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Introduction

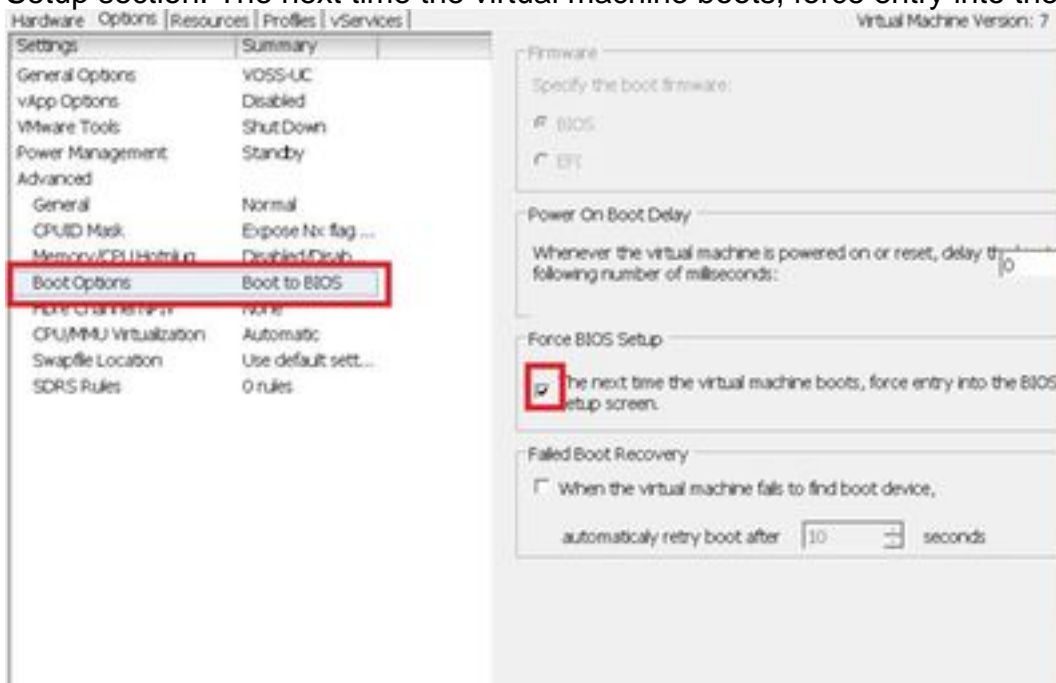
This document describes how to reset the Cisco UCDM platform password if you forget the password and you are not able to access the CLI via platform user.

Password Recovery Procedure

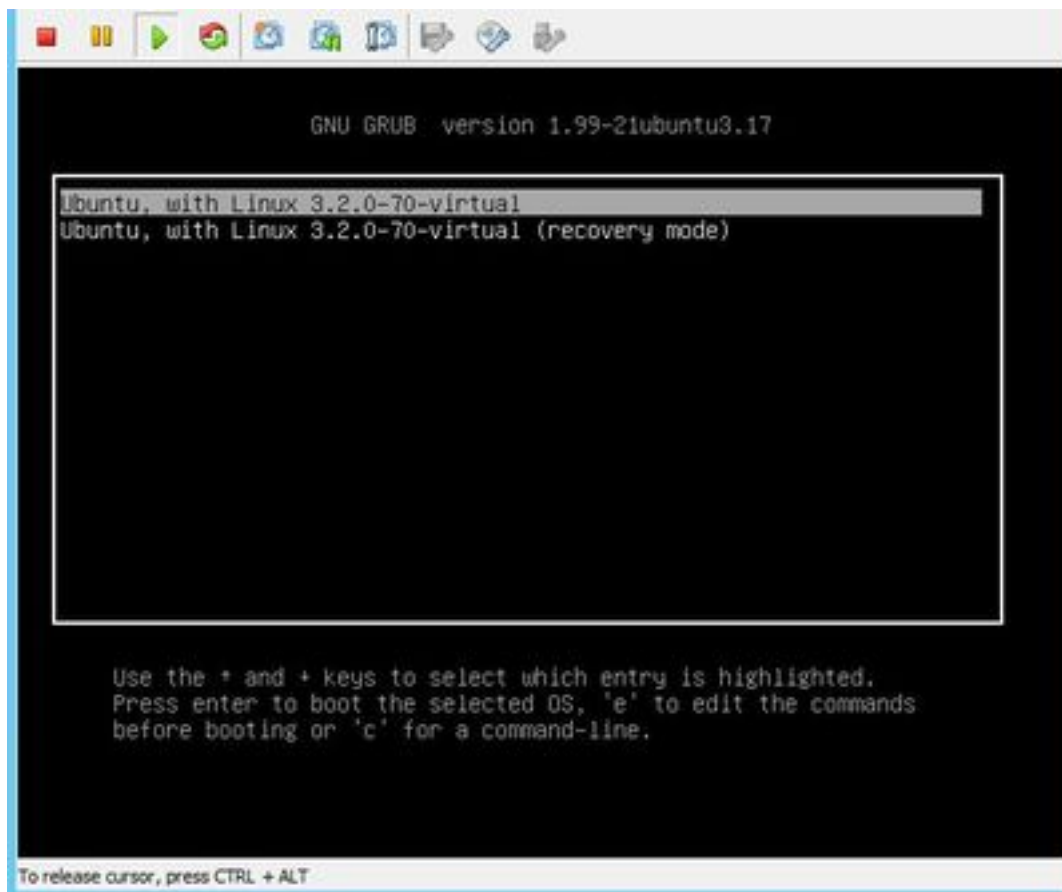
This section describes the Cisco UCDM Password Recovery Procedure.

Note: This procedure is applicable only to CUCDM 10.1.x and 10.6 GRUB version 1.99-21ubuntu3.17 and 3.18.

1. Disable connections, if possible, by way of disabling network. This ensures that transactions are not lost.
2. Log in to VMWare and choose the Cisco UCDM Virtual Machine (VM).
3. Right-click the VM and choose **Edit Settings**.
4. Click the **Options** tab, choose **Boot Options** and check the check box in the Force BIOS Setup section. The next time the virtual machine boots, force entry into the BIOS.



5. Open the Cisco UCDM display (Launch Virtual Machine Console).
6. Click the reboot button (Restart Guest).
7. The VM enters in BIOS and exits from the BIOS without making any changes. (The next step needs to be performed quickly before the system boot).
8. Press **e** on the Grub boot console.



9. Navigate to the second to the last line, which starts with linux.



10. Navigate to the end of the line to 'init=/bin/bash' as shown in this image.

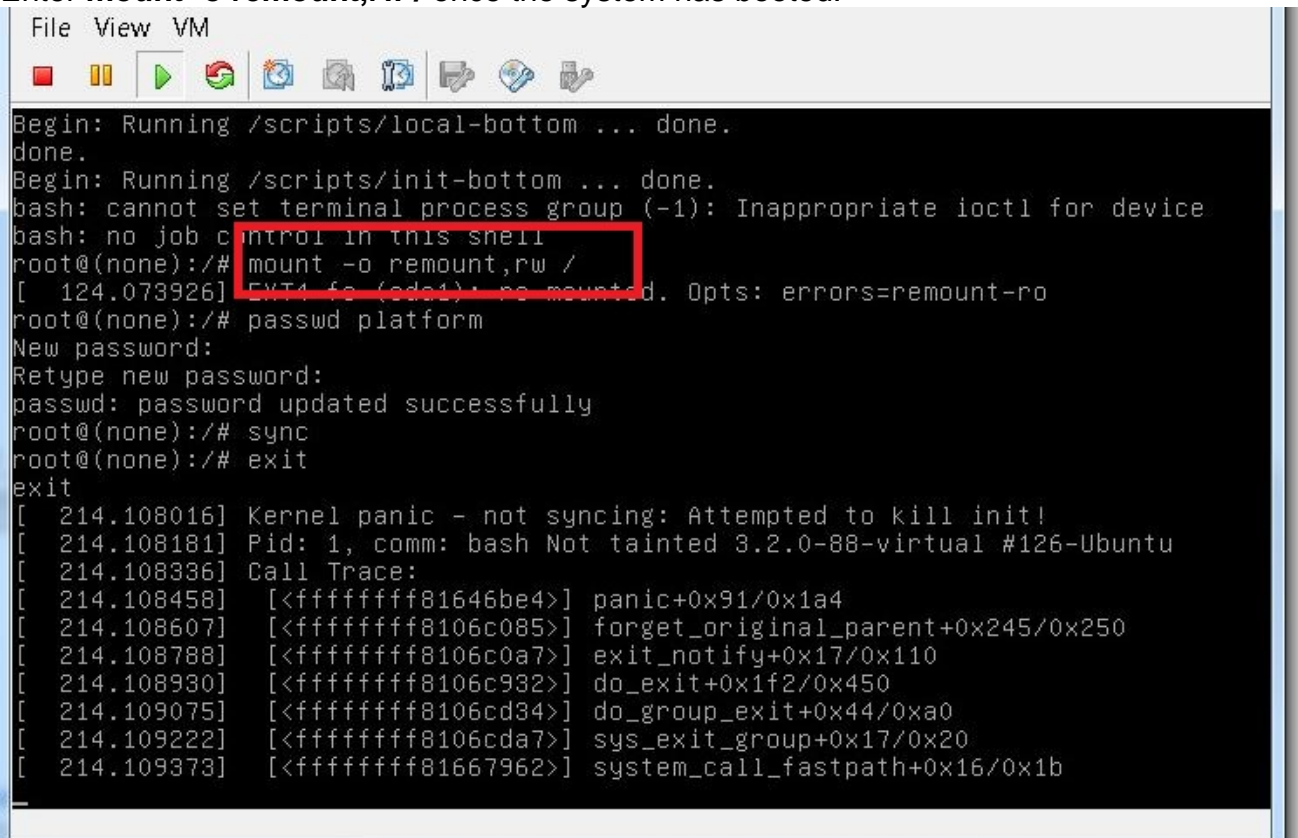
GNU GRUB version 1.99-21ubuntu3.18

```
setparams 'Ubuntu, with Linux 3.2.0-88-virtual'

recordfail
gfxmode $linux_gfx_mode
insmod gzio
insmod part_msdos
insmod ext2
set root='(hd0,msdos1)'
search --no-floppy --fs-uuid --set=root b15d3989-c37a-4de8-88de-89e0\
a14a0dc5
linux /boot/vmlinuz-3.2.0-88-virtual root=UUID=b15d3989-c37a-4de8-88\
de-89e0a14a0dc5 ro init=/bin/bash_
initrd /boot/initrd.img-3.2.0-88-virtual
```

Minimum Emacs-like screen editing is supported. TAB lists completions. Press Ctrl-x or F10 to boot, Ctrl-c or F2 for a command-line or ESC to discard edits and return to the GRUB menu.

11. Press **Ctrl-X** in order to boot the system.
12. Enter **mount -o remount,rw /** once the system has booted.



```
File View VM
Begin: Running /scripts/local-bottom ... done.
done.
Begin: Running /scripts/init-bottom ... done.
bash: cannot set terminal process group (-1): Inappropriate ioctl for device
bash: no job control in this shell
root@(none):/# mount -o remount,rw /
[ 124.073926] EXT4 fs (sda1): no mounted. Opts: errors=remount-ro
root@(none):/# passwd platform
New password:
Retype new password:
passwd: password updated successfully
root@(none):/# sync
root@(none):/# exit
exit
[ 214.108016] Kernel panic - not syncing: Attempted to kill init!
[ 214.108181] Pid: 1, comm: bash Not tainted 3.2.0-88-virtual #126-Ubuntu
[ 214.108336] Call Trace:
[ 214.108458] [] panic+0x91/0x1a4
[ 214.108607] [] forget_original_parent+0x245/0x250
[ 214.108788] [] exit_notify+0x17/0x110
[ 214.108930] [] do_exit+0x1f2/0x450
[ 214.109075] [] do_group_exit+0x44/0xa0
[ 214.109222] [] sys_exit_group+0x17/0x20
[ 214.109373] [] system_call_fastpath+0x16/0x1b
```

13. Enter **passwd platform** and enter a new password for the system.

```
File View VM
Begin: Running /scripts/local-bottom ... done.
done.
Begin: Running /scripts/init-bottom ... done.
bash: cannot set terminal process group (-1): Inappropriate ioctl for device
bash: no job control in this shell
root@(none):/# mount -o remount,rw /
[ 124.073926] EXT4-fs (sda1): re-mounted. Opts: errors=remount-ro
root@(none):/# passwd platform
New password:
Retype new password:
passwd: password updated successfully
root@(none):/# sync
root@(none):/# exit
exit
[ 214.108016] Kernel panic - not syncing: Attempted to kill init!
[ 214.108181] Pid: 1, comm: bash Not tainted 3.2.0-88-virtual #126-Ubuntu
[ 214.108336] Call Trace:
[ 214.108458] [] panic+0x91/0x1a4
[ 214.108607] [] forget_original_parent+0x245/0x250
[ 214.108788] [] exit_notify+0x17/0x110
[ 214.108930] [] do_exit+0x1f2/0x450
[ 214.109075] [] do_group_exit+0x44/0xa0
[ 214.109222] [] sys_exit_group+0x17/0x20
[ 214.109373] [] system_call_fastpath+0x16/0x1b
```

14. Type **sync** in order to force a file system sync.

```
File View VM
Begin: Running /scripts/local-bottom ... done.
done.
Begin: Running /scripts/init-bottom ... done.
bash: cannot set terminal process group (-1): Inappropriate ioctl for device
bash: no job control in this shell
root@(none):/# mount -o remount,rw /
[ 124.073926] EXT4-fs (sda1): re-mounted. Opts: errors=remount-ro
root@(none):/# passwd platform
New password:
Retype new password:
passwd: password updated successfully
root@(none):/# sync
root@(none):/# exit
exit
[ 214.108016] Kernel panic - not syncing: Attempted to kill init!
[ 214.108181] Pid: 1, comm: bash Not tainted 3.2.0-88-virtual #126-Ubuntu
[ 214.108336] Call Trace:
[ 214.108458] [] panic+0x91/0x1a4
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[ 214.108930] [] do_exit+0x1f2/0x450
[ 214.109075] [] do_group_exit+0x44/0xa0
[ 214.109222] [] sys_exit_group+0x17/0x20
[ 214.109373] [] system_call_fastpath+0x16/0x1b
```

15. Type **exit** and then power off and on the VM.

16. When the system boots, choose **Ubuntu, with Linux 3.2.0-70- virtual**.



You can now log in as platform user with the password set in step number 13.