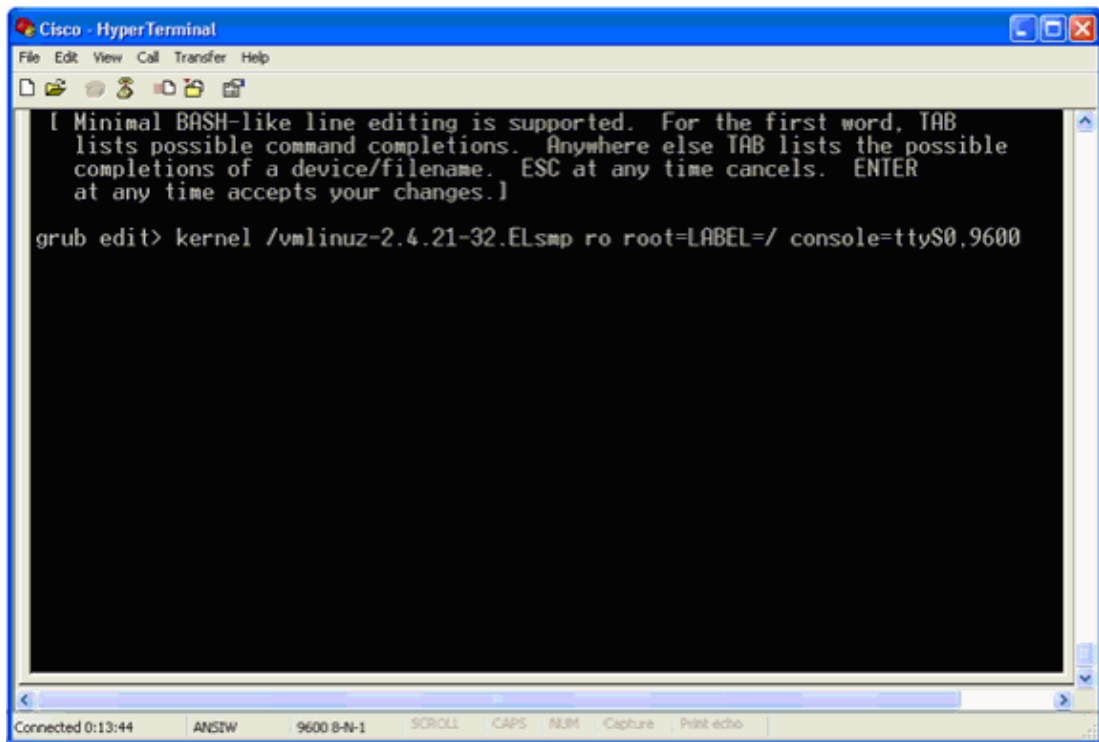
3. Select **Red Hat Enterprise Linux ES (2.4.21-32.ELsmp)**, then press **e** in order to edit.



4. Navigate to the line that begins with the word **kernel**, then press **e**.



This window appears:

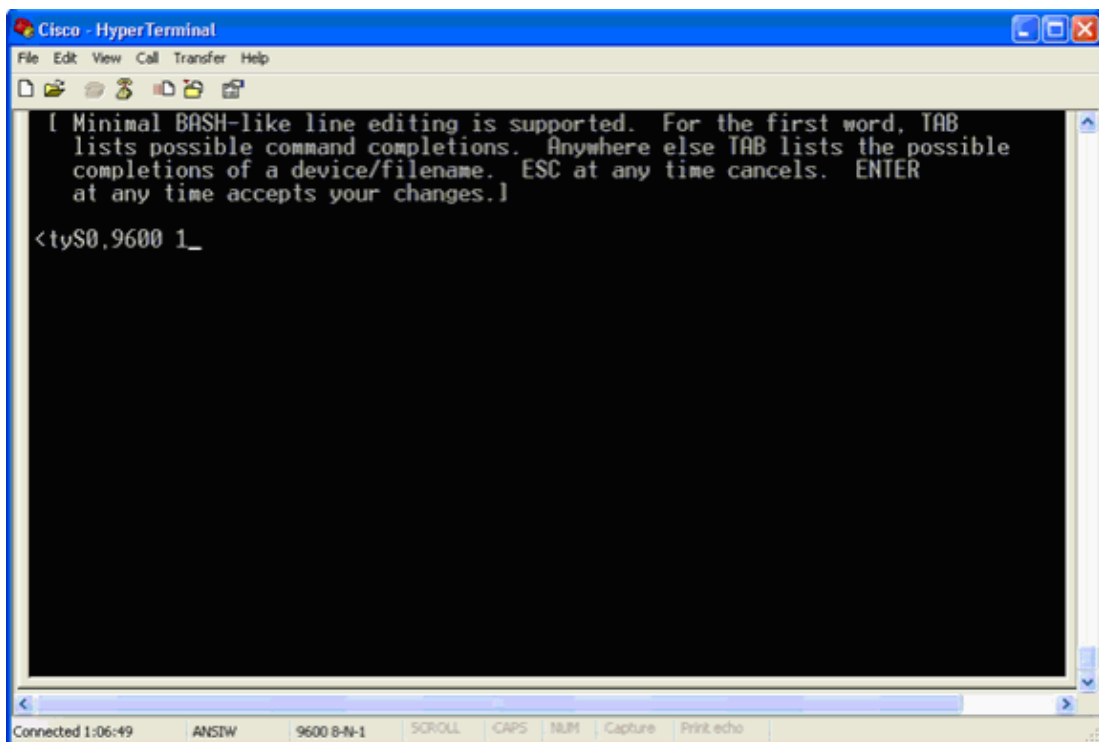


A screenshot of a Cisco HyperTerminal window. The title bar reads "Cisco - HyperTerminal". The menu bar includes "File", "Edit", "View", "Call", "Transfer", and "Help". The main text area contains the following text: "[ Minimal BASH-like line editing is supported. For the first word, TAB lists possible command completions. Anywhere else TAB lists the possible completions of a device/filename. ESC at any time cancels. ENTER at any time accepts your changes.]" followed by the command "grub edit> kernel /vmlinuz-2.4.21-32.ELsmp ro root=LABEL=/ console=ttyS0,9600". The status bar at the bottom shows "Connected 0:13:44", "ANSIW", "9600 8-N-1", "SCROLL", "CAPS", "NUM", "Capture", and "Print echo".

```
[ Minimal BASH-like line editing is supported. For the first word, TAB
lists possible command completions. Anywhere else TAB lists the possible
completions of a device/filename. ESC at any time cancels. ENTER
at any time accepts your changes.]

grub edit> kernel /vmlinuz-2.4.21-32.ELsmp ro root=LABEL=/ console=ttyS0,9600
```

5. Go to the end of the line. Enter one space (to leave one space blank), then enter **1** and press **Enter**.
6. Save the changes, then press **b**.



A screenshot of a Cisco HyperTerminal window, similar to the one above. The title bar reads "Cisco - HyperTerminal". The menu bar includes "File", "Edit", "View", "Call", "Transfer", and "Help". The main text area contains the same introductory text as the previous window, followed by the prompt "<tyS0,9600 1\_". The status bar at the bottom shows "Connected 1:06:49", "ANSIW", "9600 8-N-1", "SCROLL", "CAPS", "NUM", "Capture", and "Print echo".

```
[ Minimal BASH-like line editing is supported. For the first word, TAB
lists possible command completions. Anywhere else TAB lists the possible
completions of a device/filename. ESC at any time cancels. ENTER
at any time accepts your changes.]

<tyS0,9600 1_
```

- This window will be returned.
7. Press **b** in order to begin the boot.

```
GRUB version 0.93 (639K lower / 1047488K upper memory)

root (hd0,0)
kernel /vmlinuz-2.4.21-32.ELsmp ro root=LABEL=/ console=ttyS0,9600 1
initrd /initrd-2.4.21-32.ELsmp.img

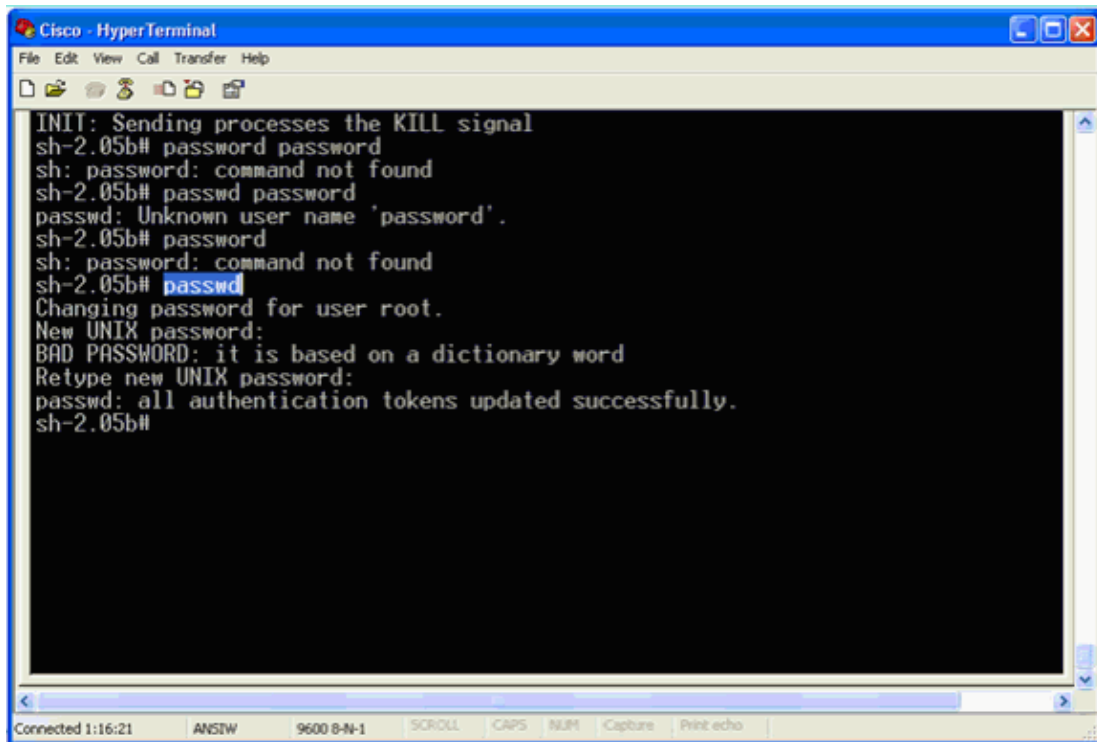
Use the ^ and v keys to select which entry is highlighted.
Press 'b' to boot, 'e' to edit the selected command in the
boot sequence, 'c' for a command-line, 'o' to open a new line
after ('O' for before) the selected line, 'd' to remove the
selected line, or escape to go back to the main menu.
```

The boot sequence can commence, and at the end you receive a shell prompt.

```
INIT: Sending processes the KILL signal
sh-2.05b#
```

**Note:** The shell prompt does not appear if you have set up a single user mode password.

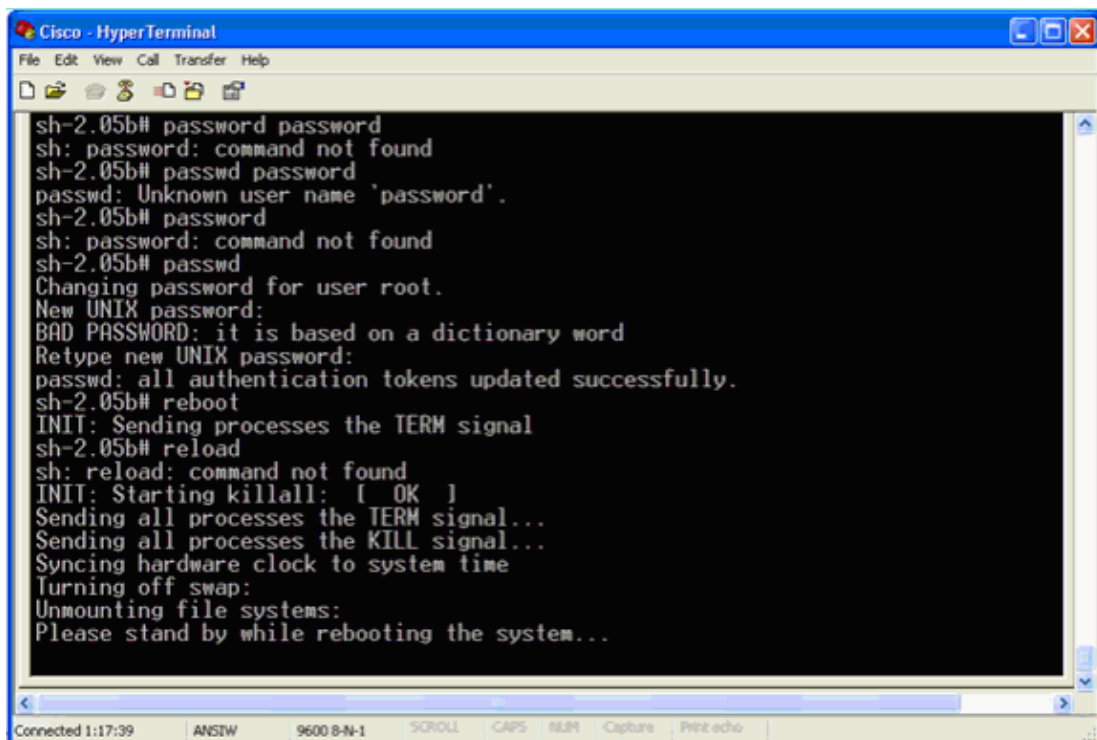
8. You can change the root password with the **passwd** command. Then, enter and confirm the new password.



A screenshot of a Cisco HyperTerminal window. The title bar reads "Cisco - HyperTerminal". The menu bar includes "File", "Edit", "View", "Call", "Transfer", and "Help". The terminal window shows the following text: "INIT: Sending processes the KILL signal", "sh-2.05b# password password", "sh: password: command not found", "sh-2.05b# passwd password", "passwd: Unknown user name 'password'.", "sh-2.05b# password", "sh: password: command not found", "sh-2.05b# passwd", "Changing password for user root.", "New UNIX password:", "BAD PASSWORD: it is based on a dictionary word", "Retype new UNIX password:", "passwd: all authentication tokens updated successfully.", and "sh-2.05b#". The status bar at the bottom shows "Connected 1:16:21", "ANSI", "9600 8-N-1", "SCROLL", "CAPS", "NUM", "Capture", and "Print echo".

```
INIT: Sending processes the KILL signal
sh-2.05b# password password
sh: password: command not found
sh-2.05b# passwd password
passwd: Unknown user name 'password'.
sh-2.05b# password
sh: password: command not found
sh-2.05b# passwd
Changing password for user root.
New UNIX password:
BAD PASSWORD: it is based on a dictionary word
Retype new UNIX password:
passwd: all authentication tokens updated successfully.
sh-2.05b#
```

9. Enter **reboot** at the shell prompt in order to reboot the system.



A screenshot of a Cisco HyperTerminal window. The title bar reads "Cisco - HyperTerminal". The menu bar includes "File", "Edit", "View", "Call", "Transfer", and "Help". The terminal window shows the following text: "sh-2.05b# password password", "sh: password: command not found", "sh-2.05b# passwd password", "passwd: Unknown user name 'password'.", "sh-2.05b# password", "sh: password: command not found", "sh-2.05b# passwd", "Changing password for user root.", "New UNIX password:", "BAD PASSWORD: it is based on a dictionary word", "Retype new UNIX password:", "passwd: all authentication tokens updated successfully.", "sh-2.05b# reboot", "INIT: Sending processes the TERM signal", "sh-2.05b# reload", "sh: reload: command not found", "INIT: Starting killall: [ OK ]", "Sending all processes the TERM signal...", "Sending all processes the KILL signal...", "Syncing hardware clock to system time", "Turning off swap:", "Unmounting file systems:", and "Please stand by while rebooting the system...". The status bar at the bottom shows "Connected 1:17:39", "ANSI", "9600 8-N-1", "SCROLL", "CAPS", "NUM", "Capture", and "Print echo".

```
sh-2.05b# password password
sh: password: command not found
sh-2.05b# passwd password
passwd: Unknown user name 'password'.
sh-2.05b# password
sh: password: command not found
sh-2.05b# passwd
Changing password for user root.
New UNIX password:
BAD PASSWORD: it is based on a dictionary word
Retype new UNIX password:
passwd: all authentication tokens updated successfully.
sh-2.05b# reboot
INIT: Sending processes the TERM signal
sh-2.05b# reload
sh: reload: command not found
INIT: Starting killall: [ OK ]
Sending all processes the TERM signal...
Sending all processes the KILL signal...
Syncing hardware clock to system time
Turning off swap:
Unmounting file systems:
Please stand by while rebooting the system...
```

## Related Information

- [Wireless Location Appliance FAQ](#)
- [Cisco Wireless Location Appliance Getting Started Guide \(Release 5.1 and later\)](#)
- [Cisco Location Appliance Configuration Guide, Release 6.0](#)
- [Wireless Support Page](#)
- [Technical Support & Documentation – Cisco Systems](#)

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