Password--How to recover and reset root password on hardware appliances

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Information

Introduction   This article describes the process for recovering and resetting the root password. You should use this procedure if you lose all your passwords and can't login to the console or SSH environment.

To   To recover from lost root password

Steps   The USB and Fedora software required for this KB can be found on the FTP server under - /Downloads/Tools/FEDORA
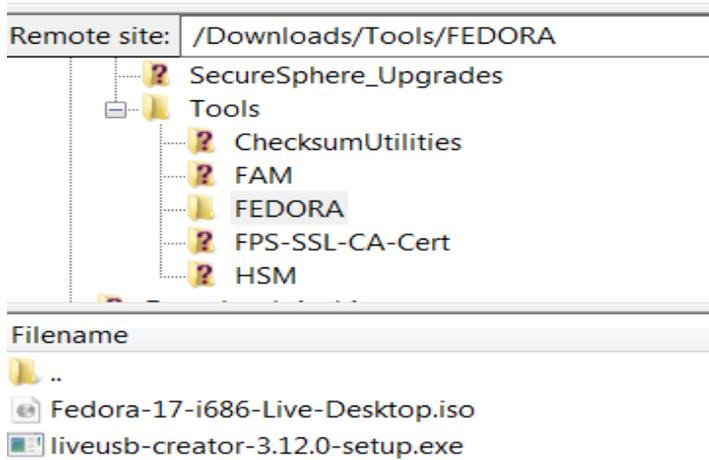
Use this procedure as a last resort if you have no other user accounts you can login with. If you have working credentials for any user account, login using that user account, elevate to root using the **admin** command (with your password), and then use the **passwd root** command to change the root password.

Overview of steps required in this procedure:

Prepare a Live USB and boot the applance from it

Mount the root partition and edit grub.conf to remove the bootloader password

Save the changes and reboot

Stop at the grub screen and bring the system up in single user mode

Change the root password

Reboot

Prepare the Live USB

Create a Fedora 17 i686 Desktop liveusb:

Copy the "Fedora-17-i686-Live-Desktop.iso" file from our FTP to your computer (/Downloads/Tools/Fedora/Fedora-17-i686-Live-Desktop.iso)

Insert a USB disk

Run the Live USB Creator (run as Administrator) - "Live USB Creator" can be found on the FTP (/Downloads/Tools/FEDORA/liveusb-creator-3.12.0-setup.exe)

Make sure Target device point to your USB drive.

Click on "Browse" Button to choose the "Fedora" file.

Click on "Create Live USB"

Once this is complete, you must edit the \syslinux\syslinux.cfg file located in the usb drive:

IMPORTANT - For the editing task you MUST use a third-party text-editor, such as Notepad++, to ensure proper formatting.

Edit \syslinux\syslinux.cfg, on the USB device, Erase its contents and copy and paste the below:

```
SERIAL 0 38400
CONSOLE 0
default vmlinuz0 initrd=initrd0.img root=live:CDLABEL=LIVE rootfstype=vfat
ro liveimg quiet rhgb rd.luks=0 rd.md=0 rd.dm=0 serial text
console=ttyS0,38400n8
```

Note: On some devices, you may need to use SERIAL 1 38400 and CONSOLE 1 and ttyS1 instead of 0. There is no way to tell beforehand.
Additional: On M110, M160, and X-xx10 devices, you may need to use 9600 instead of 38400.

Boot the appliance from USB and remove the bootloader password

Connect the USB to your appliance and boot from the USB stick (following reboot it should boot from USB by default).

Login as root when login is presented.

Mount the root volume to /mnt - **mount /dev/sysvg/root.vol /mnt** . Verify it is mounted using **df -h | grep /mnt**

The output should look like this:


```
[root@localhost liveuser]# df -h | grep /mnt
/dev/mapper/sysvg-root.vol _ 28G  8.3G  18G  32% /mnt
```

4. Edit /mnt/etc/shadow.Replace the string near the root until the first **":"** with the following string (which is a hash of the string '123456')

- **1A6HcN8Ee$s6qjS6Nzu/JhWdq4CP10D.**

Before

After:


```
[root@localhost liveuser]# grep root /mnt/etc/shadow
root:$1$A6HcN8Ee$s6qjS6Nzu/JhWdq4CP10D.:7672:0:99999:7:::
```

5. Press ESC to exit edit mode. Type "wq" to save and quit

6. Run the following commands to save your changes and reboot safely

sync; sync

cd /
umount /mnt
reboot
Remove the USB stick and let the appliance boot off the hard drive.

Change root password

    1. The system will boot up normally and will ask you to login. Enter user root and use password '**123456**'

    2. Now , you can change back the root password using the 'impcfg' tool.

Type **impcfg**

Go to **Manage platform > Manage Users > Change user 'root' password and Save & Apply the changes**

    Old password is '123456'

    Enter the new password

   4. This completes the password recovery process.

Conclusion	Now that you are able to access your device again, it would be a good time to reset the passwords on any other user accounts you have, and document all your passwords in a safe place.
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Attachments

Attachment1

Attachment2

Attachment3