



## Password Information

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This appendix provides information on the usage of passwords during Common Services 3.0.3 installation.



**Note**

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During the installation of Common Services 3.0.5, you are not prompted for any passwords.

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This appendix contains:

- [Password Rules for New Installation, page B-2](#)
- [Password Rules for Upgrade Installation, page B-2](#)
- [Password Rules for Re-installation, page B-2](#)

## Password Rules for New Installation

The following rules apply for a new installation:

- In Typical mode, admin and System Identity Account passwords are mandatory. Installation program generates guest, casuser, and database passwords randomly.
- In Custom mode, admin, guest, System Identity Account, and database passwords are mandatory. You can chose to enter casuser password or the installation program generates it randomly.

## Password Rules for Upgrade Installation

The following rules apply for upgrade:

- In Typical mode, System Identity Account password is mandatory. The installation program retains passwords for admin, casuser, guest, and database.

The installation program retains the System Identity Account password if you are upgrading from CS 3.0, CS 3.0 SP1, CS 3.0.2.

- In Custom mode, System Identity Account password is mandatory. You can chose to enter admin, guest, and database passwords or retain the existing passwords. You can chose to enter casuser password or the installation program generates it randomly.

The installation program retains the System Identity Account password if you are upgrading from CS 3.0, CS 3.0 SP1 or CS 3.0.2.

## Password Rules for Re-installation

This section contains:

- [CiscoWorks Admin Password](#)
- [CiscoWorks Casuser Password](#)
- [System Identity Account Password](#)
- [CiscoWorks Guest Password](#)
- [CiscoWorks Common Services Database Password](#)
- [Changing CiscoWorks Admin Password](#)
- [Changing casuser Password](#)

The following rules apply for re-installation:

- In Typical mode, the installation program retains passwords for admin, casuser, guest, and database.
- In Custom mode, you can chose to enter admin, guest, system identity account, and database passwords or retain the existing passwords. You can chose to enter casuser password or the installation program generates it randomly.

## CiscoWorks Admin Password

While entering the CiscoWorks Admin passwords, use a minimum of five characters.

## CiscoWorks Casuser Password

While entering the CiscoWorks Casuser passwords, use a minimum of eight characters.

## System Identity Account Password

While entering the System Identity Account Passwords, use a minimum of five characters.

In a multi-server environment, you must configure all systems part of your multiserver setup with the same System Identity Account password.

See the section Setting up System Identity Account in the *User Guide for CiscoWorks Common Services 3.0.3*, for more details on System Identity Account.

## CiscoWorks Guest Password

While entering CiscoWorks Guest passwords, use a minimum of five characters.

## CiscoWorks Common Services Database Password

While entering CiscoWorks Common Services Database passwords:

- Use a minimum of five characters and a maximum of 15 characters.
- Do not start the password with a number.
- Do not insert spaces between characters.

## Changing CiscoWorks Admin Password

You can change your CiscoWorks Admin password by using either the CiscoWorks user password recovery utility or from the GUI, if you want to change it.

- [Changing Admin Password Using Password Recovery Utility](#)
- [Changing Admin Password From GUI](#)

## Changing Admin Password Using Password Recovery Utility

To change the ciscoworks Admin password using the CiscoWorks user password recovery utility:

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**Step 1** Stop the CiscoWorks Server Daemon Manager by entering:

```
net stop crmdmgt
```

**Step 2** Go to *NMSROOT*\bin directory and enter:

```
NMSROOT\bin\resetpasswd username
```

*NMSROOT* is the directory where you have installed CiscoWorks Common Services.

A message appears:

```
Enter new password for username:
```

**Step 3** Enter the new password for *username*

**Step 4** Start the CiscoWorks Server Daemon Manager by entering:

```
net start crmdmgt
```

*NMSROOT* is the directory where you have installed CiscoWorks Common Services.

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## Changing Admin Password From GUI

To change the CiscoWorks Admin password from the CiscoWorks server:

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**Step 1** Go to the CiscoWorks Homepage and select **Common Services > Server > Security > Local User Setup**.

The Local User Setup page appears.

**Step 2** Click **Modify My Profile**.

The My Profile pop-up window appears.

**Step 3** Enter the password in the Password field.

**Step 4** Re-enter the password in the Verify field.

**Step 5** Enter the e-mail ID in the E-mail field.

**Step 6** Click **OK**.

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## Changing casuser Password

You can change the casuser password using resetCasuser.exe.

To change the casuser password:

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**Step 1** Go to the command prompt and enter:

```
NMSROOT\setup\support\resetCasuser.exe
```

Three options are displayed:

1. Randomly generate the password
2. Enter the password
3. Exit.

**Step 2** Enter **2**, and press **Enter**.

It prompts you to enter the password.

**Step 3** Confirm the password.

You must know the password policy. If the password entered does not match the password policy, it exits.

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