



Troubleshooting

This section provides information about troubleshooting Prime NAM, and has the following section:

- [Resetting the Prime NAM Root Password to the Default Value, page 1](#)

Resetting the Prime NAM Root Password to the Default Value

This procedure resets the Prime NAM root password to the default value of *root*. Use this procedure when you cannot remember the Prime NAM root password and need to access the Prime NAM CLI.

SUMMARY STEPS

1. `enable`
2. `service-module sm slot/0 password-reset`

DETAILED STEPS

	Command or Action	Purpose
Step 1	<code>enable</code> Example: <code>Router> enable</code>	Enables privileged EXEC mode. Enter your password if prompted.
Step 2	<code>service-module sm slot/0 password-reset</code> Example: <code>Router# service-module sm 1/0 password-reset</code>	Reloads the software on the SM-SRE.

