Cisco Unified Communication Domain Manager 8.x (Cisco UCDM) usmcli Password Recovery

Contents

Introduction

This document describes how to reset the Cisco UCDM 8.x platform usmcli password if you forgot the password and you are not able to access the Common Line Interface (CLI) via usmcli user.

Problem

The usmcli user can't login to the CLI due a bad password.

Components Used

The information in this document is based on CUCDM 8.1.6

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.

Solution

This section describes the Cisco UDCM 8.x Password Recovery Procedure.

Note: This procedure is applicable only to Cisco UCDM 8.x GRUB version 1.98-1ubuntu5

Step 1. Disable connections, if possible, to achieve that - disable the network. This ensures that transactions are not lost.

Step 2. Login to VMWare and choose the CUCDM Virtual Machine (VM).

Step 3. Right-click the VM and choose **Edit Settings**.

Step 4. Click the **Options** tab, choose **Boot Options** and set *Power On Boot Delay* for 7000ms (7 seconds) as example. Each time the virtual machine boots, it will wait additional 7 seconds. This setting allow us to read BIOS startup messages and press any additional keys if required.

Step 5. Open the Cisco UCDM display (Launch Virtual Machine Console).

Step 6. Click the **reboot** button (Restart Guest).

Step 7. During bootup process we see countdown timer.

Step 8. Before timer reach 0:00, press and keep **SHIFT** until grub screen appear.

```
                GNU GRUB   version 1.98-1ubuntu5

 ┌────────────────────────────────────────────────────────────────────┐
 │Ubuntu, with Linux 2.6.32-46-server                                   │
 │Ubuntu, with Linux 2.6.32-46-server (recovery mode)                   │
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        Use the ↑ and ↓ keys to select which entry is highlighted.
        Press enter to boot the selected OS, 'e' to edit the commands
        before booting or 'c' for a command-line.
```

Step 9. On GRUB screen press **e** for edit.

Step 10. Navigate to the end of line which starts with *linux*, and add to the end of the line **init=/bin/bash** as shown in this image.

GNU GRUB version 1.98-1ubuntu5

```
recordfail
insmod ext2
set root='(hd0,2)'
search --no-floppy --fs-uuid --set c825abb0-edea-4d6a-ab87-c0c69a071\
a5e
linux /boot/vmlinuz-2.6.32-46-server root=UUID=c825abb0-edea-4d6a-ab\
87-c0c69a071a5e ro  crashkernel=384M-2G:64M,2G-:128M init=/bin/bash_
initrd /boot/initrd.img-2.6.32-46-server
```

Minimum Emacs-like screen editing is supported. TAB lists
completions. Press Ctrl-x to boot, Ctrl-c for a command-line or
ESC to return menu.

Note: Sometimes **init=/bin/bash** can be splitted at the end of a line and result as below.

GNU GRUB version 1.98-1ubuntu5

```
recordfail
insmod ext2
set root='(hd0,2)'
search --no-floppy --fs-uuid --set c825abb0-edea-4d6a-ab87-c0c69a071\
a5e
linux /boot/vmlinuz-2.6.32-46-server root=UUID=c825abb0-edea-4d6a-ab\
87-c0c69a071a5e ro   crashkernel=384M-2G:64M,2G-:128M quiet init=/bi\
n/bash_
initrd /boot/initrd.img-2.6.32-46-server
```

Minimum Emacs-like screen editing is supported. TAB lists
completions. Press Ctrl-x to boot, Ctrl-c for a command-line or
ESC to return menu.

Step 11. Press **Ctrl-X** in order to boot the system and you see prompt like.

```
bash: cannot set terminal process group (-1): Inappropriate ioctl for device
bash: no job control in this shell
root@(none):/# _
```

Step 12. Enter **mount -o remount,rw /** once the system has booted.

```
bash: cannot set terminal process group (-1): Inappropriate ioctl for device
bash: no job control in this shell
root@(none):/# mount -o remount,rw /
root@(none):/# passwd usmcli
Password:
Retype new password:
passwd: password updated successfully
root@(none):/# sync
root@(none):/# exit
exit
[  148.482326] Kernel panic - not syncing: Attempted to kill init!

_
```

Step 13. Enter **passwd usmcli** and enter a new desired password for usmcli account.

```
bash: cannot set terminal process group (-1): Inappropriate ioctl for device
bash: no job control in this shell
root@(none):/# mount -o remount,rw /
root@(none):/# passwd usmcli
Password:
Retype new password:
passwd: password updated successfully
root@(none):/# sync
root@(none):/# exit
exit
[  148.482326] Kernel panic - not syncing: Attempted to kill init!

_
```

Step 14. Type **sync** in order to force a file system sync.
Step 15. Type **exit** .

```
bash: cannot set terminal process group (-1): Inappropriate ioctl for device
bash: no job control in this shell
root@(none):/# mount -o remount,rw /
root@(none):/# passwd usmcli
Password:
Retype new password:
passwd: password updated successfully
root@(none):/# sync
root@(none):/# exit
exit
[  148.482326] Kernel panic - not syncing: Attempted to kill init!

_
```

Step 16. Reboot VM.

Step 17. Login as usmcli user with the password set in step number 13.