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Identity and access configuration for Cisco ISE instances on Azure

Password recovery and reset on Azure cloud

You can reset or recover your Cisco ISE VM password using these tasks. Select the necessary tasks and follow the detailed steps.

The **Help > Reset Password** option in the Azure portal is not supported for Cisco ISE Azure VM.

Reset Cisco ISE GUI password through serial console

Step 1 Log in to Azure Cloud and choose the resource group that contains your Cisco ISE virtual machine.

Step 2 From the list of resources, click the Cisco ISE instance for which you want to reset the password.

Step 3 From the left-side menu, in the **Help** section, click **Serial console**.

The Azure Cloud Shell is displayed in a new window.

If the screen is black, press **Enter** to view the login prompt.

If you view an error message here, you may have to enable boot diagnostics by carrying out these steps:

- a. From the left-side menu, click **Boot diagnostics**.
- b. Click **Enable with custom storage account**.
- c. Choose the storage account and click **Save**.

Step 4 Log in to the serial console.

To log in to the serial console, you must use the original password that was configured at the installation of the instance.

Use the **application reset-passwd ise iseadmin** command to configure a new GUI password for the iseadmin account.

Create new public key pair for SSH access

Follow these steps to add additional key pairs to a repository.

The existing key pair that was created at the time of Cisco ISE instance configuration is not replaced by the new public key that you create.

Step 1 Create a new public key in Azure Cloud. Refer to [Generate and store SSH keys in the Azure portal](#).

Step 2 Log in to the Azure Cloud serial console.

Step 3 To create a new repository to save the public key, refer to [Azure Repos documentation](#).

If you already have a repository that is accessible through the CLI, skip to step 4.

Step 4 To import the new public key, use this command:

crypto key import <public key filename> repository <repository name>

When the import is complete, you can log in to Cisco ISE via SSH using the new public key.