Contents

Introduction

This document describes the different mechanisms for password recovery for Identity Service Engine (ISE)

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Basic knowledge of ISE
- Basic knowledge of Cisco Integrated Management Controller

Components Used

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

- ISE virtual machine (VMware version 8 , ESXi 5.x)
- ISE 3300 series appliance (ISE-3315-K9 /
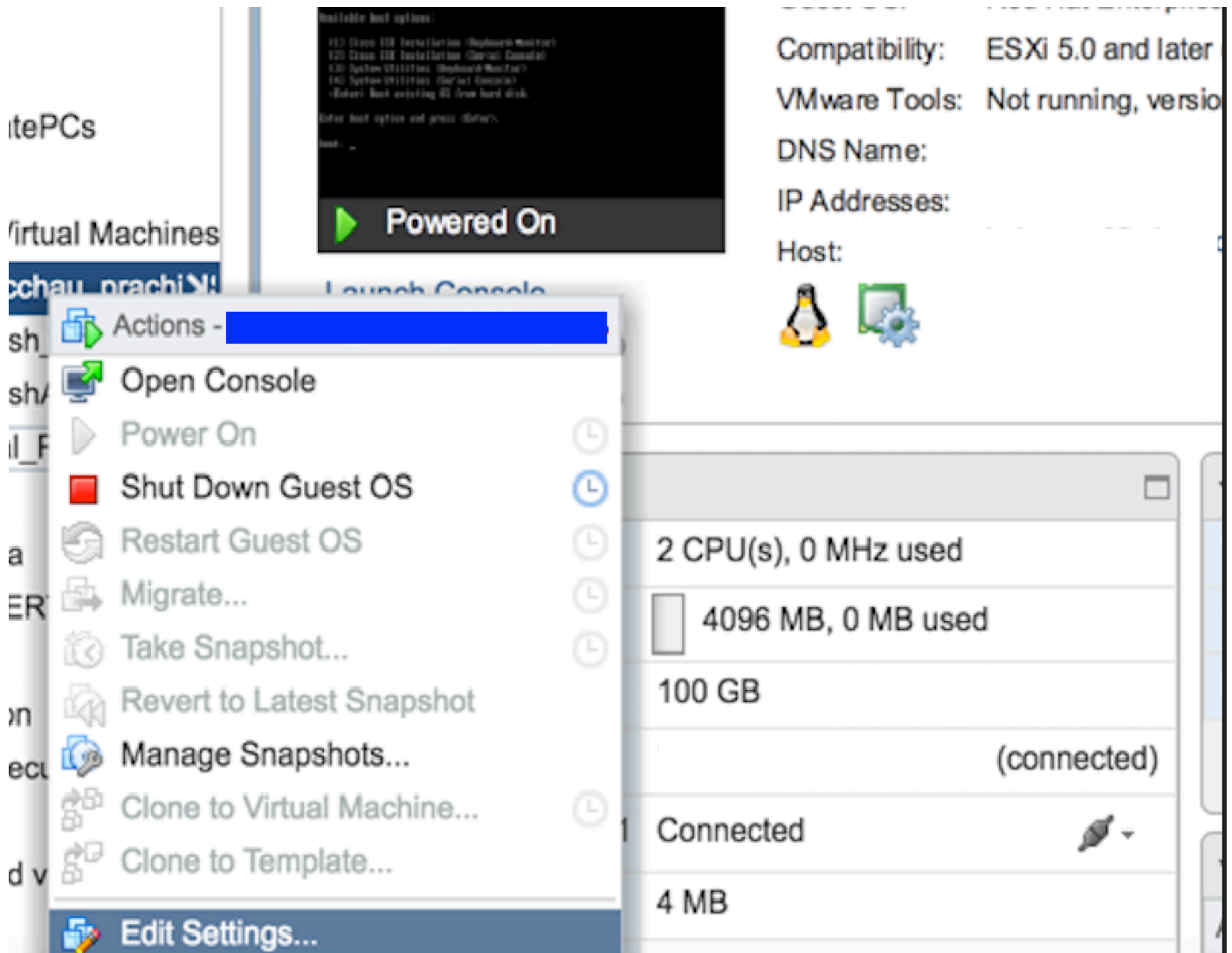- SNS-3400 series appliance (SNS-3415 /

Password Recovery Mechanisms

Password Recovery for ISE virtual machine

Step 1. Download the **ISO** file of the current ISE version form Cisco software download site and upload it to the virtual machine's datastore.

Step 2. Power off the virtual machine.
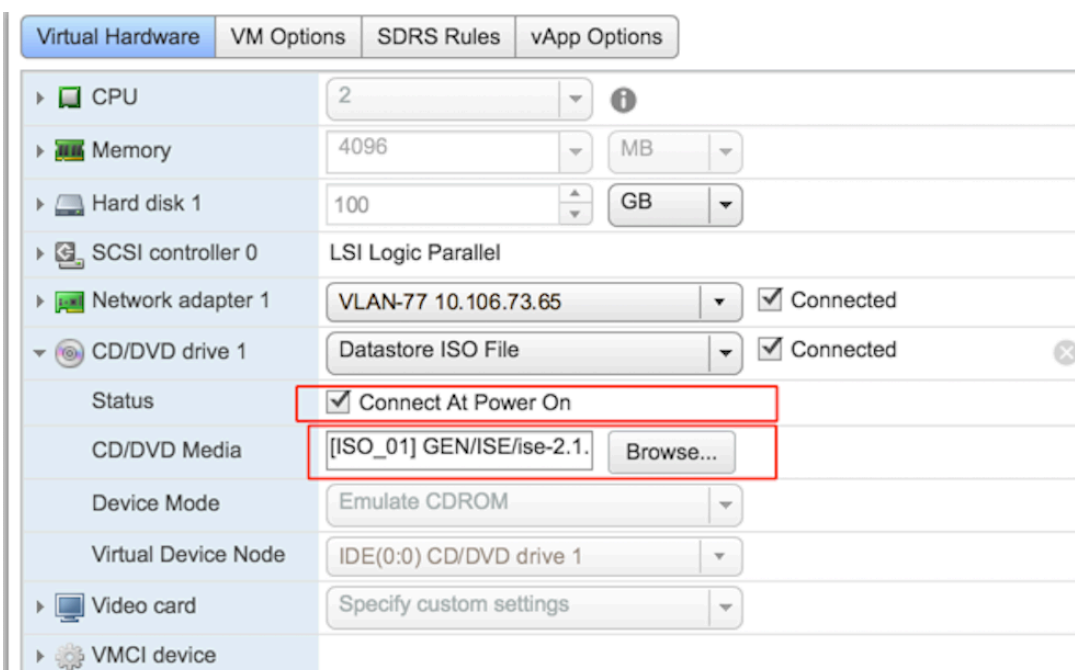
Step 3. Right Click **ISE VM** from the list and select **Edit settings**.

Step 4. In the dialog box, navigate to **Virtual Hardware > CD/DVD**, browse to the ISE version ISO under datastore **ISO** file.

Step 5. Click **Connect At Power On,** as shown in the image.

Step 6. Navigate to **Options > Boot options,** enable the option for force entry to bios on next
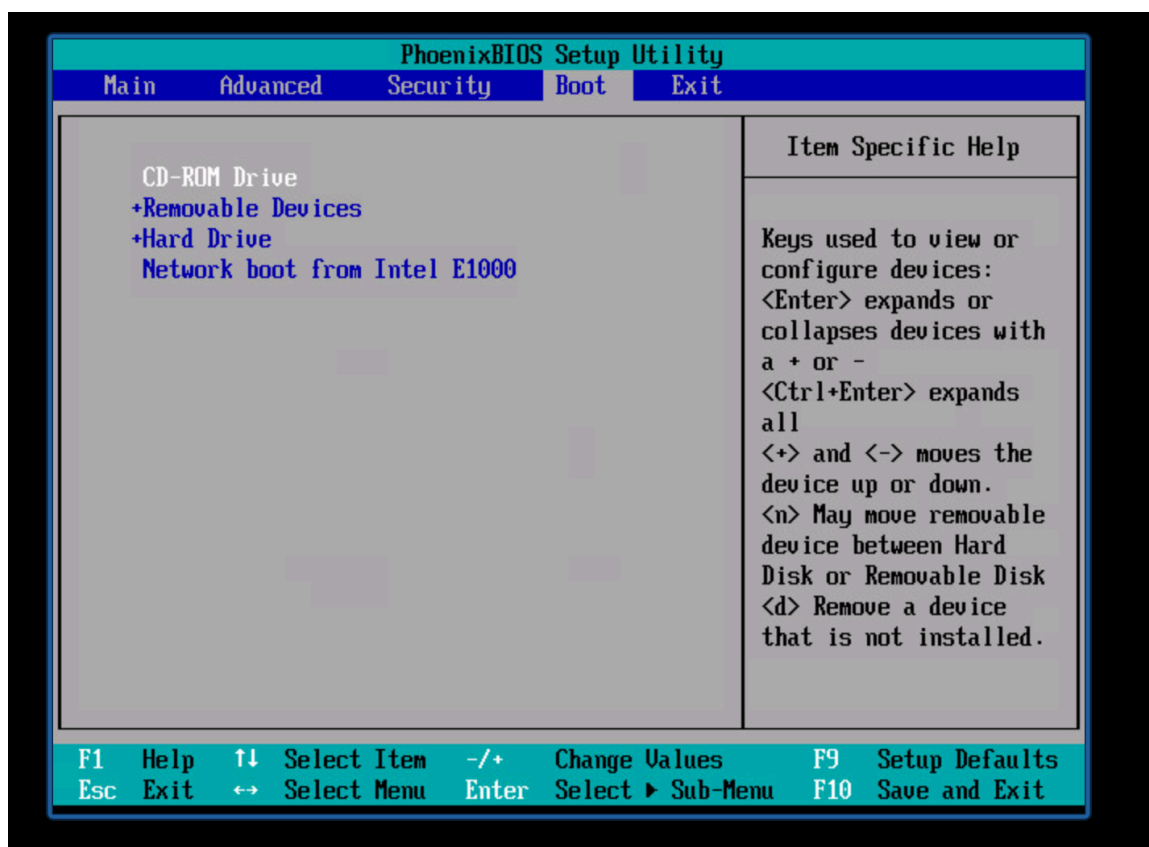
boot as shown in the image and Click **Ok**.

| Virtual Hardware | VM Options | SDRS Rules | vApp Options |

▶ General Options	VM Name: VM_Test
▸ VMware Remote Console Options	☐ Lock the guest operating system when the last remote user disconnects
▶ VMware Tools	*Expand for VMware Tools settings*
▶ Power management	*Expand for power management settings*
▼ ***Boot Options**	
Firmware	Choose which firmware should be used to boot the virtual machine: BIOS ▾
Boot Delay	Whenever the virtual machine is powered on or reset, delay the boot order for: 0 ▲▼ milliseconds
Force BIOS setup (*)	☑ The next time the virtual machine boots, force entry into the BIOS setup screen
Failed Boot Recovery	☐ When the virtual machine fails to find a boot device, automatically retry boot after:

Step 7. Power on the VM and open VM console.

Step 8. You get a BIOS prompt.

Step 9. Change the order of CD-ROM Drive to be before the hard drive.

```
              PhoenixBIOS Setup Utility
  Main      Advanced    Security    Boot     Exit

                                          Item Specific Help

     CD-ROM Drive
    +Removable Devices
    +Hard Drive                         Keys used to view or
     Network boot from Intel E1000      configure devices:
                                        <Enter> expands or
                                        collapses devices with
                                        a + or -
                                        <Ctrl+Enter> expands
                                        all
                                        <+> and <-> moves the
                                        device up or down.
                                        <n> May move removable
                                        device between Hard
                                        Disk or Removable Disk
                                        <d> Remove a device
                                        that is not installed.


  F1   Help    ↑↓  Select Item   -/+   Change Values    F9   Setup Defaults
  Esc  Exit    ↔   Select Menu   Enter Select ▶ Sub-Menu F10  Save and Exit
```

Step 10. Click **Enter**, and you get the options, as shown in this image.

```
Available boot options:

  [1] Cisco ISE Installation (Keyboard/Monitor)
  [2] Cisco ISE Installation (Serial Console)
  [3] Recover administrator password (Keyboard/Monitor)
  [4] Recover administrator password (Serial Console)
  <Enter> Boot existing OS from hard disk.

Enter boot option and press <Enter>.

boot: _
```

Step 11. Select Option 3. You are prompted on this screen.

```
------------------------------------------------------------------
-------------------------- Admin Password Recovery --------------------------
------------------------------------------------------------------

   This utility will reset the password for the specified ADE-OS administrator.
   At most the first five administrators will be listed. To abort without
   saving changes, enter [q] to Quit and return to utilities menu

   ------------------------------------------------------------------

   Admin Usernames :

       [1] admin

 Enter choice [1] or q to Quit : 1
    Password:
    Verify password:

   Save changes and exit? [y/n]: y
```

Select Option 1 for username admin and enter new password.

After successfull password reset. it redirects you to the prompt shown in Step 10

Step 12. Click **Enter** in order to boot the ISE from existing hard disk.

Step 13. (Optional). You can

Password Recovery for ISE-3300 series appliance

There are three types of ISE 3300 series appliances that support ISE.

- ISE-3315-K9
- ISE-3355-K9
- ISE-3395-K9

These devices contain CD/DVD drive.

> **Note**: ISE 3300 appliance series are not supported by ISE 2.x version. It is supported till ISE 1.4 only.

Steps to recover password for ISE-33XX apliance are:

Step 1. Ensure that the Cisco ISE appliance is powered up.

Step 2. Insert the Cisco ISE Software DVD.

> **Note**: If you do not have the original DVD, you need to copy the cisco ISE **ISO** file from Cisco software site and burn it to a new DVD.

Step 3. Reboot the Cisco ISE appliance to boot from the DVD.

The console displays this message (this example shows a Cisco ISE 3355):

Step 4. At the system prompt, enter 3 if you use a keyboard and video monitor connection to the appliance, or enter 4 if you use a local serial console port connection. The console displays a set of parameters.

Step 5. Enter the parameters by using the descriptions that are listed :

Admin username	Enter the number of the administrator whose password you want to reset.
Password	Enter a new password.
Verify password	Enter the password again.
Save change and reboot	Enter Y to save.

The console displays:

Step 6. Remove the DVD.

> **Note**: To enter BIOS mode forcefully on appliance , power on and press function key F1. We may need this option when ISE appliance does not boot up to "admin password recovery" prompt even after inserting DVD. In this case, we need to enter the BIOS mode on power-on by pressing F1 and then change the boot order to CD/DVD drive as first option. Similarily, We can enter BIOS mode after successful password recovery to change the boot order to use hard drive as the first option to avoid going to "Admin password recovery" prompt everytime a user access ISE console.

Password Recovery for SNS-3400 series appliance

There are two types of SNS 3400 series appliances which support ISE:

- SNS-3415
- SNS-3495

SNS 3400 series supports both ISE 1.x and ISE 2.x(2.0 and 2.1) versions.

SNS 3400 devices does not contain a CD/DVD drive.

There are two methods to recover password on SNS 3400 appliance:

- Password recovery using Cisco integrated management Controller (CIMC)
- Password recovery using bootable USB

Password recovery using CIMC

You need to configure CIMC on a PC for this method. You can refer [Configuring CIMC](#)

After you have configured the CIMC for your appliance, you can use it to manage your Cisco SNS-3415 or Cisco SNS-3495 appliance. You can perform all operations including BIOS configuration on your Cisco SNS-3415 or Cisco SNS-3495 appliance through the CIMC.

Step 1. Connect to the CIMC for server management. Connect Ethernet cables from your LAN to the server, using the ports that you selected in NIC Mode setting. The Active-active and Active-passive NIC redundancy settings require you to connect to two ports.

Step 2. Use a browser and the IP address of the CIMC to log in to the CIMC Setup Utility. The IP address is based upon your CIMC config settings that you made (either a static address or the address assigned by your DHCP server).

> **Note**: The default user name for the server is admin.The default password is password.

Step 3. Use your CIMC credentials to log in.

Step 4. Click **Launch KVM Console**.

Step 5. Click the **Virtual Media** tab.

Step 6. Click **Add Image** to select the current ISE version ISO from the system running your client browser.

Step 7. Check the **Mapped** check box against the virtual CD/DVD drive that you have created.

Step 8. Click the **KVM** tab.

Step 9. Choose **Macros > Ctrl-Alt-Del** to boot the Cisco SNS-3415 or Cisco SNS-3495 appliance using the ISO image.

Step 10. Enter F6 to bring up the boot menu. A similar screen appears, as shown in this image.

Step 11.

Step 12. At the boot prompt, enter 3 and press **Enter**.

Step 13. Select the option for correct username and press enter. Reset password.

The console displays:

Password recovery using bootable USB

Before You Begin :

You need to create a bootable USB drive. See [Creating a Bootable USB Drive.](#)

Step 1. Power on the Cisco SNS-3415 or Cisco SNS-3495 appliance.

Step 2. Plug in your bootable USB drive that has the Cisco Secure ISE ISO image into the USB port.

Step 3. Restart SNS-34xx appliance and go to the BIOS mode on console

Step 4. In the BIOS mode, choose boot from USB.

Step 5. Exit from the BIOS mode and click **Save**.

Step 6. Again, restart ACS and boot from USB.

This message is displayed.

Step 8. At the boot prompt, enter **3** if using keyboard monitor or press **4** if you are using serial console

press **Enter**.

Step 9. Select the option for correct username and press eneter. Reset password.

The console displays:

ISE GUI Password Recovery Mechanism

Step 1. Log in on the console using the CLI admin account.

Remember that the console admin account is different than the web UI admin account. They have the same username but can have different passwords.

Step 2. From the command prompt, use the **application reset-passwd ise admin** command to set a new web UI admin password.
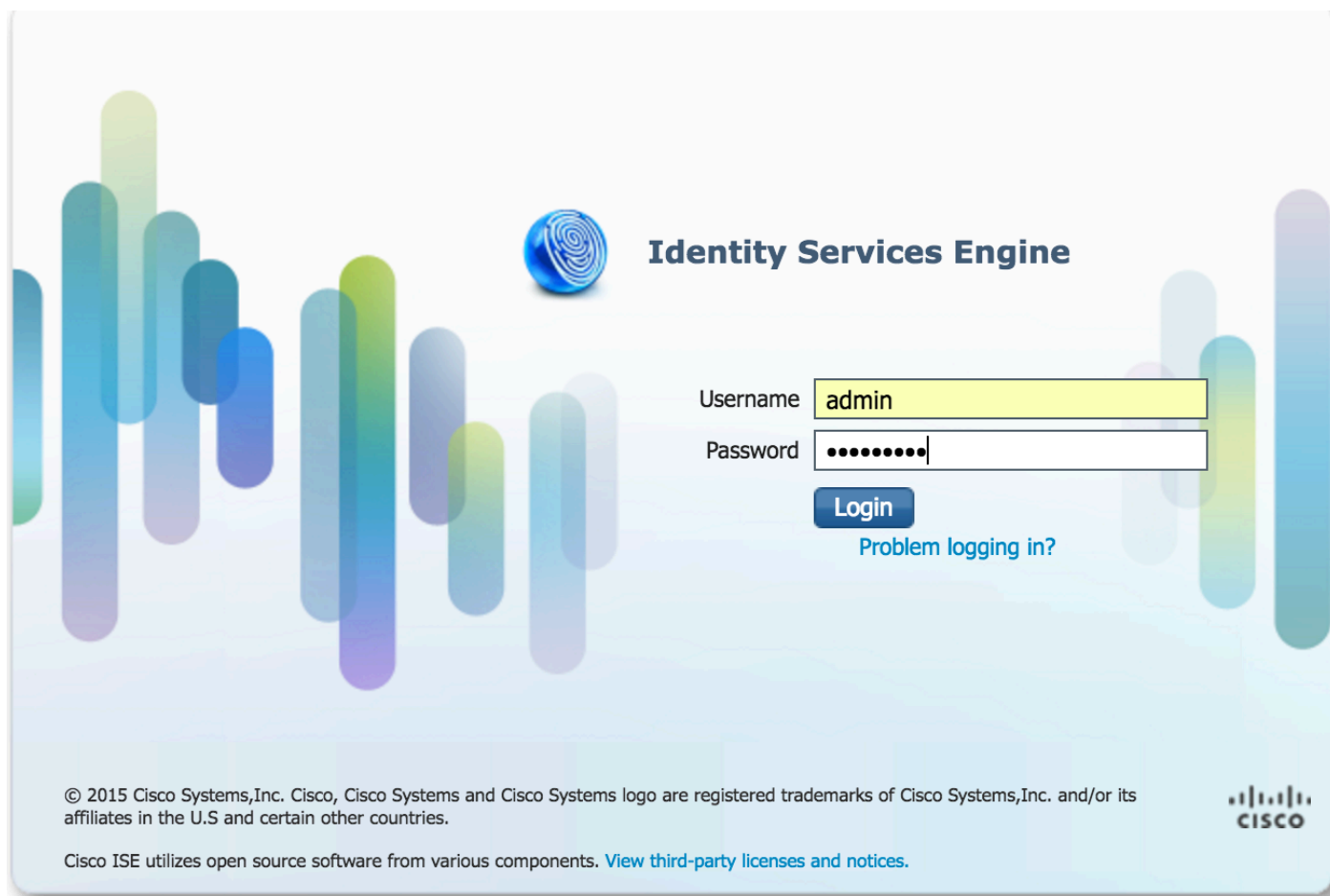
Step 3. You will get the prompt to reset password, as shown in this image.

```
ISE-2-0/admin# application reset-passwd ise admin
Enter new password:
Confirm new password:

Password reset successfully.
ISE-2-0/admin#
```

Step 4. You can enter the new password.

Step 5. Password reset is successful. You can test by logging into the GUI