
Recovering Admin Passwords

- Overview
- Enabling the Password Recovery Feature
- Resetting the Admin Password
 - Simple Admin Password Recovery Procedure
 - Recovering (restoring) Admin Passwords After a Factory Default Reset

Overview

The SBC Edge include a password recovery feature that allows for the recovery of (resetting) the admin password. This feature works by creating a temporary Admin user with a temporary password that allows an administrator to access the Local User Management page of the UI and reset at least one Admin level user's password.

Enabling the Password Recovery Feature

The Password Recovery feature is enabled (disabled by default) from the Global Security Options page of the UI.

Resetting the Admin Password



Password Recovery for SBC SWe Lite

To recover a lost password:

- First check with other members of your organization who have Administrator privileges and have them assist you.
- If this is not possible, contact Sonus TAC at <https://www.sonus.net/company/maintenance/log-trouble-tickets>.

Simple Admin Password Recovery Procedure

Recovering the admin password(s) can be accomplished using the reset button.

To recover the admin password(s):



The temporary admin username and password are only valid for five minutes.

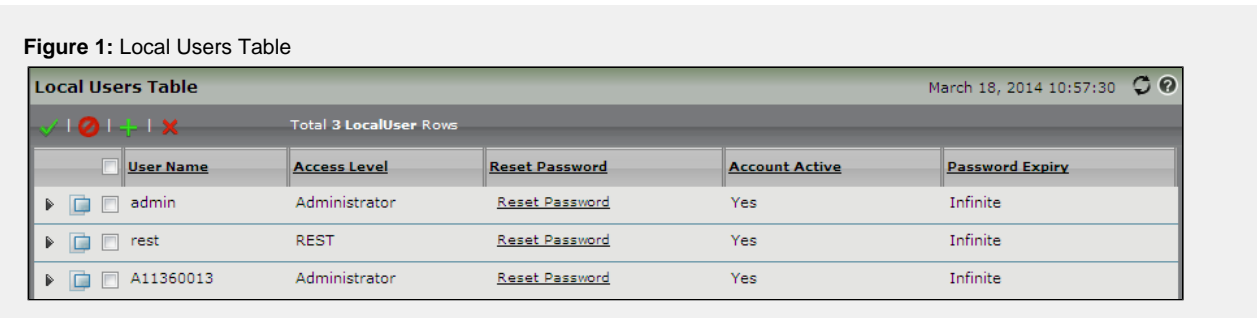
1. Push and hold the reset button for 4 to 5 seconds. See the [SBC 1000 Front Panel](#) or [SBC 2000 Front Panel](#) for details of button location.



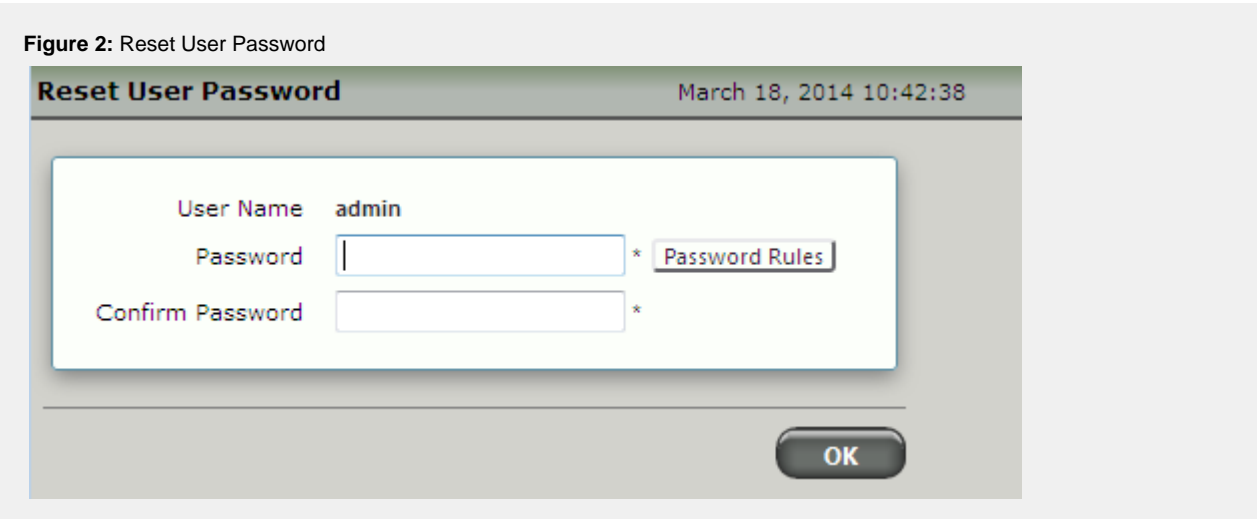
- When the SBC has detected the 4-5 second Reset Button push, the four LEDs on the front panel will flash four (4) times. See [SBC 1000 Front Panel](#) or [SBC 2000 Front Panel](#) for details about the location of the LEDs.
- If the Reset Button is held for more than 6 seconds, the request will not be recognized and the push-and-hold operation must be repeated.
- **Do Not** hold the Reset Button for a period of more than 20 seconds or this will initiate a [factory default](#) (see below).

2. Login to the SBC using the system generated temporary admin username and password.
 - a. Temporary user name: A + last 8 characters of the the SBC serial number (e.g., A12345678).
 - b. Temporary password: same as the temporary user name.
3. Click the **Settings** tab at the top of the UI.

4. In the left navigation bar, go to: **Security > Users > Local User Management**.



5. Click the **Reset Password** link in at least one Administrator level user row.



6. Enter a new password in the **Password** field, then re-enter the password in the **Confirm Password** field.

7. Click **OK**.

Recovering (restoring) Admin Passwords After a Factory Default Reset

After performing a **factory default reset**, the SBC configuration may be restored from a backup.

When you **restore the configuration**, there are options for retaining passwords:

- Restoring the configuration without recovering all existing users and passwords.
- Restoring the configuration and preserving only the admin user and password created in initial setup.

Figure 3: Restore System Configuration

Backup/Restore System Configuration July 15, 2014 15:22:52 ?

System Configuration

Operation

Select File No file selected. *

Replace User Passwords

Passphrase *optional, max 128 chars.*

Confirm Passphrase

Click OK to restore the configuration selected above.

The node will be rebooted on successful restore.

i The configuration restoration task can be initiated from either the Tasks or Settings tabs. For specific information about restoring a configuration, see the [Restoring Data](#) section in this documentation.

