

# Password Recovery for Cisco Prime Infrastructure (Virtual Machines Only)

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## Introduction

This document describes how to recover (that is, reset) admin passwords on Cisco Prime Infrastructure servers. It applies to Cisco Prime Infrastructure version 1.2 and later. The procedure given here is for servers installed as virtual machines (OVAs) on customer-provided hardware only. [There is a separate procedure for appliances](#) .

## Step-by-Step Procedure

This procedure explains how to reset the Cisco Prime Infrastructure server administrator password on OVAs installed on customer hardware. Note that you must have a copy of the installation ISO image appropriate for your version of the software, and this image must be bootable from your VMware server, before you can reset the administrator password. These steps incorporate a simple procedure in order to meet this requirement.

1. Before you attempt to recover the administrator password, you must have a copy of the installation ISO image appropriate for the version of Cisco Prime Infrastructure that you use. Cisco Prime Infrastructure ISO image files have the format `PI-VA-version.iso`, where `version` is the version number of the product. For example: If you use the latest version of Cisco Prime Infrastructure version 3.1, you should have a copy of the ISO image file `PI-VA-3.1.0.0.132.ova`. If you do not have a copy of the ISO image, you can download it from Cisco.com, as follows: Point your browser to <https://software.cisco.com/download/navigator.html>. Use the Find box to search for **Cisco Prime Infrastructure**. From the results list, choose the software version you use (for example, Cisco Prime Infrastructure 3.1). Choose **Prime Infrastructure Software** in order to display the list of ISOs and other downloadable image files for that software version. Download the ISO image from the page.
2. Once you have a copy of the ISO image, upload it to a datastore on your virtual machine as follows. If you do not have access to the vSphere inventory, Datastores, or Objects functions, consult your VMware administrator. You should also not access ESX directly from the vSphere client. In the vSphere inventory, click **Datastores**. On the Objects tab, choose the datastore to which you will upload the file. Click the **Navigate to the datastore file browser** icon. If needed, click the **Create a new folder** icon and create a new folder. Select the folder that you created or select an existing folder, and click the **Upload a File** icon. If the Client Integration Access Control dialog box appears, click **Allow** in order to allow the plug-in to access your operating system and proceed with the file upload. On the local computer, find

the file and upload it.Refresh the datastore file browser in order to see the uploaded file in the list.

3. With the ISO image uploaded to a datastore, make it the default boot image as follows:With the VMware vSphere client, right-click the deployed OVA and choose **Power > Shut down guest**.Choose **Edit Settings > Hardware**, then choose **CD/DVD drive 1**.Under Device Type, choose **Datastore ISO File**, then use the **Browse** button in order to select the ISO image file you uploaded to the datastore.Under Device Status, choose **Connect at power on**.Click the **Options** tab and choose **Boot Options**. Under Force BIOS Setup, choose **Next time VM boots, force entry into BIOS setup Screen**. This forces a boot from the virtual machine BIOS when you restart the virtual machine.Click **OK**.In the VMware vSphere client, right-click the deployed OVA and choose **Power > Power On**.In the BIOS setup menu, find the option that controls the boot order of devices and move **DVD/CDROM** to the top.
4. Follow these steps in order to reset the Cisco Prime Infrastructure server admin password:Save your BIOS settings and exit the BIOS setup menu. The virtual machine boots from the ISO image and displays a list of boot options.Enter **3** if you use the keyboard and monitor in order to access the OVA, or **4** if you access via console. The vSphere client displays a list of Admin user names.Enter the number shown next to the admin username for which you want to recover the password.Enter the new password and verify it with a second entry.Enter **Y** in order to save your changes and reboot.Once the VM has rebooted: In the vSphere client, click the CD icon and choose **Disconnect ISO image**.Try to log in with your new administrator password. You should be able to log in successfully.

## Related Information

- [Cisco Prime Infrastructure Support](#)
- [Technical Support & Documentation - Cisco Systems](#)