

重置或更改CUCM作業系統管理員和安全密碼

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簡介

本文檔介紹如何重置或更改作業系統管理員密碼和安全密碼。

必要條件

需求

思科建議您瞭解以下主題：

- 思科整合通訊管理員(CUCM)版本10.5

採用元件

本檔案中的資訊是根據Cisco Call Manager版本10.5

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

設定

更改作業系統管理員密碼

```
admin> set password user admin
```

它會要求您輸入舊密碼和新密碼。一旦系統驗證密碼，就會更改。

```
admin:set password user admin
Please enter the old password: *****
  Please enter the new password: *****
Reenter new password to confirm: *****
Please wait...

Password updated successfully.
admin:█
```

更改安全密碼

```
admin> set password user security
```

它會要求您輸入舊密碼和新密碼。一旦系統驗證密碼，就會更改。

請確保先更改發佈者上的安全密碼。所有群集節點上的安全密碼必須相同，否則發佈者和訂閱者無法通訊。在群集節點上更改安全密碼後，請重新啟動該節點。

```
admin:set password user security
Please enter the old password: *****
  Please enter the new password: *****
Reenter new password to confirm: *****
WARNING:
Please make sure that the security password on the publisher is changed first.
The security password needs to be the same on all cluster nodes,
or the publisher and subscriber(s) will not communicate.
After changing the security password on a cluster node, please restart that node
.

Continue (y/n)?
admin:set password user security
Please enter the old password: *****
  Please enter the new password: *****
Reenter new password to confirm: *****
WARNING:
Please make sure that the security password on the publisher is changed first.
The security password needs to be the same on all cluster nodes,
or the publisher and subscriber(s) will not communicate.
After changing the security password on a cluster node, please restart that node
.

Continue (y/n)?█
```

```
Reenter new password to confirm: *****
WARNING:
Please make sure that the security password on the publisher is changed first.
The security password needs to be the same on all cluster nodes,
or the publisher and subscriber(s) will not communicate.
After changing the security password on a cluster node, please restart that node
.
Continue (y/n)?y
Please wait...

Password updated successfully.
admin:█
```

重置作業系統管理員或安全密碼

步驟1.從Vsphere客戶端，通過此使用者名稱和密碼登入到CUCM控制檯：pwrecovery/pwreset。螢幕顯示，如下圖所示：

```
*****
*****
** Welcome to Platform password reset **
** Admin and Security password reset are possible **
**
*****

** VMware Installation: 4 vCpu@2600 Hz, 1 Disk(s), Disk 1:100 GB , 4096MB RAM
**

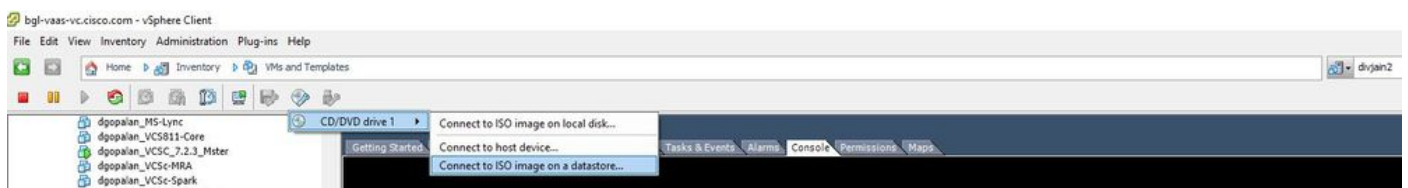
You will be required to remove, then insert any valid CD/DVD media through UMWar
e-vSphere client
To begin you will need to remove any media from the UMWare client CD/DVD drive.
You may press Control-C at any time to abort.

NOTE: At any point when it requests insert CD/DVD media it should be mounted thr
ough vSphere client for UMWare server

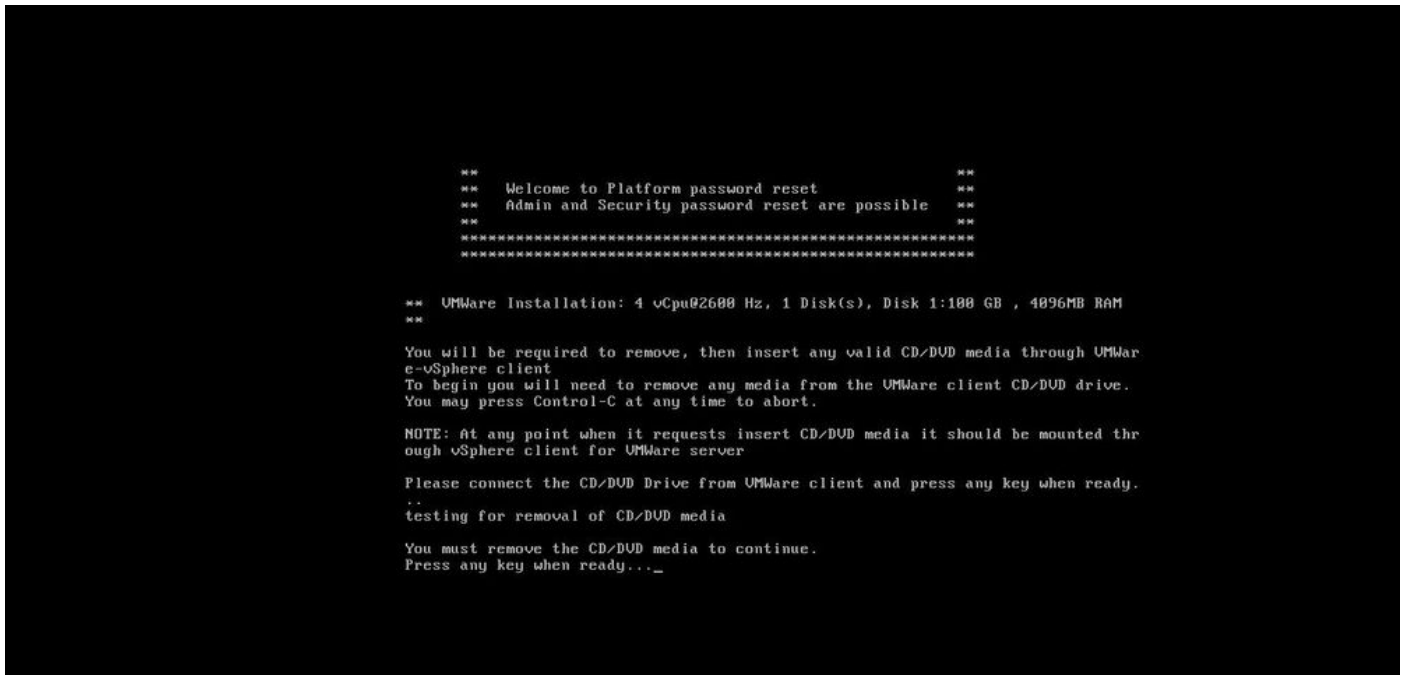
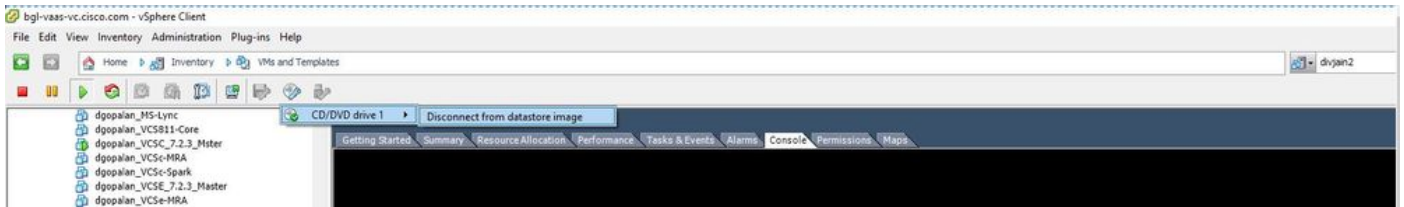
Please connect the CD/DVD Drive from UMWare client and press any key when ready.
...

```

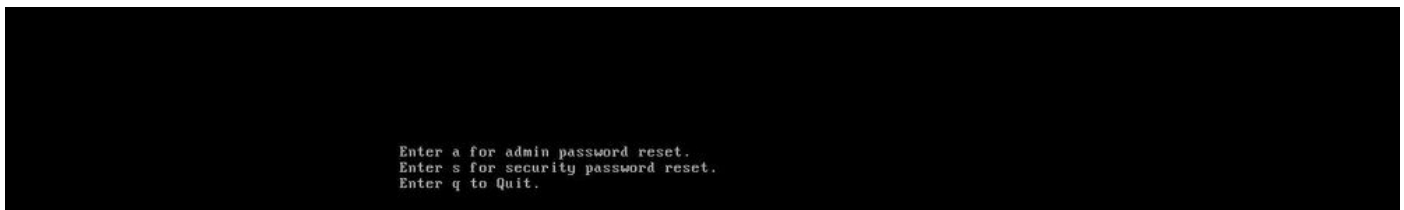
步驟2.為了連線到cd/dvd驅動器，您可以從資料儲存區選擇任何iso映像。這不會重新映像您的CUCM，但只是為了檢查CUCM與虛擬機器客戶端的連線。



步驟3.選擇iso映像後，會要求您按任意鍵。測試後，您將收到刪除iso的提示。



步驟4.按任意鍵繼續。您可以選擇重置作業系統管理員密碼(輸入)或安全密碼(輸入s)。



步驟5.您可以相應地更改作業系統管理員或安全性的密碼。



```
Please connect the CD/DVD Drive from UMWare client and press any key when ready.
..
testing for removal of CD/DVD media

You must remove the CD/DVD media to continue.
Press any key when ready...

You must remove the CD/DVD media to continue.
Press any key when ready...
Please insert any valid CD/DVD media.
Press any key when ready...

Thank you, you may now proceed with Platform password reset.

Enter a for admin password reset.
Enter s for security password reset.
Enter q to Quit.

The admin account name is "admin"
Preparing to change password, please wait...

Please enter the new password: _
```

附註：請在更改安全密碼後執行新的備份，以避免任何與備份/還原相關的問題。

驗證

- 對於OS Admin，您可以在cli或OS Admin頁面上登入以驗證密碼是否已更改。
- 對於安全密碼，請通過以下命令在密碼更改後確保群集中的所有節點都經過身份驗證：**show network cluster**

```
admin:show network cluster
10.106.97.146 divyaiimpl Subscriber cups DBPub authenticated using TCP since Fri Jun 8 15:24:00 2018
10.106.97.139 divyacucm4 Subscriber callmanager DBSub authenticated using TCP since Thu Jun 7 12:05:29 2018
10.106.97.137 divyacucm3.divya.com divyacucm3 Publisher callmanager DBPub authenticated

Server Table (processnode) Entries
-----
10.106.97.137
10.106.97.139
10.106.97.146
admin:
admin:
admin:█
```

疑難排解

目前尚無特定資訊可用於排解此組態的疑難問題。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。