Log in to Cisco Unified Communications Operating System Administration

This chapter describes the procedure for accessing the Cisco Unified Communications Operating System Administration and also provides procedures for resetting a lost password.

Logging in to Cisco Unified Communications Operating System Administration

To access Cisco Unified Communications Operating System Administration and log in, follow this procedure.

Note Do not use the browser controls (for example, the Back button) while you are using Cisco Unified Communications Operating System Administration.

Step 1 Browse to the URL for Cisco Unity Connection Administration.

Step 2 From the Navigation menu in the upper, right corner of the Cisco Unity Connection Administration window, select **Cisco Unified OS Administration** and click **Go**.

The Cisco Unified Communications Operating System Administration Logon window displays.

Note You can also access Cisco Unified Communications Operating System Administration directly by entering the following URL: **http://***server-name***/cmplatform**

Step 3 Enter your Administrator username and password.

Note The Administrator username and password get established during installation or created with the command line interface.

Step 4 Click **Submit.**

The Cisco Unified Communications Operating System Administration window displays.

Resetting OS Administrator and Security Passwords

If you lose the Administrator password or security password, use the following procedure to reset these passwords.

To perform the password reset process, you must be connected to the system through the system console, that is, you must have a keyboard and monitor connected to the server. You cannot reset a password when connected to the system through a secure shell session.

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Caution The security password on all nodes in a cluster must match. Change the security password on all machines, otherwise the cluster nodes does not communicate.

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Caution You must reset each server in a cluster after you change its security password. Failure to reboot the servers (nodes) causes system service problems and problems with the Cisco Unified Communications Manager Administration windows on the subscriber servers.

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

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

- Username: **pwrecovery**
- Password: **pwreset**

The Welcome to platform password reset window displays.

Step 2   Press any key to continue.

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

Step 4   Press any key to continue.

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

Step 5   Insert a valid CD or DVD into the disk drive.

Note   For this test, you must use a data CD, not a music CD.

The system tests to ensure that you have inserted the disk.

Step 6   After the system verifies that you have inserted the disk, you get prompted to enter one of the following options to continue:

- Enter **a** to reset the administrator password.

- Enter **s** to reset the security password.

- Enter **q** to quit.

Step 7 Enter a new password of the type that you created.

Step 8 Reenter the new password.

The password must contain at least 6 characters. The system checks the new password for strength. If the password does not pass the strength check, you get prompted to enter a new password.

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