Reset Root Password of PCA

Contents

Introduction

This document describes how to reset the root password in Prime Collaboration Assurance (PCA).

Prerequisites

Requirements

Cisco recommends that you have knowledge of PCA.

Components Used

The information in this document is based on these software and hardware versions:

- PCA 11.x versions
- Secure File Transfer Protocol (SFTP) or File Transfer Protocol (FTP) server
- Admin log in to PCA

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

Your Root account password has been misplaced or no longer works.

Solution

Step 1. Copy the attached **RootPatch-appbundle-x86_64.tar.gz** file to any remote FTP/SFTP server you have on-site.

Step 2. Log in to the PCA Command Line Interface (CLI) as the admin user and port 26.

Step 3. Input: **application remove RootPatch**.

Step 4. Press Y and click **Enter** to the question: **Continue with application removal? [y/n]**.

Step 5. Input **config t**.

Step 6. Input **repository repo**.

Step 7. Input `url ftp://ftpserverip/directory`.

    Note: If you use sftp, instead of ftp replace the ftp with sftp.

Step 8. Input: **user admin password plain cisco** and click **Enter**.

    Note: Replace admin with your user and replace Cisco with the password for your user specificed.

Step 9. Input **exit**.

Step10. Input **exit**.

Step 12. Input **show repository repo** (this is to ensure that PCA can read the file from your ftp/sftp server).

Step 12. Input **application install RootPatch-appbundle-x86_64.tar.gz repo**.

Step 13. Input **yes**.

```
pca login: admin
Password:
Last login: Fri Dec 16 11:57:09 on tty1
pca/admin# application remove RootPatch
Continue with application removal? [y/n] y

Application successfully uninstalled
pca/admin# conf t
Enter configuration commands, one per line.  End with CNTL/Z.
pca/admin(config)# repository repo
pca/admin(config-Repository)# url ftp://10.196.92.248/
pca/admin(config-Repository)# exit
pca/admin(config)# exit
pca/admin# show repository repo
PCAssurance-appbundle-11.6.72133.x86_64.tar.gz
RootPatch-appbundle-x86_64.tar.gz
pca/admin# application install RootPatch-appbundle-x86_64.tar.gz repo
Save the current ADE-OS running configuration? (yes/no) [yes] ? yes
Generating configuration...
Saved the ADE-OS running configuration to startup successfully
Initiating Application installation...

Application successfully installed
pca/admin# _
```

Step 14. Log in again as **admin**.

Step 15. Input **root_enable.**

    Note: This asks to set new root patch password.

Step 16. Input **root** and provide the new password.

Step 17. Input **/opt/emms/emsam/bin/enableRoot.sh.**

Step 18. Input **Passwd.**

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Step 19. Provide the new root log in credential.

```
pca login: admin
Password:
Last login: Fri Dec 16 12:02:46 on tty1
pca/admin# root_enable
Password :
Password Again :

Root patch enabled

pca/admin# root
Enter root patch password :
Starting root bash shell ...
ade # /opt/emms/emsam/bin/enableRoot.sh
Restarting the ssh service
Stopping sshd:                                              [  OK  ]
Starting sshd:                                              [  OK  ]
ade # passwd
Changing password for user root.
New UNIX password:
Retype new UNIX password:
passwd: all authentication tokens updated successfully.
ade # _
```

Step 20. Now, you are able to log in directly as root.