

# Password recovery for appliance How to guide

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## Overview

This document outlines how to reset the admin password back to factory defaults for a Swivel hardware or VM appliance.

## Prerequisites

Swivel Appliance 2.x, 3.x, 4.x

## Admin Console Password Reset Procedure using Sysresccd

This procedure can be used when the Webmin cannot be logged into.

### Boot from sysrescue CD

See [System Rescue CD](#)

### Mount file system

Mount the root partition. Note: If sda2 is not found then try sdb2 instead.

```
mkdir /root/temp
mount /dev/sda2 /root/temp
export SHELL=/bin/bash
chroot /root/temp
```

This will take you to a different prompt. Then run the following command:

```
passwd admin
```

Type in the default password. You will be asked to confirm it.

### Known Issues

When trying to the above step of "passwd admin" and you are present with the error "Unknown user 'admin'" then vi /etc/passwd and add the following line to the list:

```
admin:x:0:0:~/home/admin:/bin/bash
```

## Testing

Login with the default username and password.