

**Main page:** [Cisco Unified MeetingPlace, Release 7.0](#)

**Up one level:** [Reference Information](#)

Use this procedure to recover or change the root user level password, which is initially set during installation.

#### Procedure

1. Reboot your server.
2. Quickly press the spacebar when the words "GRUB" and "Cisco Unified Communications" appear on the screen.  
**Note:** You have only three seconds to press the spacebar after this text appears. If you miss this window of time, then return to [Step 1](#).
3. The system displays three options. Use the up and down arrow keys to highlight the third entry. It starts with "kernel."
4. Press **e** to edit the entry.
5. At the end of the entry, enter a space and then **single**.  
**Note:** You must type a space before you type **single**.
6. Press **Enter** to return the previous screen. The third entry should have the word single at the end.
7. Press **b** to continue rebooting the server.
8. At the prompt, enter **/root/security/unimmunize.sh**.
9. At the prompt, enter **passwd root**.  
This tells the server to set a new password for the user called root.
10. At the New password: prompt, enter a new password.  
For security purposes, the password is displayed as a series of asterisks.  
**Note:** You may see a message that the password you entered is bad. Ignore this message.
11. At the Retype new password: prompt, re-enter the same password again.
12. At the prompt, enter **/root/security/immunize.sh**.
13. At the prompt, enter **reboot**. This reboots the server.  
The system displays the Cisco Unified MeetingPlace operating system login page.
14. At the username prompt, enter **root**.
15. At the password prompt, enter the new password that you created in [Step 10](#).  
The system displays the Cisco Unified MeetingPlace operating system desktop.