

Reset the Root Password for Cisco Jabber Guest



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Introduction

This document describes how to reset the root password for Cisco Jabber Guest.

Prerequisites

Requirements

Cisco recommends that you have knowledge of CentOS 6.

Components Used

The information in this document is based on Cisco Jabber Guest.

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, make sure that you understand the potential impact of any command.

Problem

The root password for the Cisco Jabber Guest server is forgotten or lost.

Solution

Complete these steps in order to resolve the issue:

1. Open a console session for the Jabber Guest server and reboot.
2. Press any key on the keyboard in order to interrupt the boot process.

Press any key to enter the menu

Booting JabberGuest (2.6.32-431.17.1.el6.x86_64) in 2 seconds...█

3. Press *e* to edit.

GNU GRUB version 0.97 (638K lower / 3143616K upper memory)

JabberGuest (2.6.32-431.17.1.el6.x86_64)

Use the ↑ and ↓ keys to select which entry is highlighted.
Press enter to boot the selected OS, 'e' to edit the
commands before booting, 'a' to modify the kernel arguments
before booting, or 'c' for a command-line.

4. Select *kernel* from the entries and press *e* to edit.

GNU GRUB version 0.97 (632K lower / 3140608K upper memory)

root (hd0,0)
kernel /vmlinuz-2.6.32-220.el6.x86_64 ro root=/dev/mapper/vg_kitllcbu→
initrd /initramfs-2.6.32-220.el6.x86_64.img

Use the ↑ and ↓ keys to select which entry is highlighted.
Press 'b' to boot, 'e' to edit the selected command in the
boot sequence, 'c' for a command-line, 'o' to open a new line
after ('O' for before) the selected line, 'd' to remove the
selected line, or escape to go back to the main menu.

5. Add the word *single* to the end of the line and press *Enter*.

```
[ Minimal BASH-like line editing is supported. For the first word, TAB
  lists possible command completions. Anywhere else TAB lists the possible
  completions of a device/filename. ESC at any time cancels. ENTER
  at any time accepts your changes.]
```

```
<ABEL=79d3d2d4 single
```

6. Press *b* to boot.

```
GNU GRUB version 0.97 (632K lower / 3140608K upper memory)
```

```
root (hd0,0)
kernel /vmlinuz-2.6.32-220.el6.x86_64 ro root=/dev/mapper/vg_kitllcbu→
initrd /initramfs-2.6.32-220.el6.x86_64.img
```

```
Use the ↑ and ↓ keys to select which entry is highlighted.
Press 'b' to boot, 'e' to edit the selected command in the
boot sequence, 'c' for a command-line, 'o' to open a new line
after ('O' for before) the selected line, 'd' to remove the
selected line, or escape to go back to the main menu.
```

The Jabber Guest server boots into Single User Mode.

```

eth0: registered as PCnet/PCI II 79C970A
pcnet32: 1 cards_found.
parport_pc 00:08: reported by Plug and Play ACPI
parport0: PC-style at 0x378, irq 7 [PCSP,TRISTATE]
ppdev: user-space parallel port driver
[ OK ]

Setting hostname localhost.localdomain: [ OK ]
Checking filesystems
[ OK ]

Remounting root filesystem in read-write mode: [ OK ]
mount: according to mtab, /dev/sda1 is already mounted on /

Mounting local filesystems: [ OK ]
Enabling /etc/fstab swaps: [ OK ]
Welcome to CentOS

Starting udev: [ OK ]
Setting hostname localhost.localdomain: [ OK ]
Checking filesystems
[ OK ]

Remounting root filesystem in read-write mode: [ OK ]
mount: according to mtab, /dev/sda1 is already mounted on /

Mounting local filesystems: [ OK ]
Enabling /etc/fstab swaps: [ OK ]
[root@localhost /]# _

```

7. Enter *passwd root* in order to change the password for the 'root' user. This prompts you for the new password.

```

[root@localhost /]# passwd root
Changing password for user root.
New password: _

```

8. Once the root password has been changed, reboot the server and you now have a new root password.