

Password Recovery Procedure for the Cisco Unity Connection

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Introduction
Prerequisites
Requirements
Conventions
Step-by-Step Procedure
Related Information

Introduction

This document describes how to recover a password on a Cisco Unity Connection system. This can be used to change the System Administrator (SA) or Telephone User Interface (TUI) password (by using the correct value for the CredentialType parameter) for any user on the system as long as you have local access to the box and read/write access to SQL.

Prerequisites

Requirements

There are no specific requirements for this document.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Step-by-Step Procedure

A stored procedure is used to change the password (either the SA or the TUI PIN). Complete these steps in order to do this:

1. Open up a database viewer.

You can use CUDLE in this case since it ships on every Cisco Unity/Cisco Unity Connection installation. CUDLE is located in the Tools Depot under the Diagnostic Tools section.

2. Get the ObjectID of the user you want to change the password/PIN for.

In this case, go to the vw_User view, find the Administrator and right-click on the ObjectID column in order to select and copy it to the clipboard.

3. Choose **View > Stored Procedures**.
4. Select the **csp_CredentialModify** stored procedure and press the **Execute** button.

A dialog box appears that displays each parameter. You can read about what each parameter does and what the stored procedures do in the data dictionary view on the stored procedure page. You need to check these three parameters:

- ◆ Make sure that the CredentialType is **3** (for SA access).

- ◆ Check that the strCredentials field is an unencrypted password. (It is encrypted for you by the stored process.)
 - ◆ Verify the UserObjectId you copied in step 2.
5. Press **Execute** in order to finish this procedure.

If you cannot reset the password for Unity Connection Administration using the previous steps, then complete these steps:

1. Download the Administrator PW Reset Tool from the Cisco Unity Tools Depot.

Note: This tool resets the Web access password for any account on a Cisco Unity Connection system. If someone has changed the Administrator account password or it is locked out, this tool resets it to gain access to the SA again.

2. Place the files **pwreset.bat** and **pwreset.js** from the ZIP in the C:\Program Files\Cisco Systems\Cisco Unity Connection\TechTools folder on the Cisco Unity Connection server.
3. Open a command prompt, and change directories to the connection installation location TechTools directory.
4. Enter **pwreset**.
5. Press **Enter/Return**.

Note: You must supply quotes around your password if you use a comma in your password. Otherwise, special characters should work.

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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