



Password recovery procedure for Layer 2 and Layer 3 switches

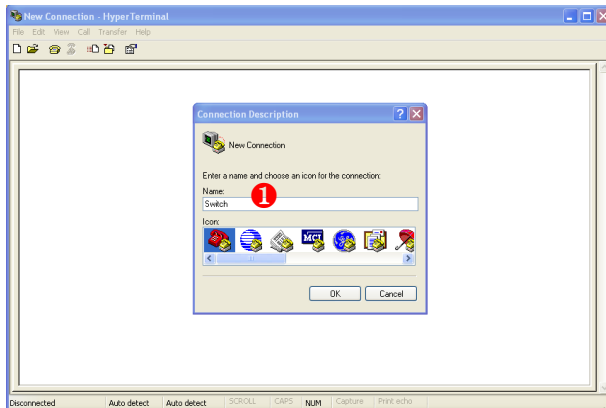
This document describes the procedure to reset to default the **admin** and **enable** passwords on Layer 2 and Layer 3 switches.

The Password recovery feature is available from Firmware Version 7.3.1.7

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Accessing the switch via the Console port

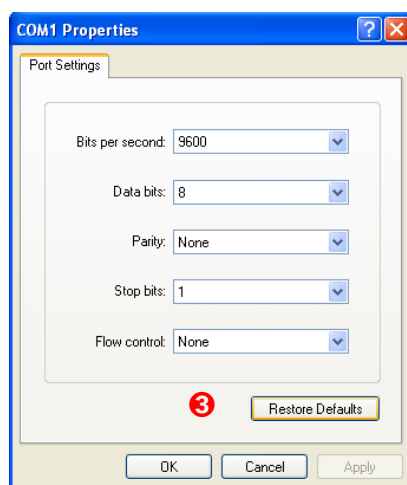


- **1** Start Hyper Terminal and create a new connection (i.e. Switch) and click OK.

NOTE: At this time the switch is turned off



- **2** Choose the serial port that will be used to connect the Console cable to the Switch
- Connect the Console cable (enclosed in the Switch box) to the Console port of the switch



- **3** Click on Restore defaults to set the COM port properties (9600, 8, None, 1, None)
- Click OK

```

password - HyperTerminal
File Edit View Call Transfer Help
U-Boot 0.3.0 (Oct 2 2007 - 16:15:57)
Board: Netgear FSM73xxS
DRAM: 128 MB
Flash: 16 MB
Hit any key to stop autoboot: 0
Starting kernel ...
init started: BusyBox v1.00 (2005.04.05-22:51-0000) multi-call binary
Starting pid 10, console /dev/ttyS0: '/etc/init.d/rcS'
Starting pid 16, console /dev/ttyS0: '/etc/rc.d/rc.fastpath'
FSM73xxS Startup Rev: 1.5
Select startup mode. If no selection is made within 3 seconds,
the FSM73xxS Application will start automatically...
1 - Start FSM73xxS Application
2 - Display Utility Menu
Select (1, 2): _

```

- **4** Power on the Switch (the output shown in the picture should be now visible in Hyper Terminal)

Password recovery

```

password - HyperTerminal
File Edit View Call Transfer Help
U-Boot 0.3.0 (Oct 2 2007 - 16:15:57)
Board: Netgear FSM73xxS
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Starting pid 16, console /dev/ttyS0: '/etc/rc.d/rc.fastpath'
FSM73xxS Startup Rev: 1.5
Select startup mode. If no selection is made within 3 seconds,
the FSM73xxS Application will start automatically...
1 - Start FSM73xxS Application
2 - Display Utility Menu
Select (1, 2): 2

```

- The following two items will be displayed:
 - 1 – Start FSM73xxS Application (depending on the switch model)
 - 2 – Display Utility Menu
- **5** Select 2 and press enter within 3 seconds from the options being displayed. If no selection is made within 3 seconds reboot the switch.

```

password - HyperTerminal
File Edit View Call Transfer Help
FSM73xxS Startup Rev: 1.5
Select startup mode. If no selection is made within 3 seconds,
the FSM73xxS Application will start automatically...
1 - Start FSM73xxS Application
2 - Display Utility Menu
Select (1, 2): 2
FSM73xxS Startup Rev: 1.5
FSM73xxS Startup -- Utility Menu
1 - Start FSM73xxS Application
2 - Load Stack Code Update Package using XMODEM/VMODEM/ZMODEM
3 - Display Vital Product Data
4 - Select Serial Speed
5 - Retrieve Error Log using XMODEM/VMODEM/ZMODEM
6 - Erase Current Configuration
7 - Password Recovery Procedure
0 - Quit from FSM73xxS Startup
Select option (1-7 or 0): 7

```

- After the choice at **5** , a new Menu will be displayed
- **6** Choose option number 7 for Password Recovery procedure

```

password - HyperTerminal
File Edit View Call Transfer Help
Select startup mode. If no selection is made within 3 seconds,
the FSM73xxS Application will start automatically...
1 - Start FSM73xxS Application
2 - Display Utility Menu
Select (1, 2): 2
FSM73xxS Startup Rev: 1.5
FSM73xxS Startup -- Utility Menu
1 - Start FSM73xxS Application
2 - Load Stack Code Update Package using XMODEM/VMODEM/ZMODEM
3 - Display Vital Product Data
4 - Select Serial Speed
5 - Retrieve Error Log using XMODEM/VMODEM/ZMODEM
6 - Erase Current Configuration
7 - Password Recovery Procedure
Q - Quit from FSM73xxS Startup
Select option (1-7 or Q): 7
Resetting the password to factory defaults...

```

- 7 The **admin** and **enable** passwords will now be reset to factory defaults as confirmed by output

```

Switch - HyperTerminal
File Edit View Call Transfer Help
Q - Quit from FSM73xxS Startup
Select option (1-7 or Q): 7
Resetting the password to factory defaults.../
Starting FSM73xxS application...
//
//
//
started!
(Unit 1)>
Box is in recovery mode; please configure password for admin
Box is in recovery mode; please configure password for enable mode

(FSM7328PS) #

```

- Once the procedure is completed the prompt will return to the Privileged EXEC mode (#)
- The **admin** and **enable** password are now both reset to default (no password)

Setting the Admin and Enable passwords

```

Switch - HyperTerminal
File Edit View Call Transfer Help
(FSM7328PS) #configure terminal
(FSM7328PS) (Config)#users passwd admin
Enter old password:
Enter new password:*****
Confirm new password:*****
Password Changed!
(FSM7328PS) (Config)#_

```

ADMIN PASSWORD

- Access the Config mode using the **Configure Terminal** command
- The **users passwd admin** command will enter the password mode for the user **admin**
- Enter the old password (in this case press enter as there is no old password)
- Enter and Confirm the new password

```
(FSM7328PS) (Config)#exit
(FSM7328PS) #
(FSM7328PS) >enable passwd
Enter old password:
Enter new password:*****
Confirm new password:*****
Password Changed!
(FSM7328PS) >_
```

ENABLE PASSWORD

- Exit the Config mode with the **Exit** command
- Use CTRL+Z keys to exit the Privileged EXEC mode (#)
- Type the **enable password** command to enter the password mode
- Enter the old password (in this case press enter as there is no old password)
- Enter and Confirm the new password

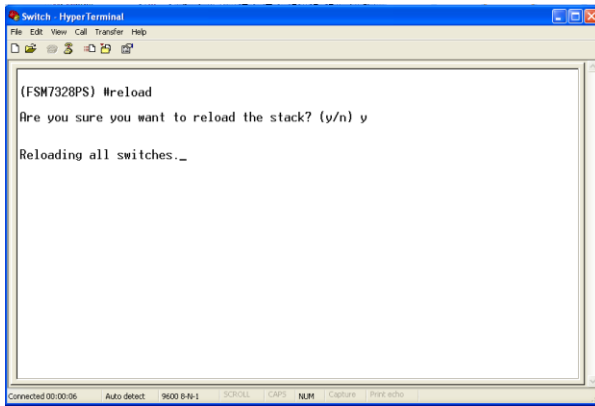
Save the configuration and reload the switch

Before the changes can take place the switch will need rebooting. This will require the configuration to be saved before power cycling, to avoid the changes to be lost.

```
(FSM7328PS) >en
(FSM7328PS) #copy system:running-config nvram:startup-config
This operation may take a few minutes.
Management interfaces will not be available during this time.
Are you sure you want to save? (y/n) y
Configuration Saved! S
(FSM7328PS) #
(FSM7328PS) #_
```

SAVE THE CONFIGURATION

- Enter the Privileged EXEC mode using **en** or **enable**
- Save the configuration using the command **copy system-running nvram:startup-config**
- Enter **Y** when prompted
- **S** The configuration is now saved



```
Switch - HyperTerminal
File Edit View Call Transfer Help
(FSM7328PS) #reload
Are you sure you want to reload the stack? (y/n) y
Reloading all switches._
Connected 00:00:06 Auto-detect 9600 8-N-1 S0/0/0 LCP5 NLM Capture Print echo
```

RELOAD THE SWITCH

- Type the **reload** command to power cycle switch
- Enter **Y** when prompted
- The changes will take place once the reboot is completed and the user will be required to use the new **admin** password to login, and the **enable** password to access the Privileged EXEC mode