SANGFOR_IAM_v11.X_ Password Recovery Manual

SANGFOR Technologies Inc.

8th Dec 2017

Your Future-Proof IT Enabler

Declaration

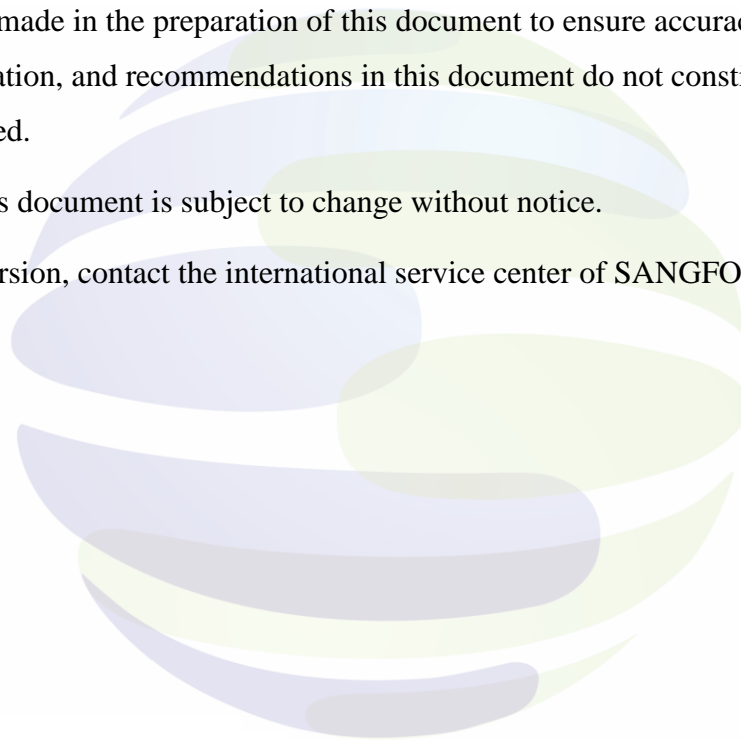Copyright © SANGFOR Technologies Inc. All rights reserved.

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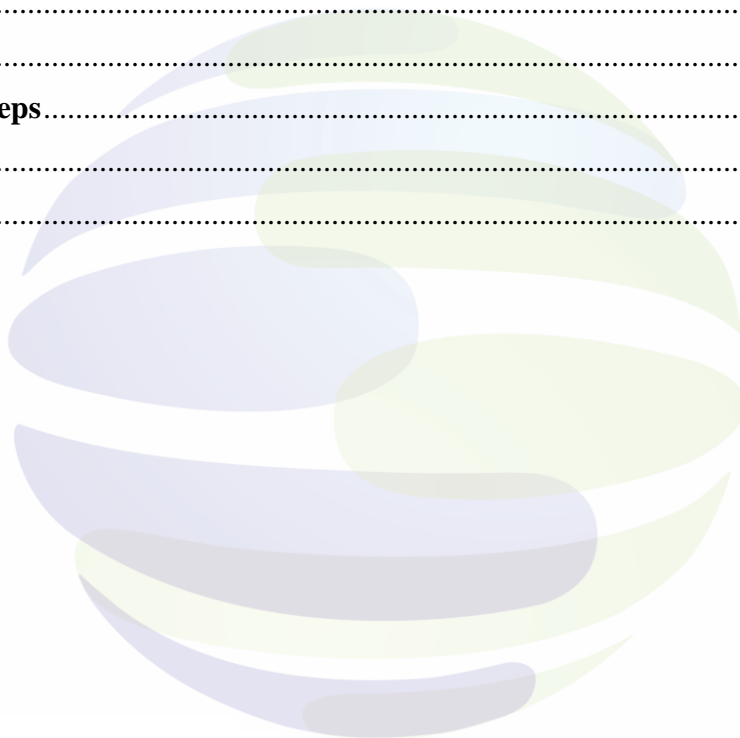
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1 Introduction

1.1 Abbreviations and conventions

IAM in this article refers to the SANGFOR IAM device.

1.2 Feedback

If you find any questions of this documents, please feel free to give us feedback, email: tech.support@sangfor.com.

2 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".

3 Requirements

List down the requirements for this configuration, for instance:

1) One IAM v11.9 device.
2) One crossover cable in good condition
3) Password recovery needs device to be rebooted, so please execute password recovery when device not in use.

4 Configuration Steps

Step1: Create a markup file.

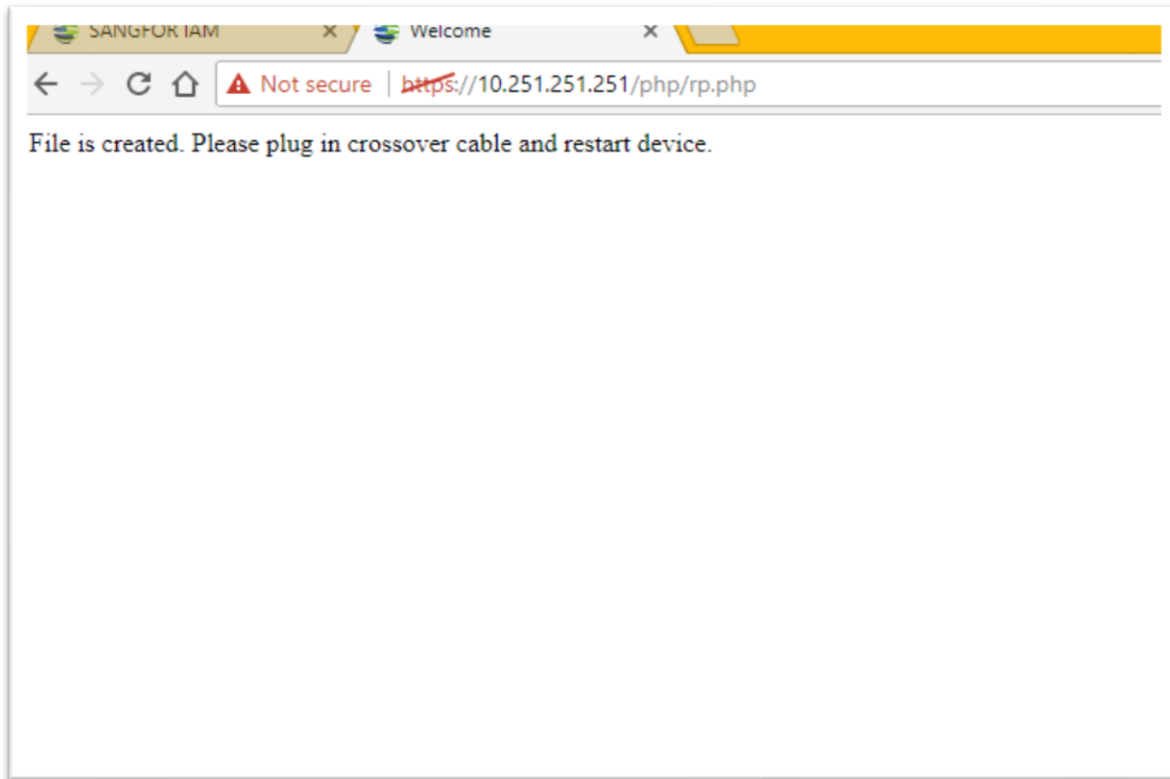After PC accessing to device's management page, modify the URL to:
https://IP_Address_Of_IAM/php/

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 is not exist, it will just execute factory reset. Henceforth, kindly ensure this notification is prompted first before proceed to the next step.

Step2: Connect crossover cable to devices' interfaces

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

Note: The interfaces connected must not be a pair of bypass interfaces, usually eth0 and eth1 are used.

Step3: 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.
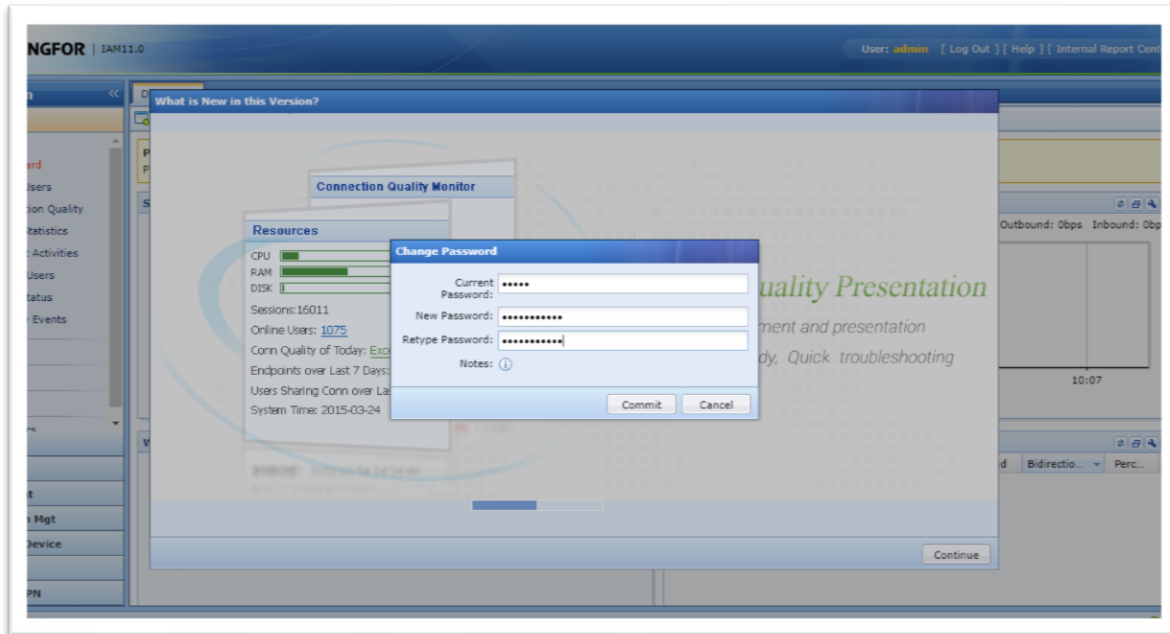
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5 Testing Results

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.

6 Precautions

Password recovery process requires device to be rebooted, please execute password recovery when device not in use.