

Technical Bulletin CS-01-09

How to Administer a SpectraLink 8000 Telephony Gateway if the Password has been Changed and is Unknown



Problem

Unable to administer a SpectraLink 8000 Telephony Gateway when the password has been changed, lost, or is unknown.

System Affected

SpectraLink 8000 Telephony Gateway

Description

If you have changed your login password on a SpectraLink 8000 Telephony Gateway, or have forgotten what the password is, it is still possible to gain access to some limited functionality of the gateway in order to change the password back.

Setup

On a VT100 Terminal, run a terminal emulation program, such as HyperTerminal™. Connect your terminal to the RS-232 port using a null-modem cable. For more information on how to connect to the gateway, refer to the SpectraLink 8000 Telephony Gateway Installation, Setup, and Administration Manual (72-0065-02). The normal process of logging in consists of entering "admin" as the login and password in lower case letters as follows:

login: admin

password: admin

However, for more security, you do have the ability to change the password using the **Change Password** option under the main menu.

Important: For a multiple gateway system, passwords on all gateways must match exactly (case sensitive) for proper gateway administration.

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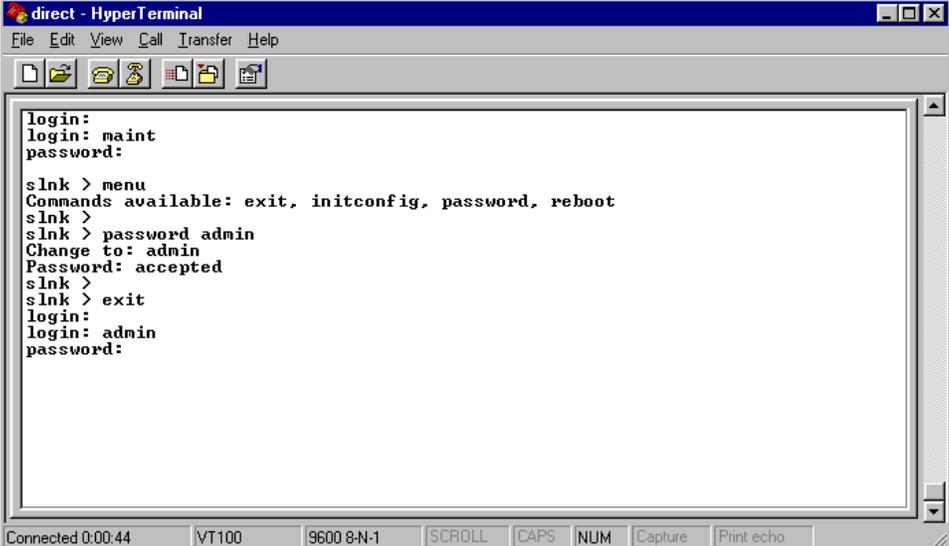
Process

To login into the gateway if your password is forgotten:

1. Connect your terminal to the RS-232 port using a null-modem cable. Open a terminal emulation program, such as HyperTerminal™, in order to communicate with the gateway.
2. Power cycle the gateway.
3. When the **login:** prompt appears, within 60 seconds, enter the login **maint**, and press Enter.
4. When the **password:** prompt appears, leave this blank simply by pressing Enter.
5. The **slnk >** prompt should appear.
6. Type **password admin** and press Enter.
7. The system should inform you that your password has been changed back to admin.
8. When the **slnk >** prompt reappears, type **exit**, and press Enter.
9. You should now be able to login as normal.

Example

The following example shows how to access the gateway's maintenance menus in order to change the gateway's administration password:



```
direct - HyperTerminal
File Edit View Call Transfer Help
login:
login: maint
password:

slnk > menu
Commands available: exit, initconfig, password, reboot
slnk >
slnk > password admin
Change to: admin
Password: accepted
slnk >
slnk > exit
login:
login: admin
password:
```

Additional Information

Other options available from the maintenance menu are:

- initconfig** Clears all configuration information in the Telephony Gateway and restores it to factory defaults
- reboot** Restarts the Telephony Gateway and all processes
- exit** Exits the maintenance menu and returns the user to the original login prompt