Password Recovery Guide

Last Updated: May 14, 2015

Cisco Systems, Inc.
www.cisco.com

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco website at www.cisco.com/go/offices.

Password Recovery Guide

CONTENTS

Password Recovery for the Cisco Nexus 1000V

This document describes how to recover a lost network administrator password for the Cisco Nexus 1000V.

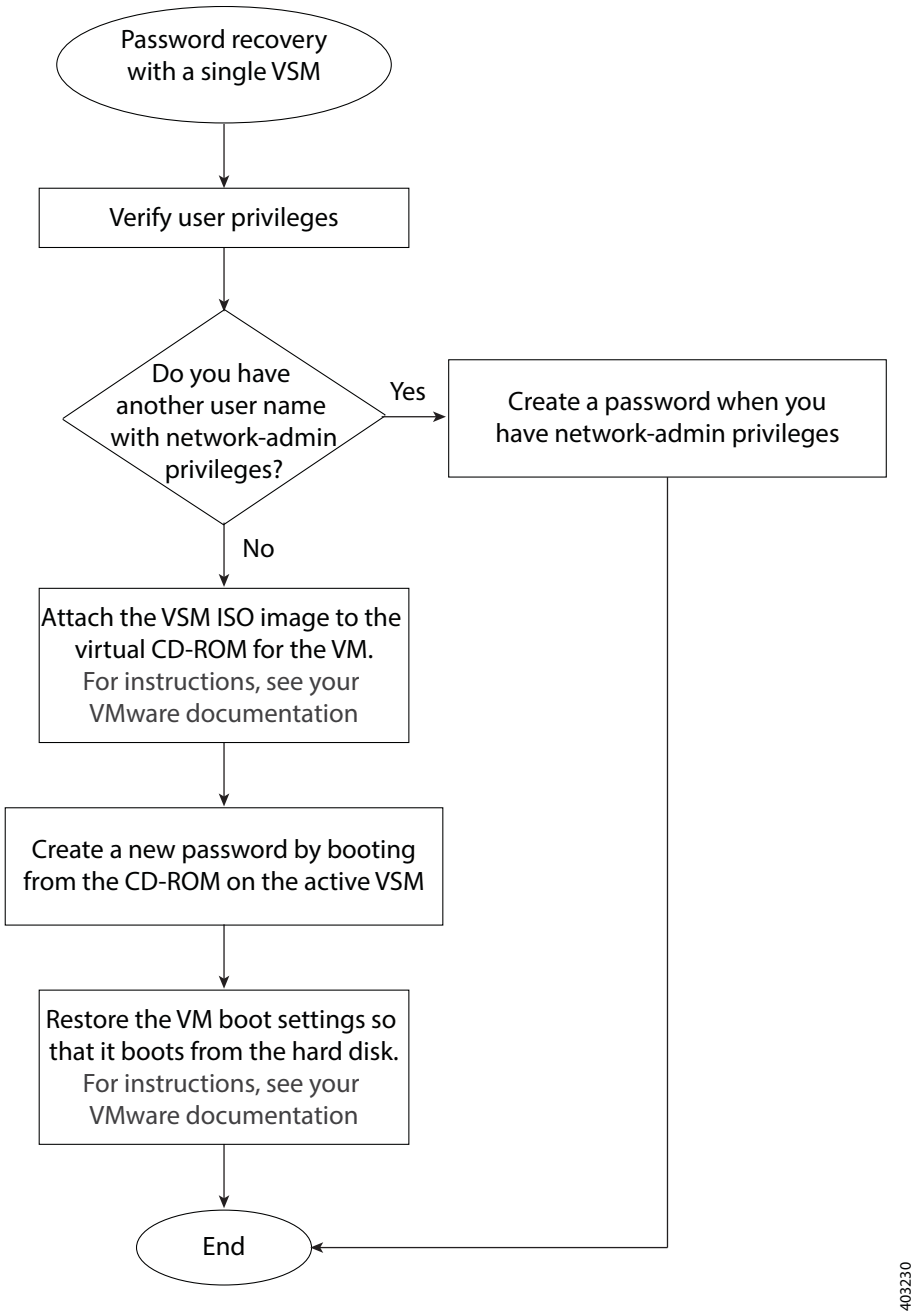
Creating a New Network Administrator Password

This section describes how to recover a lost password. This section includes the following topics:

Flow Chart: Password Recovery with a Single VSM

The following flow chart (see Figure 1-1) is designed to guide you through the password recovery process for a VSM that is not in high availability mode. After completing each procedure, return to the flow chart to make sure that you complete all required procedures in the correct sequence.

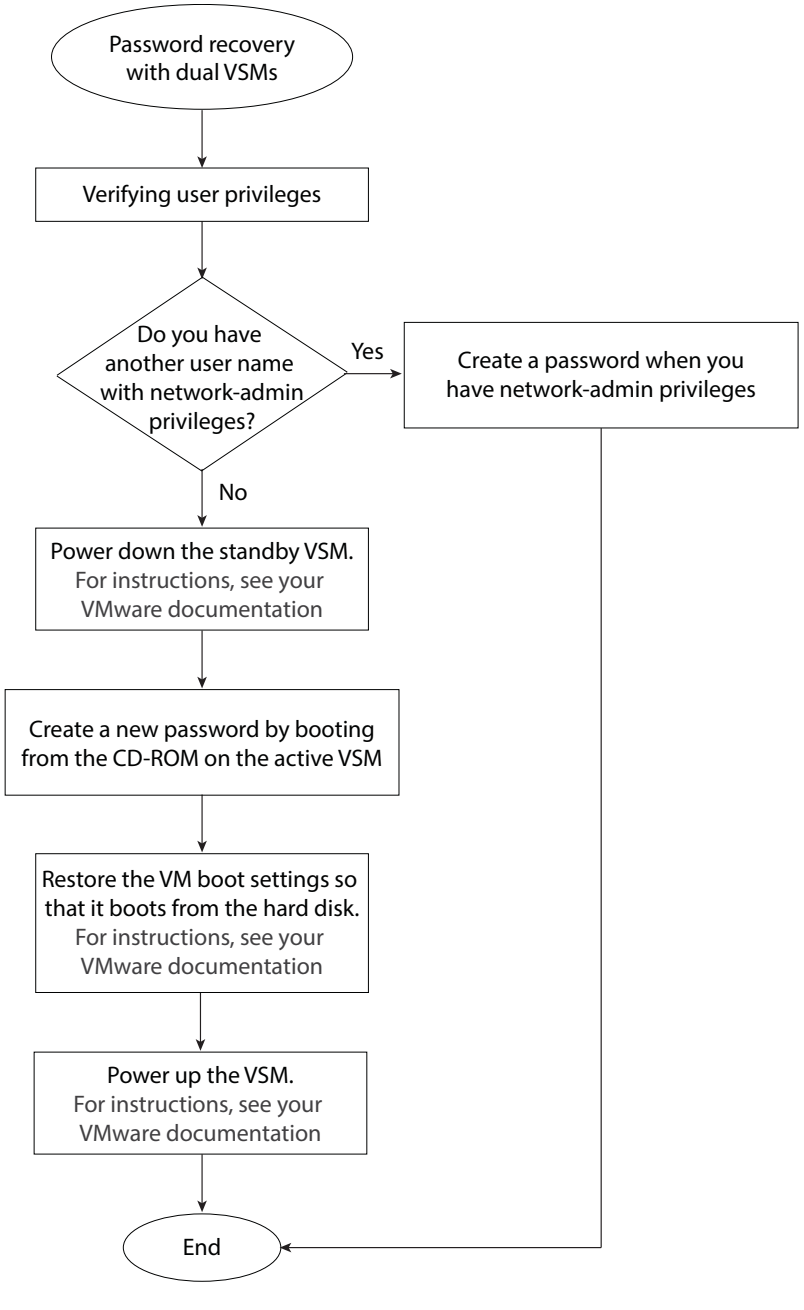
Figure 1-1 Password Recovery with a Single VSM



Flow Chart: Password Recovery with Dual VSMs

The following flow chart (see Figure 1-2) is designed to guide you through the password recovery process for VSMs that are in high availability mode. After completing each procedure, return to the flow chart to make sure you that complete all required procedures in the correct sequence.

Figure 1-2 Password Recovery with Dual VSMs



Verifying User Privileges

You can verify that your username has network admin privileges that let you create a new password.

BEFORE YOU BEGIN

Before beginning this procedure, log in to the CLI in EXEC mode.

DETAILED STEPS

	Command	Purpose

Step 1	**show user-account**
	
	Example:
	`n1000v# show user-account`
	`user:admin`
	`  this user account has no expiry date`
	`  roles:network-admin`
	`user:adminbackup`
	`  this user account has no expiry date`
	`  roles:network-operator`
	`user:test`
	`  this user account has no expiry date`
	`  roles:network-operator`
	`n1000v#`
		Displays usernames and their roles.
		
		Only users with the network-admin role can change the network administrator password.

Creating a Password When You Have Network-Admin Privileges

You can create a network administrator password when you have network-admin privileges.

BEFORE YOU BEGIN

Before beginning this procedure, make sure that:

- You are logged in to the CLI in EXEC mode.
- Your username has network-admin privileges. To verify your privileges, see Verifying User Privileges, page 1-4.

SUMMARY STEPS

1. **config t**
2. **username admin password** *new password*
3. **exit**
4. **copy running-config startup-config**

DETAILED STEPS

	Command	Purpose
Step 1	**config t** **Example:** n1000v# config t n1000v(config)#	Places you into CLI global configuration mode.
Step 2	**username admin password** *<new password>* **Example:** n1000v(config)# username admin password *<new password>*	Changes the network admin password in the running configuration.
Step 3	**exit** **Example:** n1000v(config)# exit n1000v#	Exits global configuration mode and returns you to EXEC mode.
Step 4	**copy running-config startup-config** **Example:** n1000v# copy running-config startup-config	Saves the running configuration persistently through reboots and restarts by copying it to the startup configuration.

Creating a New Password By Booting from the CD-ROM on the Active VSM

You can create a new password if you cannot start a session on the device with a username that has network-admin privileges. In this case, you must create the network administrator password by booting the Cisco Nexus 1000V from the CD-ROM.

BEFORE YOU BEGIN

Before beginning this procedure, make sure that the VM is booting from the CD-ROM. For more information, see your VMware documentation.

Caution This procedure disrupts all traffic on the device. All connections to the device will be lost for 2 to 3 minutes.

Step 1 Power off the VSM.

Step 2 Open the VSM console and map the .iso file.

Step 3 In the **Edit Settings for the VSM** window, under **hardware**, choose **CD/DVD drive** and check the **connect at power on** check box.

Step 4 Under the **Options** tab, choose **Boot Options** and check the **Force BIOS Setup** check box.

Step 5 Power on the VM and change the boot order to boot from the CD-ROM. Press **F10** to save and exit.

Step 6 Choose **Install Nexus 1000V and go to vsh shell**.

```
Install Nexus 1000V and bring up the new image
Install Nexus 1000V and go to vsh shell
Install Nexus 1000V only if the disk is unformatted and bring up new
image
Install Nexus 1000V only if the disk is unformatted and go to vsh shell


      Use the ↑ and ↓ keys to select which entry is highlighted.

Press enter to boot the selected OS, 'e' to edit the commands before
booting, or 'c' for a command line.

Cisco Nexus Operations System (NX-OS) Software
TAC Support: http://www.cisco.com/tac
Copyright (c) 2002-2015, Cisco Systems, Inc. All rights reserved.
The copyrights to certain work contained in this software are owned by
other third parties and used and distributed under license. Certain
components of this software are licensed under the GNU General Public
License (GPL) version 2.0 or the GNU Lesser General Public License
(LGPL) version 2.1. A copy of each such license is available at
http://www.opensource.org/license/gpl-2.0.php and
http://www.opensource.org/license/lgpl-2.1.php

switch (boot)#
```

Note It might take up to 5 minutes for the VM to power on.

Step 7 Create a new password:

```
switch(boot)# config terminal
switch(boot-config)# admin-password new_password
switch(boot-config)# exit
```

Step 8 Load the mz image.

In the following example, the image filename is *nexus-1000v-mz.4.0.4.SV1.1.bin*:

```
switch(boot)# load bootflash:nexus-1000v-mz.4.0.4.SV1.1.bin
load_isanimg: entry
load_isanimg: uri_info:0x80c8460
load_isanimg: type:0x8
Uncompressing system image: bootflash:/nexus-1000v-mz.4.0.4.SV1.1.bin

Load plugins that defined in image conf: /isan/plugin_img/img.conf
Loading plugin 0: core_plugin...

User Access verification
switch login:
```

Step 9 Use the new administrator password to log in to the VSM CLI:

```
User Access Verification
n1000v login: admin
Password:
```

```
Cisco Nexus Operating System (NX-OS) Software
Copyright (c) 2002-2015, Cisco Systems, Inc. All rights reserved.
TAC support: http://www.cisco.com/tac
Copyrights to certain works contained in this software are owned by other third parties
and used and distributed under license. Certain components of this software are licensed
under the GNU General Public License (GPL) version 2.0 or the GNU Lesser General Public
License (LGPL) Version 2.1. A copy of each such license is available at
http:/www.opensource.org/licenses/gpl-2.0.php and
http:/www.opensource.org/licenses/lgpl-2.1.php
n1000v#
```

Step 10 Save the running configuration to the startup configuration so that the new password persists across reboots and restarts:

```
n1000v# copy running-config startup-config
[########################################] 100%
n1000v#
```

Step 11 Using your VMware documentation, restore the VM boot settings so that it boots from the hard disk.

You have completed this procedure and restored the admin user password. If needed, you can create a new password. See Creating a Password When You Have Network-Admin Privileges, page 1-4.

Password Recovery for the Cisco Virtual Security Gateway

This document describes how to recover a lost network administrator password for the Cisco VSG.

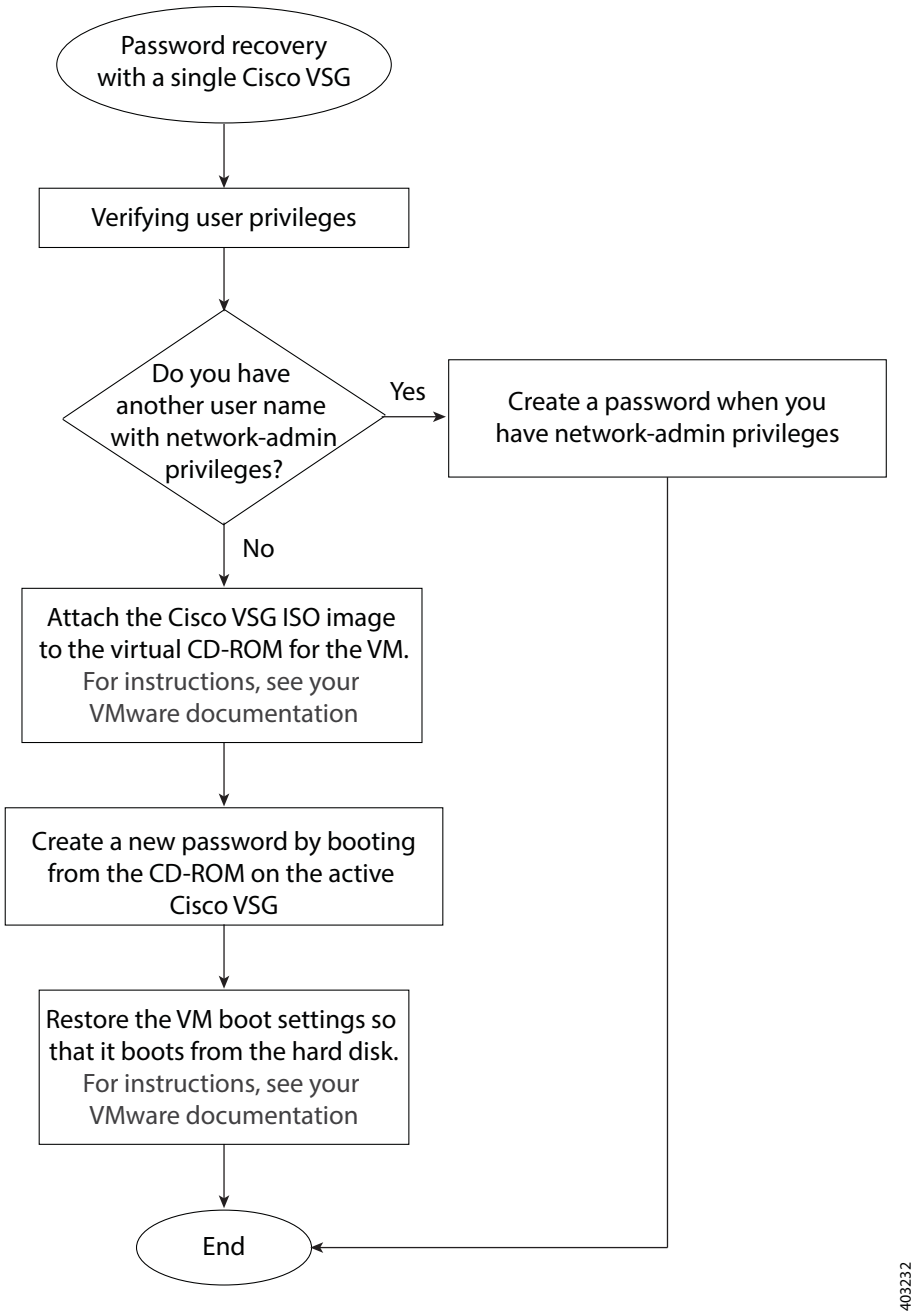
Creating a New Network Administrator Password

This section describes how to recover a lost password. This section includes the following topics:

Flow Chart: Password Recovery with a Single Cisco VSG

The following flow chart (see Figure 2-1) is designed to guide you through the password recovery process for a Cisco VSG that is not in high availability mode. After completing each procedure, return to the flow chart to make sure that you complete all required procedures in the correct sequence.

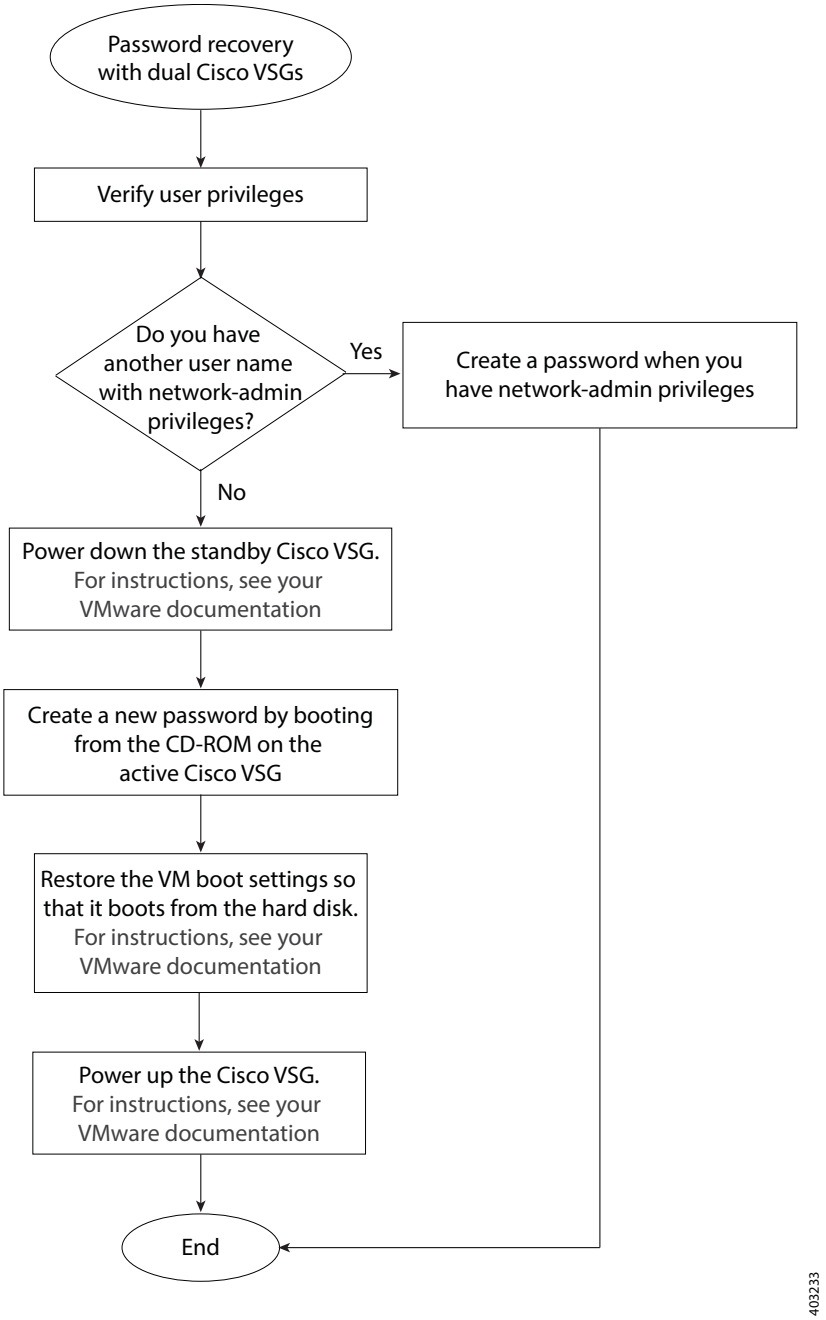
Figure 2-1 Password Recovery with a Single Cisco VSG



Flow Chart: Password Recovery with Dual Cisco VSGs

The following flow chart (see Figure 2-2) is designed to guide you through the password recovery process for Cisco VSGs that are in high availability mode. After completing each procedure, return to the flow chart to make sure you that complete all required procedures in the correct sequence.

Figure 2-2 Password Recovery with Dual Cisco VSGs



Verifying User Privileges

You can verify that your username has network admin privileges that let you create a new password.

BEFORE YOU BEGIN

Before beginning this procedure, log in to the CLI in EXEC mode.

DETAILED STEPS

	Command	Purpose
Step 1	**show user-account** **Example:** vsg# show user-account user:admin this user account has no expiry date roles:network-admin user:adminbackup this user account has no expiry date roles:network-operator user:test this user account has no expiry date roles:network-operator vsg#	Displays usernames and their roles. Only users with the network-admin role can change the network administrator password.

Creating a Password When You Have Network-Admin Privileges

You can create a network administrator password when you have network-admin privileges.

BEFORE YOU BEGIN

Before beginning this procedure, make sure that:

- You are logged in to the CLI in EXEC mode.
- Your username has network-admin privileges. To verify your privileges, see Verifying User Privileges, page 2-4.

SUMMARY STEPS

1. **config t**
2. **username admin password** *new password*
3. **exit**
4. **copy running-config startup-config**

DETAILED STEPS

	Command	Purpose
Step 1	**config t** **Example:** vsg# config t vsg(config)#	Places you into CLI global configuration mode.
Step 2	**username admin password** *<new password>* **Example:** vsg(config)# username admin password *<new password>*	Changes the network admin password in the running configuration.
Step 3	**exit** **Example:** vsg(config)# exit vsg#	Exits global configuration mode and returns you to EXEC mode.
Step 4	**copy running-config startup-config** **Example:** vsg# copy running-config startup-config	Saves the running configuration persistently through reboots and restarts by copying it to the startup configuration.

Creating a New Password By Booting from the CD-ROM on the Active Cisco VSG

You can create a new password if you cannot start a session on the device with a username that has network-admin privileges. In this case, you must create the network administrator password by booting the Cisco Virtual Security Gateway from the CD-ROM.

BEFORE YOU BEGIN

Before beginning this procedure, make sure that the VM is booting from the CD-ROM. For more information, see your VMware documentation.

Caution This procedure disrupts all traffic on the device. All connections to the device will be lost for 2 to 3 minutes.

Step 1 Power off the Cisco VSG.

Step 2 Open the Cisco VSG console and map the .iso file.

Step 3 In the **Edit Settings for the VSG** window, under **hardware**, choose **CD/DVD drive** and check the **connect at power on** check box.

Step 4 Under the **Options** tab, choose **Boot Options** and check the **Force BIOS Setup** check box.

Step 5 Power on the VM and change the boot order to boot from the CD-ROM. Press **F10** to save and exit.

Step 6 Choose **Install Cisco VSG and go to vsh shell**.

```
Install Cisco VSG and bring up the new image
Install Cisco VSG and go to vsh shell
Install Cisco VSG only if the disk is unformatted and bring up new image
Install Cisco VSG only if the disk is unformatted and go to vsh shell

  Use the ↑ and ↓ keys to select which entry is highlighted.

Press enter to boot the selected OS, 'e' to edit the commands before
booting, or 'c' for a command line.

Cisco Nexus Operations System (NX-OS) Software
TAC Support: http://www.cisco.com/tac
Copyright (c) 2002-2015, Cisco Systems, Inc. All rights reserved.
The copyrights to certain work contained in this software are owned by
other third parties and used and distributed under license. Certain
components of this software are licensed under the GNU General Public
License (GPL) version 2.0 or the GNU Lesser General Public License (LGPL)
version 2.1. A copy of each such license is available at
http://www.opensource.org/license/gpl-2.0.php and
http://www.opensource.org/license/lgpl-2.1.php

switch (boot)#
```

Note It might take up to 5 minutes for the VM to power on.

Step 7 Create a new password:

```
switch(boot)# config terminal
switch(boot-config)# admin-password new_password
switch(boot-config)# exit
```

Step 8 Load the Cisco VSG image.

In the following example, the image filename is *nexus-1000v.5.2.1.VSG2.1.2c.bin*:

```
switch(boot)# load bootflash:nexus-1000v.5.2.1.VSG2.1.2c.bin
Uncompressing system image: bootflash:/nexus-1000v.5.2.1.VSG2.1.2c.bin

Load plugins that defined in image conf: /isan/plugin_img/img.conf
Loading plugin 0: core_plugin...

User Access verification
switch login:
```

Step 9 Use the new administrator password to log in to the Cisco VSG CLI:

```
User Access Verification
vsg login: admin
Password:
Cisco Nexus Operating System (NX-OS) Software
Copyright (c) 2002-2015, Cisco Systems, Inc. All rights reserved.
TAC support: http://www.cisco.com/tac
Copyrights to certain works contained in this software are owned by other third parties
and used and distributed under license. Certain components of this software are licensed
under the GNU General Public License (GPL) version 2.0 or the GNU Lesser General Public
License (LGPL) Version 2.1. A copy of each such license is available at
http:/www.opensource.org/licenses/gpl-2.0.php and
http:/www.opensource.org/licenses/lgpl-2.1.php
```

```
vsg#
```

Step 10 Save the running configuration to the startup configuration so that the new password persists across reboots and restarts:

```
vsg# copy running-config startup-config
[########################################] 100%
vsg#
```

Step 11 Using your VMware documentation, restore the VM boot settings so that it boots from the hard disk.

You have completed this procedure and restored the admin user password. If needed, you can create a new password. See Creating a Password When You Have Network-Admin Privileges, page 2-4.

Password Recovery for the Cisco Nexus Cloud Services Platform

This document describes how to recover a lost network administrator password.

Creating a New Network Administrator Password

This section describes how to recover a lost password. This section includes the following topics:

Booting into Run Level 1

DETAILED STEPS

Step 1 Log in to the serial console using the CIMC IP address with the admin account and password:

```
ssh admin@x.x.x.x
```

Step 2 After logging in, enter the **connect host** command:

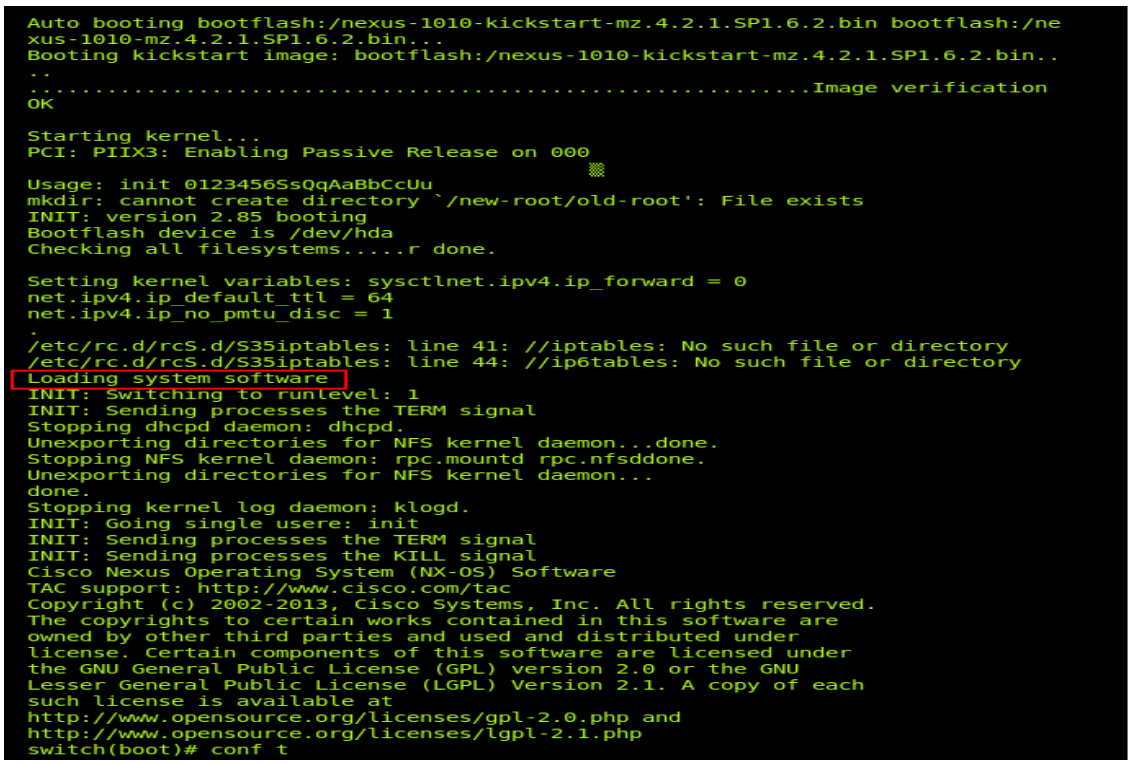
```
#connect host
```

Step 3 Reload the system or power cycle the system from the CIMC console.

The system brings up the nexus-1010-kickstart binary.

Step 4 Figure 3-1 displays the following message.

Figure 3-1 Loading System Software Message



After several seconds, the message “Loading system software” displays. After the message is displayed, use the key combination **Ctrl +]**.

Step 5 An INIT run-level switch begins. You should see the message “INIT: Switching to runlevel:1.” Wait for several seconds until the system stabilizes at the **switch(boot)#** prompt:

```
switch(boot)#
```

Step 6 Enter the **admin-password** command to set the new password to the user *admin*:

```
admin-password
Example:
switch(boot)# configure terminal
switch(boot)(config)# admin-password <enter_new_password_here>
switch(boot)(config)# end
switch(boot)# dir bootflash:
switch(boot)# load <system image file>
```

Creating a Password for the Admin User in the Cloud Services Platform

You can create a network administrator password when you have network-admin privileges.

BEFORE YOU BEGIN

Before beginning this procedure, make sure that:

- Only one Cisco Nexus 1010 is up inside a high availability pair, and change the password on that device.

- You are logged in to the **switch(boot)#** in EXEC mode.
- Your username has network-admin privileges.

SUMMARY STEPS

1. **configure terminal**
2. **admin-password** *'enter_new_ password_here'*
3. **end**
4. **Load the system image**
   a. **dir bootflash:**
   b. **load 'system image'**

DETAILED STEPS

	Command	Purpose
Step 1	**config t** **Example:** switch(boot)# config t switch(boot)(config)#	Places you into CLI global configuration mode.
Step 2	**admin-password** *<new_password>* **Example:** switch(boot)(config)# *admin-password new_password*	Changes the network admin password in the running configuration.
Step 3	**exit** **Example:** switch(boot)(config)# end switch(boot)#	Exits global configuration mode and returns you to EXEC mode.
Step 4	**copy running-config startup-config** **Example:** switch(boot)# switch(boot)# dir bootflash: switch(boot)#load bootflash:system_image	Saves the running configuration persistently through reboots and restarts by copying it to the startup configuration.