



Getting started

Use Microsoft Internet Explorer version 6.0 or a later release, or Mozilla Firefox version 3.0 or a later release to access the Cisco Unified IM and Presence Operating System Administration interface. Other browsers are not supported.

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Sign in to Cisco Unified IM and Presence Operating System Administration

Before You Begin

If you are currently signed in to Cisco Cisco Unified Communications Manager IM and Presence Administration, sign out before proceeding.

Procedure

- Step 1** Select **Navigation > Cisco Unified IM and Presence OS Administration** from the menu in the upper, right corner of the Cisco Cisco Unified Communications Manager IM and Presence Administration window.
 - Step 2** Select **Go**.
 - Step 3** Enter your Administrator username and password.
 - Step 4** Select **Submit**.
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You can also access Cisco Unified IM and Presence Operating System Administration directly by entering the following URL:

`http://server-name/cmplatform`

The Administrator username and password are established during installation or created using the command line interface.

Recover Administrator password

If you lose the Administrator password and cannot access the system, you can reset the Administrator password.

Before You Begin

- During this procedure, you will be required to remove and then insert a valid CD or DVD in the disk drive to prove that you have physical access to the system.



Note At any point, when requested to insert CD or DVD media, it should be mounted through vSphere client for VMWare server.

- The Administrator sign-in must start with an alphabetic character, be at least six characters long, and can contain alphanumeric characters, hyphens, and underscores.
- You will be required to remove, then insert, any valid CD or DVD media through the VMWare-vSphere client. To begin, you must remove any media from the VMWare client CD/DVD drive. You may press Control-C at any time to abort.

Procedure

Step 1 Sign in to the system with the following username and password:

- a) Username: **pwrecovery**
- b) Password: **pwreset**

Step 2 Press any key when ready.

Step 3 If you have a valid CD or DVD in the disk drive, remove it from the VMWare client CD or DVD drive now.

Step 4 Press any key to continue.

The system tests to ensure that you have removed the CD or DVD from the VMWare client drive.

Note You may press Control-C at any time to abort.

Step 5 Connect the CD or DVD drive from WMWare client and press any key when ready.

Step 6 Insert a valid CD or DVD into the VMWare client drive.

Step 7 After the system verifies that you have inserted the disk, you are prompted to enter a new Administrator password.

Step 8 Reenter the new password.

Step 9 After the system verifies the strength of the new password, the password is reset, and you are prompted to press any key to exit the password reset utility.

Note During the VMWare pwrecovery/pwreset, if you do not strictly follow the instruction, a few of errors may occur but they can be ignored.

If you want to set up a different Administrator password, use the CLI command **set password**. See the *Command Line Interface Reference Guide for Cisco Unified Solutions* for more information.

The system checks the new password that you enter for strength. If the password does not contain enough different characters, you are prompted to enter a new password.

Create customized log-on message

You can upload a text file that contains a customized log-on message that appears in each of the IM and Presence Service applications administrative interfaces.

Procedure

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- Step 1** Sign in to Cisco Unified IM and Presence Operating System Administration.
 - Step 2** Select **Software Upgrades > Customized Logon Message**.
 - Step 3** Select **Browse** to select the text file you want to upload.
Note Text files are the only supported format and must be smaller than 10KB.
 - Step 4** (Optional) Check the **Require User Acknowledgement** check box.
 - Step 5** Select **Upload File**.
 - Step 6** To revert to the default log-on message, select **Delete**.
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