



CHAPTER 6

Recover Passwords

Revised: September 17, 2012

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, page 6-1](#)
- [Change the PWADMIN Account Password, page 6-1](#)
- [Reset the Superuser Account Password, page 6-2](#)

Change the Admin Account Password

Procedure

- Step 1** Log in to AAI as **pwadmin**.
 - 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** Stop. You have completed this procedure.
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Change the PWADMIN Account Password

Procedure

- Step 1** Log in to AAI as **pwadmin**.
- 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.
 - Step 6** Stop. You have completed this procedure.
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Reset the Superuser Account Password

You cannot change the superuser account password from 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 in to AAI as **pwadmin**.
 - 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.
 - Step 5** Stop. You have completed this procedure.
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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.