Password Recovery for the Cisco Virtual Security Gateway

This document describes how to recover a lost network administrator password for the Cisco VSG.

Creating a New Network Administrator Password

This section describes how to recover a lost password. This section includes the following topics:

- Flow Chart: Password Recovery with a Single Cisco VSG, page 2-1
- Flow Chart: Password Recovery with Dual Cisco VSGs, page 2-3
- Verifying User Privileges, page 2-4
- Creating a Password When You Have Network-Admin Privileges, page 2-4
- Creating a New Password By Booting from the CD-ROM on the Active Cisco VSG, page 2-5

Flow Chart: Password Recovery with a Single Cisco VSG

The following flow chart (see Figure 2-1) is designed to guide you through the password recovery process for a Cisco VSG that is not in high availability mode. After completing each procedure, return to the flow chart to make sure that you complete all required procedures in the correct sequence.
Chapter 2      Password Recovery for the Cisco Virtual Security Gateway

Creating a New Network Administrator Password

Figure 2-1  Password Recovery with a Single Cisco VSG

Password recovery with a single Cisco VSG

Verifying user privileges

Do you have another user name with network-admin privileges?

Yes

Create a password when you have network-admin privileges

No

Attach the Cisco VSG ISO image to the virtual CD-ROM for the VM.
For instructions, see your VMware documentation

Create a new password by booting from the CD-ROM on the active Cisco VSG

Restore the VM boot settings so that it boots from the hard disk.
For instructions, see your VMware documentation

End
The following flow chart (see Figure 2-2) is designed to guide you through the password recovery process for Cisco VSGs that are in high availability mode. After completing each procedure, return to the flow chart to make sure you complete all required procedures in the correct sequence.

**Figure 2-2   Password Recovery with Dual Cisco VSGs**

Flow Chart: Password Recovery with Dual Cisco VSGs

- Password recovery with dual Cisco VSGs
- Verify user privileges
- Do you have another user name with network-admin privileges?
  - Yes: Create a password when you have network-admin privileges
  - No: Power down the standby Cisco VSG.
    For instructions, see your VMware documentation
  - Create a new password by booting from the CD-ROM on the active Cisco VSG
  - Restore the VM boot settings so that it boots from the hard disk.
    For instructions, see your VMware documentation
  - Power up the Cisco VSG.
    For instructions, see your VMware documentation
- End
Verifying User Privileges

You can verify that your username has network admin privileges that let you create a new password.

BEFORE YOU BEGIN

Before beginning this procedure, log in to the CLI in EXEC mode.

DETAILED STEPS

### Command Purpose

**Step 1**

<table>
<thead>
<tr>
<th>Command</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>show user-account</code></td>
<td>Displays usernames and their roles. Only users with the network-admin role can change the network administrator password.</td>
</tr>
</tbody>
</table>

**Example:**

```
vsg# show user-account
user:admin
  this user account has no expiry date
  roles: network-admin
user:adminbackup
  this user account has no expiry date
  roles: network-operator
user:test
  this user account has no expiry date
  roles: network-operator
vsg#
```

Creating a Password When You Have Network-Admin Privileges

You can create a network administrator password when you have network-admin privileges.

BEFORE YOU BEGIN

Before beginning this procedure, make sure that:

- You are logged in to the CLI in EXEC mode.
- Your username has network-admin privileges. To verify your privileges, see Verifying User Privileges, page 2-4.

SUMMARY STEPS

1. `config t`
2. `username admin password new password`
3. `exit`
4. `copy running-config startup-config`
DETAILED STEPS

<table>
<thead>
<tr>
<th>Command</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>config t</td>
<td>Places you into CLI global configuration mode.</td>
</tr>
</tbody>
</table>

Example:

```bash
vsg# config t
vsg(config)#
```

<table>
<thead>
<tr>
<th>Command</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>username admin password &lt;new password&gt;</td>
<td>Changes the network admin password in the running configuration.</td>
</tr>
</tbody>
</table>

Example:

```bash
vsg(config)# username admin password <new password>
```

<table>
<thead>
<tr>
<th>Command</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>exit</td>
<td>Exits global configuration mode and returns you to EXEC mode.</td>
</tr>
</tbody>
</table>

Example:

```bash
vsg(config)# exit
vsg#
```

<table>
<thead>
<tr>
<th>Command</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>copy running-config startup-config</td>
<td>Saves the running configuration persistently through reboots and restarts by copying it to the startup configuration.</td>
</tr>
</tbody>
</table>

Example:

```bash
vsg# copy running-config startup-config
```

Creating a New Password By Booting from the CD-ROM on the Active Cisco VSG

You can create a new password if you cannot start a session on the device with a username that has network-admin privileges. In this case, you must create the network administrator password by booting the Cisco Virtual Security Gateway from the CD-ROM.

BEFORE YOU BEGIN

Before beginning this procedure, make sure that the VM is booting from the CD-ROM. For more information, see your VMware documentation.

⚠️ Caution

This procedure disrupts all traffic on the device. All connections to the device will be lost for 2 to 3 minutes.

Step 1

Power off the Cisco VSG.

Step 2

Open the Cisco VSG console and map the .iso file.

Step 3

In the Edit Settings for the VSG window, under hardware, choose CD/DVD drive and check the connect at power on check box.

Step 4

Under the Options tab, choose Boot Options and check the Force BIOS Setup check box.

Step 5

Power on the VM and change the boot order to boot from the CD-ROM. Press F10 to save and exit.

Step 6

Choose Install Cisco VSG and go to vsh shell.
Installing Cisco VSG and bring up the new image

**Install Cisco VSG and go to VSH shell**

Install Cisco VSG only if the disk is unformatted and bring up new image

Install Cisco VSG only if the disk is unformatted and go to VSH shell

Use the ↑ and ↓ keys to select which entry is highlighted.

Press enter to boot the selected OS, ‘e’ to edit the commands before booting, or ‘c’ for a command line.

Cisco Nexus Operations System (NX-OS) Software
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http://www.opensource.org/license/gpl-2.0.php and
http://www.opensource.org/license/lgpl-2.1.php

switch (boot)#

---

**Note** It might take up to 5 minutes for the VM to power on.

**Step 7** Create a new password:

```
switch(boot)# config terminal
switch(boot-config)# admin-password new_password
switch(boot-config)# exit
```

**Step 8** Load the Cisco VSG image.

In the following example, the image filename is `nexus-1000v.5.2.1.VSG2.1.2c.bin`:

```
switch(boot)# load bootflash:nexus-1000v.5.2.1.VSG2.1.2c.bin
Uncompressing system image: bootflash:/nexus-1000v.5.2.1.VSG2.1.2c.bin
Load plugins that defined in image conf: /isan/plugin_img/img.conf
Loading plugin 0: core_plugin...
```

User Access verification

```
switch login:
```

**Step 9** Use the new administrator password to log in to the Cisco VSG CLI:

```
User Access Verification
vsg login: admin
Password: Cisco Nexus Operating System (NX-OS) Software
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```
```
Step 10  Save the running configuration to the startup configuration so that the new password persists across reboots and restarts:

```
vsg# copy running-config startup-config
[##########################################] 100%
vsg#
```

Step 11  Using your VMware documentation, restore the VM boot settings so that it boots from the hard disk. You have completed this procedure and restored the admin user password. If needed, you can create a new password. See Creating a Password When You Have Network-Admin Privileges, page 2-4.
Creating a New Network Administrator Password