

## &lt;Tip Title&gt;

<b>Problem Summary</b>	TAC/Customers may need the linux root account in some scenarios. The root account is locked down and is enabled on request.
<b>Error Message</b>	NA
<b>Possible Cause</b>	NA
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Run the CLI commands <ol style="list-style-type: none"> <li>1. utils remote_account enable</li> <li>2. utils remote_account create rootuser 30</li> </ol> </li> </ul> <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"> <li>• Request password generation form the tool at <a href="https://remotesupporttool.cisco.com/">https://remotesupporttool.cisco.com/</a> using the Account and the Passphrase generated by the CLI command.</li> <li>• Login to the tool using CEC credentials and then go to "Application" -&gt; "Generate Password".</li> <li>• 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.</li> <li>• Click "Generate Password" and the password will be generated.</li> <li>• Login to the customer box using the username and the password generated by the tool.</li> </ul>
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	NA