

<Tip Title>

Problem Summary	TAC/Customers may need the linux root account in some scenarios. The root account is locked down and is enabled on request.
Error Message	NA
Possible Cause	NA
Recommended Action	<ul style="list-style-type: none"> • Run the CLI commands <ol style="list-style-type: none"> 1. utils remote_account enable 2. utils remote_account create rootuser 30 <pre>Account Successfully created Account : rootuser Passphrase : 66RFFQGTXB Expiry : 12-30-2009:12:00:00 (MM-DD-YYYY:Hr:Min:Sec)</pre> <ul style="list-style-type: none"> • Request password generation form the tool at https://remotesupporttool.cisco.com/ using the Account and the Passphrase generated by the CLI command. • Login to the tool using CEC credentials and then go to "Application" -> "Generate Password". • Enter the account name and passphrase from the output of the CLI command 'utils remote_account create'. Then enter the defect id, the TAC case id and notes. • Click "Generate Password" and the password will be generated. • Login to the customer box using the username and the password generated by the tool.
Release	Release 8.0(1)
Associated CDETS #	NA