

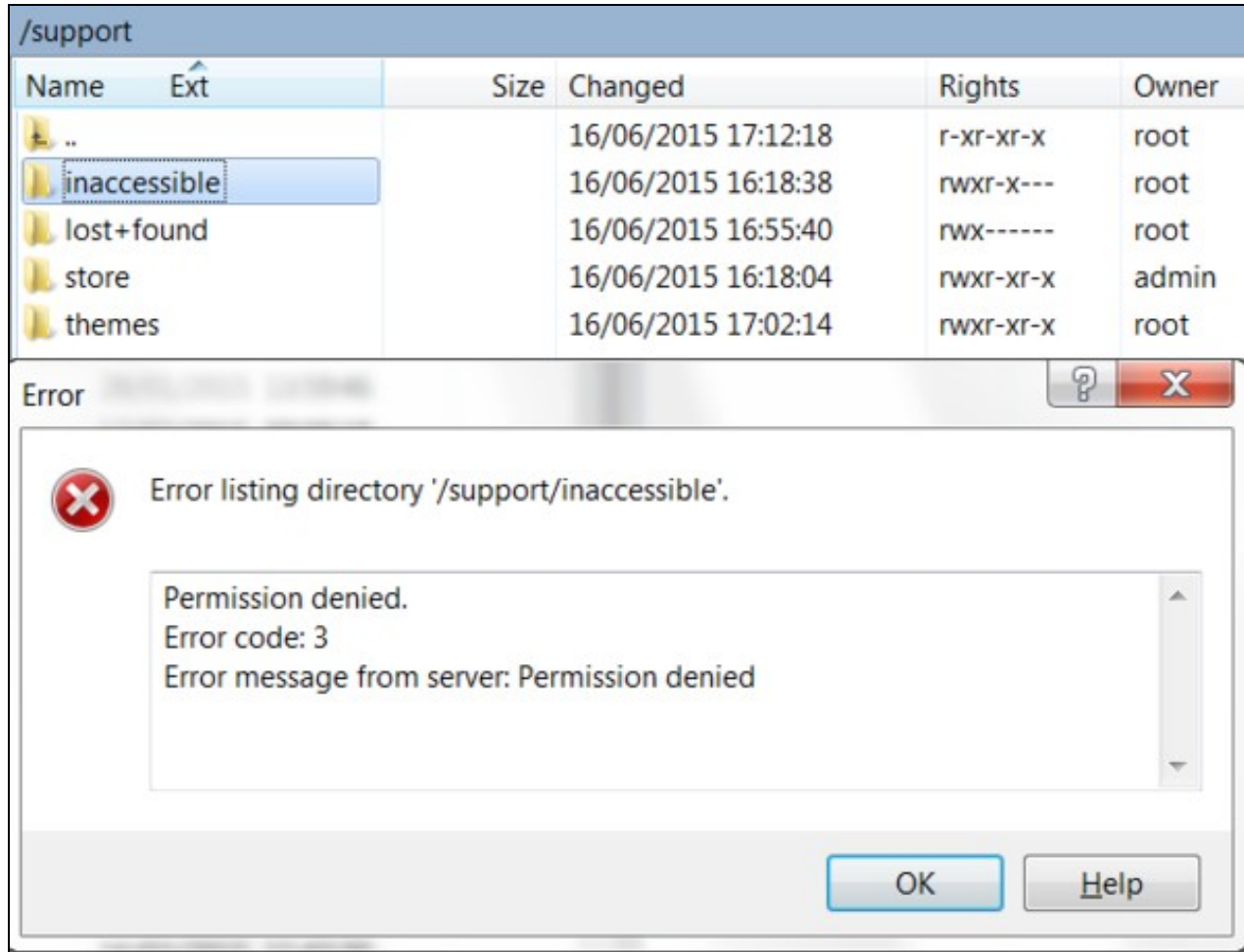
# V3 Appliance Insufficient Permissions

## WinSCP and Insufficient Permissions

In versions prior to V3, arbitrary files could be accessed (or replaced) using WinSCP. In V3, this has changed, and the admin user needs the relevant permissions to access or replace files. Most files should still be accessible from WinSCP as usual, but some may require special methods.

### Commandline access

Any file can be recovered using WinSCP using commandline access and a storage space, /support/store. This space is owned by the admin user, and can be used for storing files to WinSCP out.



The screenshot shows a WinSCP window displaying a directory listing for the path /support. The listing includes columns for Name, Ext, Size, Changed, Rights, and Owner. The 'inaccessible' folder is highlighted, and an error dialog box is open over it. The error dialog box contains the following text:

```
Error listing directory '/support/inaccessible'.  
Permission denied.  
Error code: 3  
Error message from server: Permission denied
```

The error dialog box has 'OK' and 'Help' buttons at the bottom.

Name	Ext	Size	Changed	Rights	Owner
..			16/06/2015 17:12:18	r-xr-xr-x	root
inaccessible			16/06/2015 16:18:38	rwxr-x---	root
lost+found			16/06/2015 16:55:40	rwX-----	root
store			16/06/2015 16:18:04	rwXr-xr-x	admin
themes			16/06/2015 17:02:14	rwXr-xr-x	root

Suppose we wish to access a file within the folder inaccessible, which the admin user does not have access to. We cannot gain privileges from within WinSCP, so we log on to the CMI using a separate instance, and access the command line using Tools -> Commandline. We can then access ?inaccessible?.

```
192.168.0.57 - PuTTY
Swivel Maintenance (c) 2015      Command Line Access      VMWare Standby

CAUTION, this method of access to the Swivel appliance is not
recommended unless undertaken or directed by experienced Swivel/Linux
support personnel

To continue to the Linux command prompt please enter the CMI password or press
"Return" to return back to the menu

Password:
INFO: Command Line accessed
Type 'exit' to return to CMI

[admin@superstandby admin]# cd /support/
[admin@superstandby support]# cd inaccessible/
[admin@superstandby inaccessible]# ls -l
total 0
-rw-r-----. 1 root root 0 Jun 16 16:18 very_important_file
[admin@superstandby inaccessible]#
```

We can then copy very\_important\_file into /support/store (so that the admin user can see it) and give the admin user read permissions (so that we can WinSCP it out).

```
192.168.0.57 - PuTTY

[admin@superstandby support]# cd /support/inaccessible/
[admin@superstandby inaccessible]# ls -l
total 0
-rw-r-----. 1 root root 0 Jun 16 16:18 very_important_file
[admin@superstandby inaccessible]# mv very_important_file /support/store/
[admin@superstandby inaccessible]# cd /support/store/
[admin@superstandby store]# ls -l
total 4
drwxr-xr-x. 2 admin admin 4096 Jun 16 16:18 log_files
-rw-r-----. 1 root root 0 Jun 16 16:18 very_important_file
[admin@superstandby store]# chmod a+r very_important_file
[admin@superstandby store]# ls -l
total 4
drwxr-xr-x. 2 admin admin 4096 Jun 16 16:18 log_files
-rw-r--r--. 1 root root 0 Jun 16 16:18 very_important_file
[admin@superstandby store]#
```