

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Problem](#)

[Solution](#)

[For CSM versions 4.2 and earlier](#)

[For CSM versions 4.3 and later](#)

[Related Information](#)

[Related Cisco Support Community Discussions](#)

Introduction

This document describes how to recover the password in Cisco Security Manager (CSM).

Note: This is a recertification of document 108520 - Password Recovery for CSM.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Security Manager (CSM) installed in the default directory

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Problem

You forget the password for the admin account that is provided initially at the time of installation (unless already changed). Therefore, you perform a password recovery.

Solution

For CSM versions 4.2 and earlier

Complete these steps in order to perform the password recovery:

1. Stop daemon services by issuing this command in the CLI.
2. Run the **resetpasswd.exe** execution file in the CLI. You are prompted for a new password.
3. Start the daemon manager either through services or through the CLI.

For CSM versions 4.3 and later

Complete this step in order to perform the password recovery:

1. Run the **resetpasswd.pl** file specifying admin as the username in the CLI. You are prompted for a new password.

In certain cases external authentication can be done, using an ACS server and you may not have access to ACS server, to reset the password. In such cases you can reset the authentication mode back to LOCAL and then reset your admin password.

Related Information

- [Cisco Security Manager Support Page](#)
- [Technical Support & Documentation - Cisco Systems](#)