

Fix Threat Grid Appliance Initial Setup Issue

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Introduction

This document describes the process to resolve the error that prevents to finish the initial set up process of Threat Grid Appliance.

Requirements

Cisco recommends that you have knowledge of these topics:

- Threat Grid Appliance command line
- Threat Grid Appliance GUI

Components Used

The information in this document is based on these software and hardware versions:

- TG-M5-K9
- 2020.04.20210327T023915.srclang.cd88b2c098bc.rel

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background information

When you do not change the Admin password after you first boot up the appliance, you notice that you are not able to finalize the setup process. This is because the first time you boot up the appliance you must change the initial Admin password before to continue with the configuration because the initial Admin password was generated randomly during the pre-ship Threat Grid Appliance installation and is visible as plain text in the Admin UI.

Problem

Issue is with this specific output line: /tmp/go_templates.oIICo/dest!/post-run/00-setup-database:
line 35: /data/config/postgres/face-admin-initial-pwhash: No such file or directory.

Output log

From the logs via support session, you see this error message at the bottom line:

```
[CISCO SYSTEMS INTERNATIONAL BV] [root@QWE240123P5 5EFGA8Q1-FD34-67B3-B162-C238E9A2E932.cj]# tail stdout
>f+++++++ data/postgresql/pg_hba.conf === Running late script from 60-appliance-config.gomplate.d: 00-setup-database
systemctl start tg-database Waiting for tg-database to be ready... Checking that database server authentication is configured...
systemctl start postgres-password-enforcement.service Running database schema creation...
/tmp/go_templates.oIICo/dest!/post-run/00-setup-database: line 35: /data/config/postgres/face-
admin-initial-pwhash: No such file or directory
```

Solution

To resolve the issue, perform the steps as follows:

Step 1. From the Threat Grid Appliance Admin UI. Navigate to > Configuration>Change Password

Step 2. Change the password of the OpAdmin

Step 3. Finish the wizard install process.

Related Information

[Change Admin Password](#)