



IAM

Password Recovery Manual

Version 12..0.42



Change Log

Date	Change Description
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Chapter 1 Application Scenario

IAM device's management page can be accessed, however password of admin account had lost leading to unable to access device's management page. It is necessary to recover to default password: "admin".

Chapter 2 Requirement

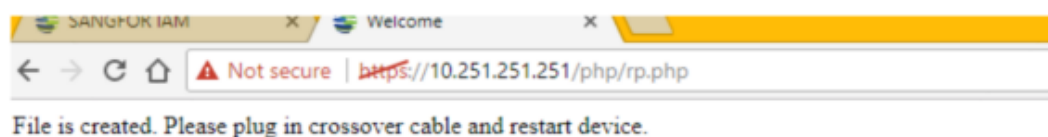
List down the requirements for this configuration, for instance:

1. One IAM version 12.0.42 device.
2. One crossover cable/USB in good condition
3. Password recovery needs device to be rebooted, so please execute password recovery when device not in use.

Chapter 3 Configuration

3.1 Password Recovery Using Crossover Cable:

1. Create a markup file. After PC access to device's management page, modify the URL to: `https://IP_Address_Of_IAM/php/rp.php`



Message “File is created. Please plug in crossover cable and restart the device.” will be popped up.



Note: Accessing this URL address does not need to login management page, the purpose of accessing this address is to create a mark file which will be used to determine whether to execute password recovery. If this mark file does not exist, it will just execute factory reset. Henceforth, kindly ensure this notification is prompted first before proceeding to the next step.

2. Connect crossover cable to devices’ interfaces.

Using one crossover cable and connects any two of the interfaces.



Note: Before version 12.0.12, usually eth0 and eth1 are used. Starting from version 12.0.12 and above, only eth0 and eth2 interface can be used to connect crossover cable to do password recovery.

3. Reboot the device to recover password.

Reboot the device manually. During reboot process, observe the ACT light of the two connected interfaces. After the ACT lights of both interfaces blink 10 times, it indicates that password recovery had completed, at this moment crossover cable could be disconnected. Using “admin” account and “admin” password to login management page.

It takes around 3 to 5 minutes to complete the process from device rebooting to password recovery. If it is difficult to judge the status of password recovery by observing the ACT lights, it is suggested to wait 5 to 10 minutes and then login the device with default admin account and password.

3.2 Password Recovery Using USB:

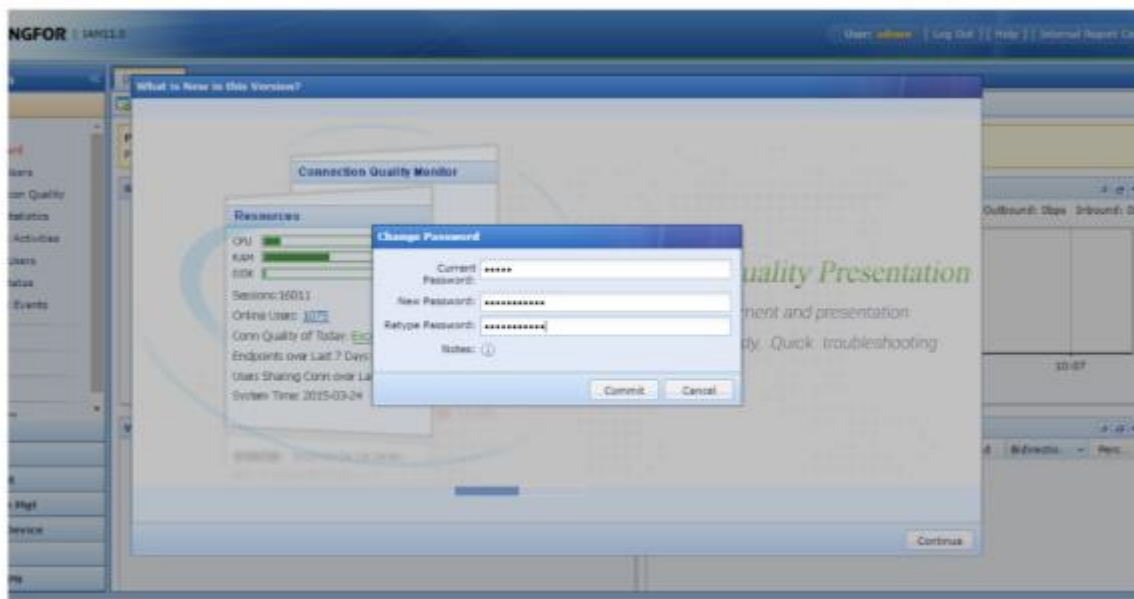
1. Create a new txt file, rename it as reset-cfg.txt, copy the txt file into the USB disk’s root folder, USB disk must be FAT32.
2. Ensure the PC able to communicate with IAM, and go to [https://IAM’sIP/php/rp.php](https://IAM'sIP/php/rp.php)
3. Insert USB disk to IAM, reboot the device.
4. When the device’s LED red light and the alarm light is blinking, take out the USB drive.



Note: When doing the USB password restore method, it required to create the flag file [https://IAM’sIP/php/rp.php](https://IAM'sIP/php/rp.php) as above and reboot the device.
IAM 12.0.42 and above version start support the USB or crossover cable method to restore the device’s password

Chapter 4 Testing Results

Access to the management page, enter default account, “admin” and password, “admin”. Now login to device is successful. If password recovery is done, will be prompted to change the password.



Chapter 5 Precautions

1. Password recovery process requires device to be rebooted, please execute password recovery when non business operation hours.
2. IAM 12.0.42 version start support both USB password recovery method and crossover password recovery method.
3. In order to prevent the configuration restore to default, please do the flag file first before proceed to the crossover or USB method else the device will restore to factory default.



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