Recover Passwords

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This chapter explains how to use the Appliance Administrative Interface (AAI) to recover forgotten passwords.

The procedures in this chapter require that you login with the pwadmin account that you set up when you initially configured the appliance.

Change the Admin Account Password

Procedure

Step 1 Log into the AAI using the pwadmin username and password.

Step 2 Choose **CHANGE_ADMIN_PASSWORD** and press **Enter**.

Step 3 Enter the new password and press **Enter**. The password must contain at least 6 characters.

Step 4 Enter the password again and press **Enter**.

Step 5 Press **Enter** to return to the Main Menu.

Step 6 (Cisco Show and Share only) Log in as an administrator or as superuser to Cisco Show and Share and do the following:

   a. Choose **Show and Share** from global navigation.

   b. Choose **Administration**.

   c. Update the Publish locally... password or the password for any file type that is hosted on the Cisco Show and Share appliance.

Change the PWADMIN Account Password

Procedure

Step 1   Log into the AAI using the pwadmin username and password.

Step 2   Choose **CHANGE_PWADMIN_PASSWORD** and press **Enter**.

Step 3   Enter the new password and press **Enter**. The password must contain at least 6 characters.

Step 4   Enter the password again and press **Enter**.

Step 5   Press **Enter** to return to the Main Menu.

Reset the Superuser Account Password

You cannot change the superuser account password from the AAI. However, you can reset it to Cisco123. You should immediately log into the Cisco DMM and change the superuser account password after performing a reset.

Procedure

Step 1   Log into the AAI using the pwadmin username and password.

Step 2   Choose **RESET_SUPERUSER_PASSWORD** and press **Enter**.

Step 3   Press **Enter** to reset the password.

The password is changed to Cisco123.

Step 4   Press **Enter** to return to the Main Menu.

Get Testroot Access

Testroot access is used during troubleshooting sessions with Cisco support personnel. Do not use this option except under the guidance of Cisco support staff.