



# Using Single User Mode for Troubleshooting

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This section includes troubleshooting topics about using single user mode.

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## Accessing Single User Mode For Your System



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**Caution**

Only complete this procedure when instructed to do so by Cisco TAC for troubleshooting. Do not complete this procedure by yourself without assistance from Cisco TAC.

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## SUMMARY STEPS

1. Sign in to the vSphere client and select your VMware vCenter.
2. Select the Admin virtual machine for your system.
3. Open the virtual machine console window.
4. Power on the Admin virtual machine.
5. Once the virtual machine boots and you see the splash screen, then select the **Ctrl + Alt + Backspace** keys to get to the command-line prompt.
6. Select the **Restart Guest** button.
7. Select **Yes** to confirm the reboot. Quickly click the mouse in the console window (the black area) to set the keyboard focus to the virtual machine console. Quickly press "any key" and continue to press it about once every second, to get to the GNU GRUB boot loader menu. After a minute or two, you will see the following message: `Booting Cent OS (<string_numbers_letters>) in <number> seconds...`
8. Press any key once more to interrupt the boot process and display the GNU GRUB boot loader menu.
9. Press **e** to edit the commands before booting the virtual machine.
10. Press the down arrow key to select the "kernel" line then press **e** to edit this kernel line.
11. Enter **single**.
12. Press the Enter key to save your changes and return to the previous menu.
13. Press **b** to boot into single user mode.
14. Once the virtual machine boots and you see the splash screen, then select the **Ctrl + Alt + Backspace** keys to get to the command-line prompt.

## DETAILED STEPS

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| <b>Step 1</b>  | Sign in to the vSphere client and select your VMware vCenter.  |
| <b>Step 2</b>  | Select the Admin virtual machine for your system.  |
| <b>Step 3</b>  | Open the virtual machine console window.   |
| <b>Step 4</b>  | Power on the Admin virtual machine.  |
| <b>Step 5</b>  | Once the virtual machine boots and you see the splash screen, then select the <b>Ctrl + Alt + Backspace</b> keys to get to the command-line prompt.  |
| <b>Step 6</b>  | Select the <b>Restart Guest</b> button.  |
| <b>Step 7</b>  | Select <b>Yes</b> to confirm the reboot. Quickly click the mouse in the console window (the black area) to set the keyboard focus to the virtual machine console. Quickly press "any key" and continue to press it about once every second, to get to the GNU GRUB boot loader menu. After a minute or two, you will see the following message: <code>Booting Cent OS (&lt;string_numbers_letters&gt;) in &lt;number&gt; seconds...</code> |
| <b>Step 8</b>  | Press any key once more to interrupt the boot process and display the GNU GRUB boot loader menu.   |
| <b>Step 9</b>  | Press <b>e</b> to edit the commands before booting the virtual machine.  |
| <b>Step 10</b> | Press the down arrow key to select the "kernel" line then press <b>e</b> to edit this kernel line.   |
| <b>Step 11</b> | Enter <b>single</b> .<br>This word is automatically added to the end of the kernel line.   |

- Step 12** Press the Enter key to save your changes and return to the previous menu.
- Step 13** Press **b** to boot into single user mode.
- Step 14** Once the virtual machine boots and you see the splash screen, then select the **Ctrl + Alt + Backspace** keys to get to the command-line prompt.  
You will not see any of the usual text on this splash screen.  
The command-line window is displayed with the single user prompt `sh-3.2#`.
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### What to Do Next

Cisco TAC will provide you with the root credentials and further instructions. Once you complete your tasks, enter **reboot** or select the **Restart Guest** button in the virtual machine console window.

