

Technical Bulletin CS-24-02

Resetting SAM CLI Password

This technical bulletin explains how to reset the command line password for your Spectralink AMIE Essentials (SAM) server when it has been changed or lost.

System Affected

Spectralink AMIE Essentials (SAM)

Applies to all versions of SAM

Description

While it is always recommend to save your passwords in a secure place, sometimes changes in personnel or other unforeseen circumstances can lead to lost passwords. To better enable you to manage your Spectralink system, you can follow the steps in this Tech Bulletin to reset the password for your Spectralink AMIE Essentials, called SAM from here on. To perform these steps, you will need to have access to the virtual machine via your VM server management software interface where you can access the VM console and perform power on/off functions.

Please note, that for the sake of completeness, the default command line password for the SAM server is: sam

Spectralink highly recommends customers change the command line password from the default for the security of their systems.

You'll want to start with your SAM VM in a powered off state. If you don't have the ability to login and perform a controlled shutdown, or don't have VMWare tools installed to allow for a controlled shutdown then don't worry about impacting system operation or encountering data loss. Inform any users that might be accessing the system to log off and then power down the VM from the VM Server Management interface.

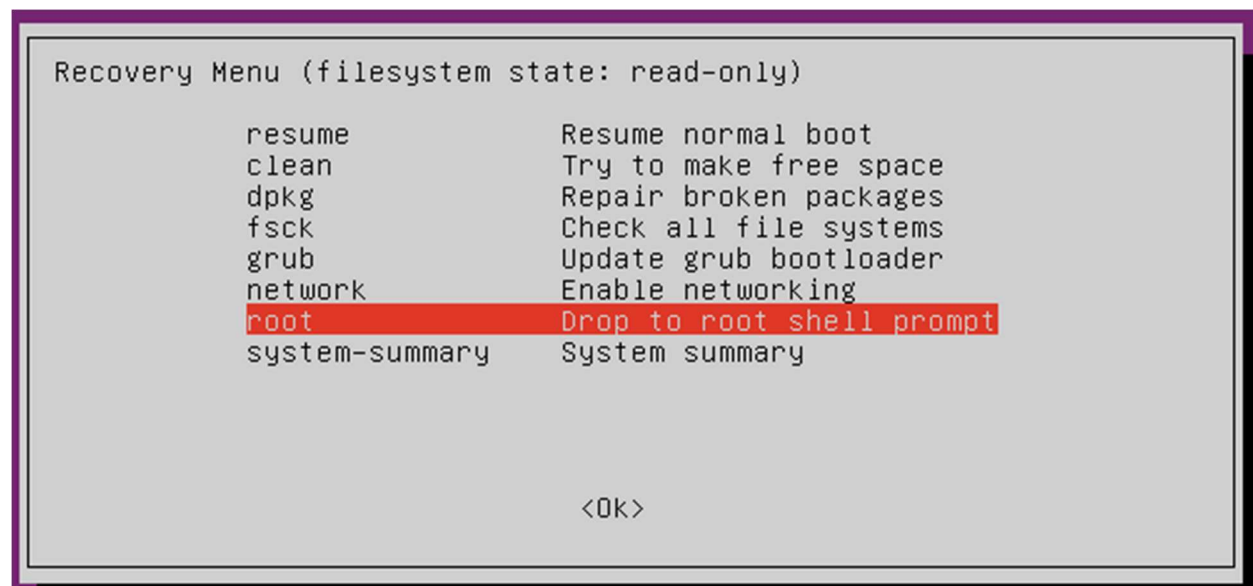
The next step can be a little tricky as it requires the correct timing to get right and depending on how fast your VM server environment is, it may be difficult to time properly. You will need to power on the VM and then press and hold down the Left Shift key until you see the following screen appear.



Then select the second option, “Advanced options for Ubuntu” from the list and press Enter. At which point you will be presented with this screen. Where you will need to select the second option that lists (recovery mode) and press Enter again.



Once you've selected the second option and pressed Enter, the system will boot up and you will be presented with a new screen to select the recovery method. Scroll down the list to highlight the line that starts with "root" as shown in the next screen, and then press Enter twice.



You will now be taken to a command prompt that looks something like this:

```
Press Enter for maintenance  
(or press Control-D to continue):  
root@192:~#
```

Now we need mount the drive. Enter the following command.

```
mount -o remount, rw /
```

That will look like this in the output on the screen:

```
Press Enter for maintenance  
(or press Control-D to continue):  
root@192:~# mount -o remount, rw /  
root@192:~# _
```

Now we just need to change the user password. Since there is only one user account in the SAM server there is only one command to issue. Enter the command:

```
passwd sam
```

And follow the onscreen prompts to complete the password change. It will look like the following:

```
root@192:~# passwd sam  
New password:  
Retype new password:  
passwd: password updated successfully  
root@192:~#
```

That's it! The password has been changed. Now we just need to reboot the server back into normal operation.

You can enter the command: reboot

Or, if you want to shut down the server, you can enter the command: shutdown

We recommend that you store your new password in a safe and secure location to avoid needing to reuse these steps in the future. If you have any questions or encounter issues with performing this procedure, please contact your Spectralink reseller or contact Spectralink Technical Support by calling 800-775-5330 or emailing technicalsupport@spectralink.com.

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