



Password Information

This appendix provides information on the usage of passwords during Common Services installation.

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Password Rules for New Installation

The following rules apply for a new installation:

- In Typical mode, admin and System Identity Account passwords are mandatory. Installation program generates guest, casuser, and database passwords randomly.
- In Custom mode, admin, guest, System Identity Account, and database passwords are mandatory. You can chose to enter casuser password or the installation program generates it randomly.

Password Rules for Upgrade Installation

The following rules apply for upgrade:

- In Typical mode, System Identity Account password is mandatory. The installation program retains passwords for admin, casuser, guest, and database.
- In Custom mode, System Identity Account password is mandatory. You can choose to enter admin, guest, and database passwords or retain the existing passwords. You can choose to enter casuser password or the installation program generates it randomly.

Password Rules for Re-installation

The following rules apply for re-installation:

- In Typical mode, the installation program retains passwords for admin, casuser, guest, and database.
- In Custom mode, you can choose to enter admin, guest, and database passwords or retain the existing passwords. You can choose to enter casuser password or the installation program generates it randomly.

CiscoWorks Admin Password

While entering the CiscoWorks Admin passwords, use a minimum of five characters.

System Identity Account Password

While entering the System Identity Account Passwords, use a minimum of five characters.

In a multi-server environment, you must configure all systems part of your multiserver setup with the same System Identity Account password.

CiscoWorks Guest Password

While entering CiscoWorks Guest passwords, use a minimum of five characters.

CiscoWorks Common Services Database Password

While entering CiscoWorks Common Services Database passwords:

- Use a minimum of five characters and a maximum of 15 characters.
- Do not start the password with a number.
- Do not insert spaces between characters.

Changing CiscoWorks Admin Password

You can change your CiscoWorks Admin password by using the CiscoWorks user password recovery utility, if you want to change it.

To change the ciscoworks Admin password:

Step 1 Stop the CiscoWorks Server Daemon Manager by entering:

```
net stop crmdmgt
```

Step 2 Go to *NMSROOT*\bin directory and enter:

```
NMSROOT\bin\resetpasswd username
```

A message appears:

```
Enter new password for username:
```

Step 3 Enter the new password for *username*

Step 4 Start the CiscoWorks Server Daemon Manager by entering:

```
net start crmdmgt
```

Changing casuser Password

You can change the casuser password using resetCasuser.exe.

To change the casuser password, do the following:

Step 1 At the command prompt, enter:

```
NMSROOT\setup\support\resetCasuser.exe
```

You are provided with three options:

1. Randomly generate the password
2. Enter the password
3. Exit.

Step 2 Enter **2**, and press **Enter**.

It prompts you to enter the password.

Step 3 Confirm the password.

You must know the password policy. If the password entered does not match the password policy, it exits.
