



Password Recovery for Cisco Unified MeetingPlace

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Recovering the Password for the root Account

Use this procedure to recover or change the [root](#) user level password, which is initially set during installation.

Procedure

- Step 1** Reboot your server.
- Step 2** Quickly press the spacebar when the words “GRUB” and “Cisco Unified Communications” appear on the screen.



Note You have only three seconds to press the spacebar after this text appears. If you miss this window of time, then return to [Step 1](#).

- Step 3** The system displays three options. Use the up and down arrow keys to highlight the third entry. It starts with “kernel.”
- Step 4** Press **e** to edit the entry.
- Step 5** At the end of the entry, enter a space and then **single**.



Note You must type a space before you type **single**.

- Step 6** Press **Enter** to return the previous screen. The third entry should have the word single at the end.
- Step 7** Press **b** to continue rebooting the server.
- Step 8** At the prompt, enter `/root/.security/unimmunize.sh`.

Step 9 At the prompt, enter **passwd root**.

This tells the server to set a new password for the user called root.

Step 10 At the New password: prompt, enter a new password.

For security purposes, the password is displayed as a series of asterisks.



Note You may see a message that the password you entered is bad. Ignore this message.

Step 11 At the Retype new password: prompt, re-enter the same password again.

Step 12 At the prompt, enter **/root/.security/immunize.sh**.

Step 13 At the prompt, enter **reboot**. This reboots the server.

The system displays the Cisco Unified MeetingPlace operating system login page.

Step 14 At the username prompt, enter **root**.

Step 15 At the password prompt, enter the new password that you created in [Step 10](#).

The system displays the Cisco Unified MeetingPlace operating system desktop.

Recovering the Password for the mpxadmin Account

Use this procedure to recover or change the [mpxadmin](#) user level password, which is initially set during installation.

Procedure

Step 1 Log in to the Cisco Unified MeetingPlace operating system as the root user.

Step 2 At the password prompt, enter the root password.

The Cisco Unified MeetingPlace operating system desktop appears.

Step 3 Right-click on the desktop.

Step 4 From the menu, select **New Terminal**.

This brings up a terminal session.

Step 5 At the prompt, enter **/root/.security/unimmunize.sh**.

Step 6 At the prompt, enter **passwd mpxadmin**.

This tells the server to set a new password for the user called mpxadmin.

Step 7 At the New password prompt, enter a new password. For security purposes, the password is displayed as a series of asterisks.



Note You may see a message that the password you entered is bad. Ignore this message.

Step 8 At the Retype new password prompt, re-enter the same password again.

Step 9 At the prompt, enter **/root/.security/immunize.sh**.

Step 10 On the desktop, click the Red Hat icon.

Step 11 Select **Log Out**.

Step 12 Select **OK**.

Recovering the User Password for the admin Profile

This task describes how to use the [userutil](#) command to reset the [User password](#) for the preconfigured “admin” profile.

Procedure

Step 1 Log in to the Cisco Unified MeetingPlace operating system as the mpxadmin user.

Step 2 At the password prompt, enter the mpxadmin password.

The system displays the Cisco Unified MeetingPlace operating system desktop.

Step 3 Right-click on the desktop.

Step 4 From the menu, select **New Terminal**. This brings up a terminal session.

Step 5 At the prompt, enter **userutil -p admin <newpassword>**.

Step 6 On the desktop, click the Red Hat icon.

Step 7 Select **Log Out**.

Step 8 Select **OK**.

Related Topics

- [Using the Command-Line Interface \(CLI\) in Cisco Unified MeetingPlace](#) module
- [About Preconfigured User Profiles](#) in the [Configuring User Profiles and User Groups for Cisco Unified MeetingPlace](#) module

