

Remote Expert Mobile-Reset Web Gateway Admin Password

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Introduction

Following Article provides information on the process to reset Web Gateway Admin Password

Prerequisites

Remote Expert Mobile Environment deployed and working

Requirements

Cisco recommends that you have knowledge of these topics:

- Remote Expert Mobile

Components Used

Information in this article is based on Remote Expert Mobile web gateway admin password

Problem

If the administrator username and/or password have been forgotten then they can be reset to the defaults by setting a system property, which will reset the credentials on the next login attempt.

Solution

For HA cluster stop all secondary nodes before following below steps on the primary. After resetting the password on the primary node, secondary nodes can be restarted.

To reset credentials:

On Primary Node -- ssh to root level and navigate to
/opt/cisco/xx.x.x.x/REAS/domain/configuration directory

Open fas.properties file using any editor such as "vi"

Add system property

```
appserver.admin.password.reset=true
```

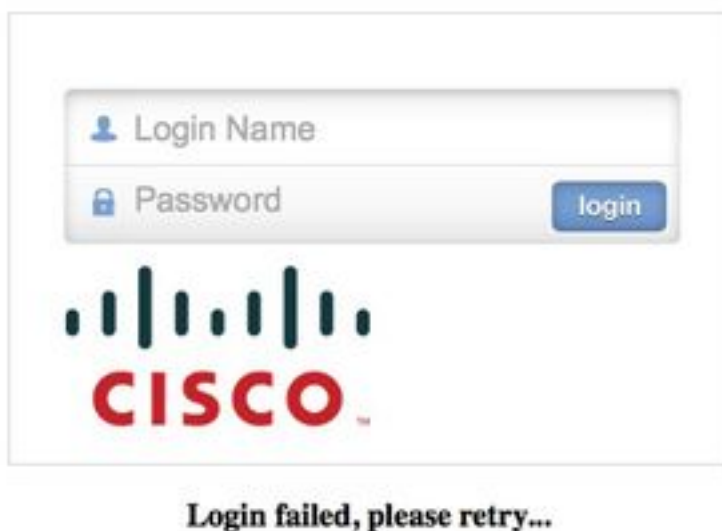
save fas.properties file

Restart REAS service on Primary Node

```
service reas restart
```

Open a new web browser and navigate to the web administrative interface at
https://<ip_address>:8443/web_plugin_framework/webcontroller/ Where <ip_address> is the
Remote Expert Mobile Application Server IP address (If the Web Plugin Framework is not
available please use https://<ip_address>:9990/ for the REAS web console).

Login with defaults which will fail with below error



Navigate to Primary node and Remove, or comment out the system property
"appserver.admin.password.reset=true" configured above
in opt/cisco/xx.x.x.x/REAS/domain/configuration/ fas.properties file.

Restart REAS service on Primary Node

```
service reas restart
```

Login will be re-enabled on the web administrative interface and the credentials reset to the default values.



Note: The default log-in details should be changed after the first login

Refer to Install and Configuration guide section [Remote Expert Mobile Web Administration Console](#) for details to login to Web Console

Information to change Passwords via CLI can be referred from section [Changing the Administrator Password](#)

If above instructions do not reset Administrator password follow below instructions:

Note: If you have an HA cluster, then you must stop all the secondary nodes before following below steps on the primary. After resetting the password on the primary node, the secondary nodes can be restarted.

- Open a web browser and navigate to the Remote Expert Application Server Management Console at https://<ip_address>:9990/
- Where <ip_address> is the Remote Expert Application Server IP address and Login with default credentials (administrator/administartor)
- Click Server (top right) > Server Groups. The Server Groups page displays:
- In the Available Group Configurations list, select main-server-group

Host: master-prod-fusionwe...

Server

Server Configurations

Server Groups

Host Settings

JVM Configurations

Interfaces

Host Properties

Group Configurations

Server Groups

A Server Group does specify a common management policy for a set of servers. Server Groups are associated with profiles.

Available Group Configurations

Add Remove

Group Name	Profile
lb-server-group	lb
main-server-group	ha
mgmt-server-group	management

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Attributes JVM Configuration System Properties

Add

Key	Value	Boot-Time?	Option
saltedPasswordHashPBKDF2WithHmacSHA1	srZgdXaJA++0gXv1dzSD03zRvCQ=	true	Remove
sips.identity.group	main-server-group	true	Remove
sips.trust.group	default-trust	true	Remove
wpf.gateway.rest.host	prod-fusionweb.thrupoint.com	true	Remove
wpf.gateway.rest.url	http://prod-fusionweb.thrupoint.com:8080	true	Remove

- To add the new system property, select the System Properties tab and click Add. The Create System Property dialog displays.

Create System Property

Name:

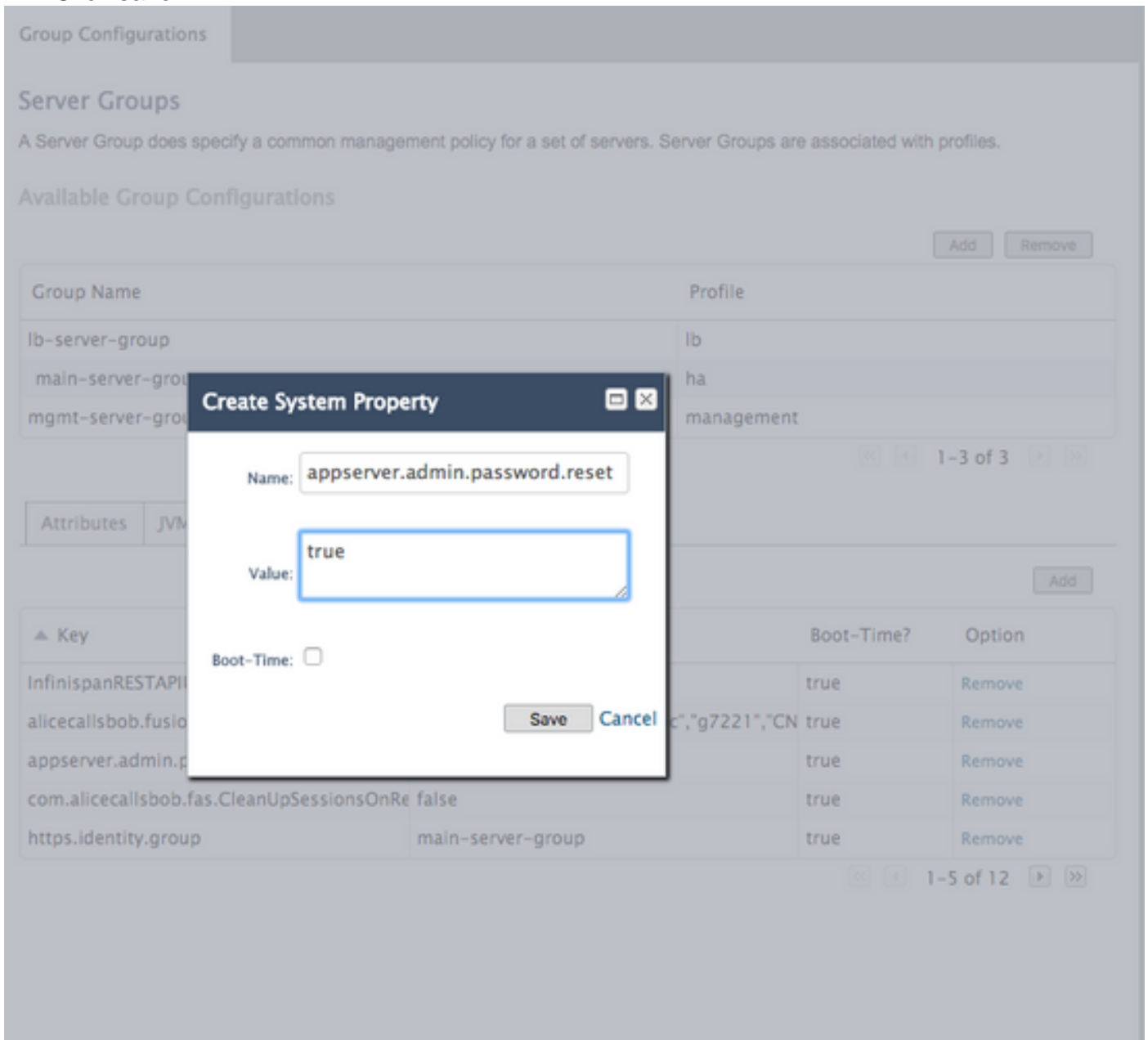
Value:

Boot-Time: ☐

Save Cancel

- In the Name field, enter appserver.admin.password.reset

- In the Value field, enter true
- Click save



Login is now disabled on the web administrative interface and the next login attempt, regardless of the credentials entered, will reset the credentials to the defaults and reset the failed login counter to zero. But, LOGIN will fail!

- Open a new web browser and navigate to the web administrative interface at https://<ip_address>:8443/web_plugin_framework/webcontroller/ Where <ip_address> is the Remote Expert Application Server IP address.
- Click login.
- From Remote Expert Application Server Management Console window click Remove in the row containing the system property appserver.admin.password.reset

Server Groups

A Server Group does specify a common management policy for a set of servers. Server Groups are associated with profiles.

Available Group Configurations

Add

Remove

Group Name	Profile
lb-server-group	lb
main-server-group	ha
mgmt-server-group	management

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Attributes

JVM Configuration

System Properties

Add

Key	Value	Boot-Time?	Option
InfinispanRESTAPIUnlockTime		true	Remove
alicecallsbob.fusion.web.gateway.configurat	{"bannedCodecs":["G722","ilbc","g7221","CN	true	Remove
appserver.admin.password.reset	true	false	Remove
appserver.admin.password.validation.regex	\p{Graph}+	true	Remove
com.alicecallsbob.fas.CleanUpSessionsOnRe	false	true	Remove

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- Login is now re-enabled on the web administrative interface and the credentials reset to the default values. **Note:** The default log-in should be changed after the first login.
- You should now be able to login in with default credentials. If you receive a web syntax error reset the url to `https://<ip_address>:8443/web_plugin_framework/webcontroller/` (remove the security check part).