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Recovering the Password for the root Account on the Application Server

Use this procedure to recover or change the root user level password, which is initially set during the Application Server 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, 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 **passwd root**.
 - This tells the server to set a new password for the user called root.
9. At the New password: prompt, enter a new password.
 - For security purposes, the password is displayed as a series of asterisks.
 - Note:** You might see a message that the password you entered is bad. Ignore this message.
10. At the Retype new password: prompt, re-enter the same password.
11. At the prompt, enter **reboot**. This reboots the server.

The system displays the Cisco Unified MeetingPlace operating system sign-in page.

12. At the username prompt, enter **root**.

13. At the password prompt, enter the new password that you created in Step 9.

The system displays the Cisco Unified MeetingPlace operating system desktop.

Recovering the Password for the mpxadmin Account on the Application Server

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

Procedure

1. Sign in to the Application Server CLI as the root user.

2. Enter **passwd mpxadmin**.

This tells the server to set a new password for the mpxadmin user.

3. Enter the new password when prompted.

Note: You might see a message that the password you entered is bad. Ignore this message.

4. Re-enter the same password when prompted.

5. On the desktop, select the Red Hat icon.

6. Select **Log Out**.

7. Select **OK**.

Related Topics

- [How to Sign in to the CLI on the Application Server](#) in the [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server](#) module

Recovering the User Password for the Preconfigured Admin Profile

This task describes how to use the userutil command to reset the User password for the preconfigured Admin Profile.

Procedure

1. Sign in to the Application Server CLI as the mpxadmin user.

2. Enter **userutil -p admin new-password**.

3. On the desktop, select the Red Hat icon.

4. Select **Log Out**.

5. Select **OK**.

Related Topics

- [How to Sign in to the CLI on the Application Server](#) in the [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server](#) module
- [About Preconfigured User Profiles](#) in the [Configuring User Profiles and User Groups for Cisco Unified MeetingPlace](#) module