

Cisco CallManager 5.x: Unable to Access OS Administration Web Page

Document ID: 100799

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Introduction

This document discusses how to resolve the login problem with the Cisco CallManager Operating System Administration web page.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager 5.x

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 5.x

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.

Conventions

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

Cisco Unified Communications Operating System Administration Web Page

In Cisco Unified CallManager 5.x, you need to login into the Cisco Unified Communications Operating System Administration web page in order to perform many common system administration functions. You

can perform these system functions through OS Admin page.

- Check software and hardware status.
- Check and update IP addresses.
- Ping other network devices.
- Manage NTP servers.
- Upgrade system software and options.
- Restart the system.

Browser requirement

You can access Cisco Unified CallManager Administration, Cisco Unified CallManager Serviceability, and Cisco Unified Communications Administration if you use these browsers:

- Microsoft Internet Explorer version 6.0 or later
- Netscape Navigator version 7.1 or later

Note: Cisco does not support or test other browsers.

Logging Into Cisco Unified Communications Operating System Administration

Complete these steps in order to access Cisco Unified Communications Operating System Administration and login:

1. Login into Cisco Unified CallManager Administration with the CCMAAdministrator username and password. Both username and password are case-sensitive.
2. From the Navigation menu in the upper right corner of the Cisco Unified CallManager Administration window, choose **Cisco Unified OS Administration** and click **Go**.



Note: You can also access Cisco Unified Communications Operating System Administration directly if you enter this URL: **http://<ip address>/iptplatform**.

3. The Administrator username and password gets established during installation or created with the command line interface. This is different from the Cisco Unified CallManager Administration username and password.

Note: Only one account can be used for Cisco Unified Communications Operating System Administration. MLA cannot be enabled for the Operating System administration account.

Recovering the OS Administrator Password

If you do not remember the Administrator password and cannot access the system, complete these steps in order to reset the OS Administrator password.

Note: During this procedure, you are required to remove and then insert any valid CD or DVD in the disk drive to prove that you have physical access to the system.

Procedure

Complete the steps in the given procedure in order to recover the password after inserting any valid CD or DVD into the disk drive:

1. Log in to the system with this username and password:

- ◆ Username: **pwrecovery**
- ◆ Password: **pwreset**

The **Welcome to admin password reset** window displays. Press any key in order to continue.

2. If you have a CD or DVD in the disk drive, remove it now and press any key in order to continue.


The system tests to ensure that you have removed the CD or DVD from the disk drive.

3. After the system verifies that you have inserted the disk, you get prompted to enter a new Administrator password.

The system resets the Administrator username to **admin**. If you want to set up a different Administrator username and password, use the CLI command **set password**

4. Reenter the new password. The password must be at least six characters long and should not be a common name.
5. After the system verifies the strength of the new password, the password gets reset, and you are prompted to press any key in order to exit the password reset utility.

Related Information

- [Changing the IP Address for Cisco Unified CallManager / Unified Communications Manager](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)

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Updated: Mar 17, 2008

Document ID: 100799
