

# Troubleshooting Errors in Network Side Login and Telnet to the Cisco 675 CPE

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## Questions

### Introduction

I cannot Telnet or log in to the Cisco 675 from the network (WAN) side. Why?

Why do I get this error when I Telnet from the network (WAN) side of the Cisco 675?

```
Access-6400-NRP1#telnet 10.10.33.2 Trying 10.10.33.2 ... Open Connection
refused, password not set. configure password via serial port to proceed.
[Connection to 10.10.33.2 closed by foreign host] Access-6400-NRP1#
```

How do I remove the EXEC and enable passwords?

What should I do when I Telnet and I see this display? Access-6400-NRP1#telnet 10.10.33.2  
Trying 10.10.33.2 ...

### Related Information

## Introduction

This document lists questions and answers about errors that can occur when you log in or Telnet to a Cisco 675 Customer Premises Equipment (CPE).

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

### Q. I cannot Telnet or log in to the Cisco 675 from the network (WAN) side. Why?

A. Verify that the interface is trained, open, and that there are no hardware problems on the Cisco 675, digital subscriber line access multiplexer (DSLAM), or the network that connects them.

1. Make sure the Cisco 675 Wan0-0 interface is trained.

```
cbos#show int
          IP Address      Mask
eth0      10.10.33.2      255.255.255.0
vip0      0.0.0.0              255.255.255.0
vip1      0.0.0.0              255.255.255.0
vip2      0.0.0.0              255.255.255.0
wan0      Physical Port: Not Trained
Dest      IP Address      Mask
wan0-0    10.1.1.1            255.255.255.255
```

```
cbos#
```

2. Make sure the Cisco 675 Wan0-0 interface is not in a closed state.

```
cbos#show int wan0-0
WAN0-0 ATM Logical Port
PVC (VPI 1, VCI 1) is configured.
ScalaRate set at 1088 Kbps
AAL 5          UBR Traffic
RFC1483 State: CLOSED
```

*!--- The virtual circuit is closed.*

```
Local MRU: 2048
RFC1483 Tx: 2563
RFC1483 Rx: 1603807
CDP Packets: 0
Number of Spantree Packets: 0
Number of Unknown Packets: 0
IP Port Enabled
```

If the interface is closed, open it then verify that the state changed.

```
cbos#set int wan0-0 open
Opening connection wan0-0

cbos#show int wan0-0
WAN0-0 ATM Logical Port
PVC (VPI 1, VCI 1) is open.
ScalaRate set at 1088 Kbps
AAL 5 UBR Traffic
RFC1483 State: OPENED
Local MRU: 2048
RFC1483 Tx: 66
RFC1483 Rx: 215
CDP Packets: 0
Number of Spantree Packets: 0
Number of Unknown Packets: 0
IP Port Enabled
```

If the interface fails to open and trainup, then issue **write** and **reboot** commands.

**Q. Why do I get this error when I Telnet from the network (WAN) side of the Cisco 675? Access-6400-NRP1#telnet 10.10.33.2 Trying 10.10.33.2 ... Open Connection refused, password not set. configure password via serial port to proceed. [Connection to 10.10.33.2 closed by foreign host] Access-6400-NRP1#**

**A.** You need a password to use Telnet, TFTP, HTTP or Syslog on the Cisco 675. Assign an EXEC password to the Cisco 675. Complete these steps:

1. Issue the **show run** command.

```
cbos#show run
[[ PPP Device Driver = Section Start ]]
PPP Port User Name = 00, username
PPP Port User Password = 00, password
PPP Port Option = 00, IPCP,IP Address,3,Auto,Negotiation Not
Required,Negotiable,IP,0.0.0.0
[[ IP Routing = Section Start ]]
IP Port Remote Address = 01, 10.1.1.1
IP NAT = enabled
IP Port Address = 00, 10.10.33.2
[[ Spanning Tree = Section Start ]]
MAC Bridge Management = enabled
MAC Bridge = enabled, rfc1483
[[ CBOS = Section Start ]]
NSOS 1483 Routing = enabled
[[ DHCP = Section Start ]]
DHCP Relay = disabled
[[ ATM WAN Device Driver = Section Start ]]
ATM WAN Virtual Connection Parms = 00, 1, 1, 0
```

2. Set the EXEC password.

```
cbos#set password exec <password>
```

```
Exec Password Change Successful!
```

3. Issue the **show run** command again to verify that the EXEC password was assigned.

```
cbos#show run
[[ PPP Device Driver = Section Start ]]
PPP Port User Name = 00, username
PPP Port User Password = 00, password
PPP Port Option = 00, IPCP,IP Address,3,Auto,Negotiation Not
Required,Negotiable,IP,0.0.0.0
[[ IP Routing = Section Start ]]
IP Port Remote Address = 01, 10.1.1.1
IP NAT = enabled
IP Port Address = 00, 10.10.33.2
[[ Spanning Tree = Section Start ]]
MAC Bridge Management = enabled
MAC Bridge = enabled, rfc1483
[[ CBOS = Section Start ]]
NSOS 1483 Routing = enabled
NSOS Root Password = n_qqumpb

!--- Note the password assignment.

[[ DHCP = Section Start ]]
DHCP Relay = disabled
[[ ATM WAN Device Driver = Section Start ]]
ATM WAN Virtual Connection Parms = 00, 1, 1, 0
```

**Note:** If you set an EXEC password, you should also set an enable password. Otherwise, you will be at a security risk. This is also true for the Cisco 675 console port.

4. Set the enable password.

```
cbos#set password enable <password>
```

```
Enable Password Change Successful!
```

5. Issue the **show run** command again to verify that the enable password was assigned.

```
cbos#show run
[[ PPP Device Driver = Section Start ]]
PPP Port User Name = 00, username
PPP Port User Password = 00, password
PPP Port Option = 00, IPCP,IP Address,3,Auto,Negotiation Not
Required,Negotiable,IP,0.0.0.0
[[ IP Routing = Section Start ]]
IP Port Remote Address = 01, 10.1.1.1
IP NAT = enabled
IP Port Address = 00, 10.10.33.2
[[ Spanning Tree = Section Start ]]
MAC Bridge Management = enabled
MAC Bridge = enabled, rfc1483
[[ CBOS = Section Start ]]
NSOS 1483 Routing = enabled
NSOS Root Password = n_qqumpb
NSOS Enable Password = n_qqumpb

!--- Note the enable password assignment.

[[ DHCP = Section Start ]]
DHCP Relay = disabled
[[ ATM WAN Device Driver = Section Start ]]
```

ATM WAN Virtual Connection Parms = 00, 1, 1, 0

## Q. How do I remove the EXEC and enable passwords?

A. Issue the **set password clear enable** and **set password clear exec** commands, and then issue a **show run** command to verify that the passwords were cleared.

```
cbos#set password clear enable
Enable Password Cleared

cbos#set password clear exec
Exec Password Cleared

cbos#show run
[[ PPP Device Driver = Section Start ]]
PPP Port User Name = 00, username
PPP Port User Password = 00, password
PPP Port Option = 00, IPCP,IP Address,3,Auto,Negotiation Not
Required,Negotiable,IP,0.0.0.0
[[ IP Routing = Section Start ]]
IP Port Remote Address = 01, 10.1.1.1
IP NAT = enabled
IP Port Address = 00, 10.10.33.2
[[ Spanning Tree = Section Start ]]
MAC Bridge Management = enabled
MAC Bridge = enabled, rfc1483
[[ CBOS = Section Start ]]
NSOS 1483 Routing = enabled
NSOS Enable Password =
NSOS Root Password =

!--- Note that the passwords are cleared.

[[ DHCP = Section Start ]]
DHCP Relay = disabled
[[ ATM WAN Device Driver = Section Start ]]
ATM WAN Virtual Connection Parms = 00, 1, 1, 0
```

## Q. What should I do when I Telnet and I see this display?

**Access-6400-NRP1#telnet 10.10.33.2 Trying 10.10.33.2 ...**

A. If the Cisco 675 is in bridging mode, you must turn on bridging management.

```
cbos#set bridging managment enabled
You must use "write" then reboot for changes to take effect.
cbos#write
NVRAM written.

cbos#reboot
Hello!
Expanding CBOS image...
CBOS v2.2.0.000

User Access Verification
Password:
```

In order to turn off bridging management:

```
cbos#set bridging managment disabled
You must use "write" then reboot for changes to take effect.
cbos#write
NVRAM written.
```

```
cbos#reboot
Hello!
Expanding CBOS image...
CBOS v2.2.0.000

User Access Verification
Password:
```

## Related Information

- **Asymmetric Digital Subscriber Line (ADSL) Support Pages**
  - **Technical Support & Documentation – Cisco Systems**
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