

Answer ID
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Password Recovery on the Web/SNMP or Network Management Card

Question

How do I regain access to my Web SNMP (part number AP9606) or Network Management Card (part number's AP9617, AP9618, or AP9619) if I have forgotten the username and password?

Answer

How to Recover from a Lost Password

Overview If the User Name or Password becomes unknown, you can use a local computer to restore access to a Management Card that uses the APC AOS module, version 3.0 (or later). The latest AOS version is available at the APC web site (www.apcc.com).

Recovery
procedure

To recover from a lost Password or User Name, do the following:

1. Select a serial port at the computer to be used for a terminal-emulation connection with the Management Card.
2. Disable any service that currently uses the selected serial port, such as PowerChute plus or UNIX Respond.
3. Disconnect any cable from the selected serial port and connect the smart-signaling cable (940-0024) that came with the Management Card to the selected serial port and to the serial

port on the UPS or chassis.

Note: If the computer uses smart-signaling PowerChute plus,

omit Step 3: A smart-signaling cable (940-0024 or 940-

1524) is already installed.

4. Run a terminal program (such as HyperTerminal).

5. Configure the serial port for 2400 bps, 8 data bits, no parity, 1

stop bit, and no flow control, and save the changes.

6. Press ENTER to display the User Name prompt (you may need to

press ENTER two or three times).

7. Press the reset button on the Management Card. (This will reboot the card but will not reboot the UPS.)

For cards with the most recent firmware (2.5.0 or higher), you will need to press the reset button an additional time. Once the light on the card starts flashing, press the reset button again. You will see the light on the card go off for roughly 30-45 seconds. Once the light comes on, proceed to step 8.

8. Press ENTER to redisplay the User Name prompt.

9. Use apc for both the User Name and Password to log in.

Note: If you take longer than 30 seconds to log in, you will

need to repeat Step 6 through Step 8.

10. Select System from the Control Console menu.

11. Select User Manager from the System menu.

12. Select Administrator from the User Manager menu, and follow the on-screen instructions to change the User Name and Password settings to the new values.

Please note that your password is only limited to 10 characters or less.

13. Press CTRL-C to exit to the Control Console menu.

14. Log out to save the changes.

15. If necessary, reconnect any cable disconnected from the computer's serial port in Step 3.

16. Restart any service disabled in Step 2.

Is this a security issue? Absolutely not. You need to be physically next to the unit in order to hook up the serial cable and run the hyperterminal session.

Other Keywords: webcard, password, terminal, snmp, backdoor