

Reset the Admin Password

This guide explains how to reset the ExtraHop administration password on physical and virtual ExtraHop appliances using the ExtraHop Rescue CD. When you reset the password, the ExtraHop system retains all collected data.

Resetting the Admin Password on an ExtraHop Physical Appliance

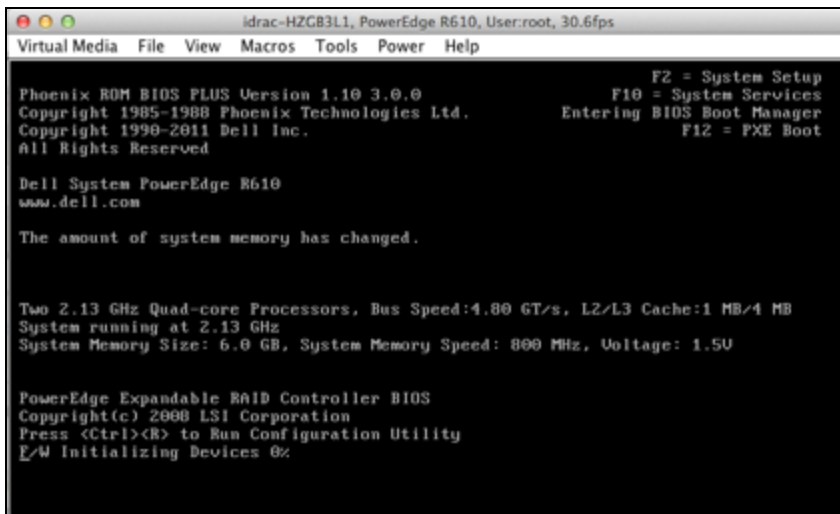
1. Make sure the ExtraHop Rescue CD is in the CD-ROM drive of the ExtraHop appliance.
2. In your web browser, go to `https://<idrac_ip>`.
3. Log in with user name `root` and the ExtraHop serial number as the password.

The serial number for the EH3000/6000/8000 is displayed on the login screen.

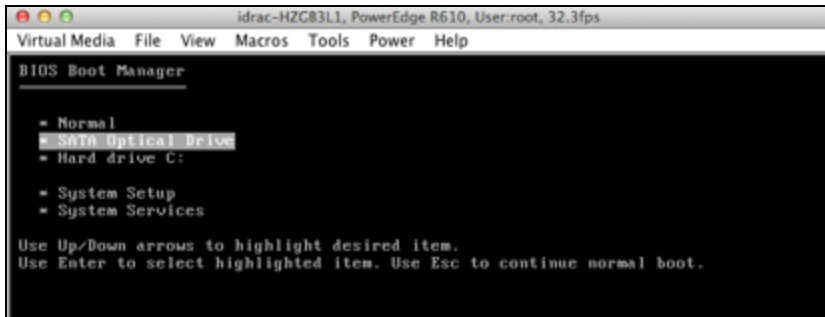
4. Click **Submit**.
5. In the iDRAC System Summary, go to the Virtual Console Preview pane and click **Launch**.
6. Run the Java applet.

The Java virtual console opens.

7. Log in with `shell` username and the serial number as the password.
8. Enter the `restart system` command and wait for the system to restart.
9. When the system restarts, press **F11** to enter the BIOS boot manager.

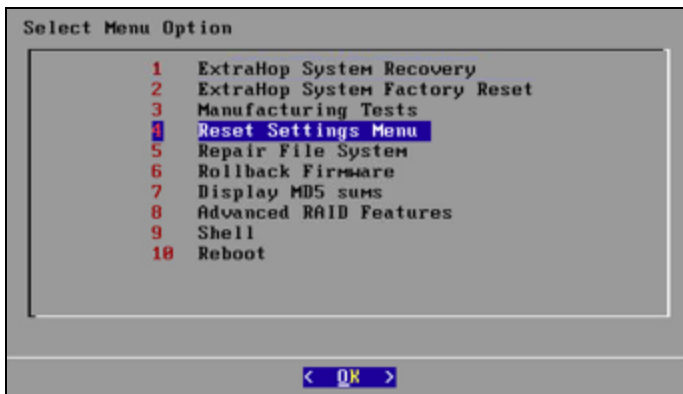


10. In the BIOS Boot Manager, select **SATA Optical Drive** and click **Enter**.

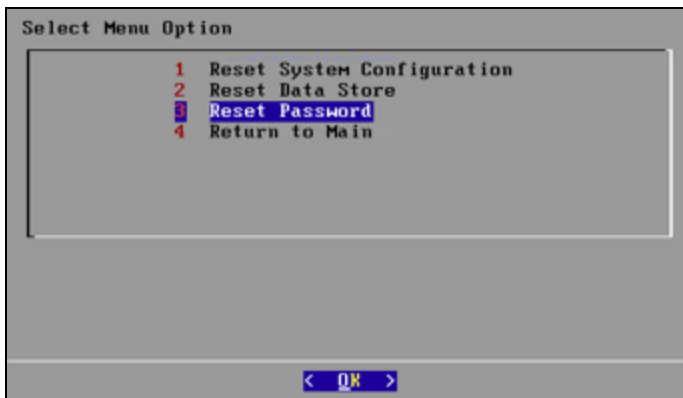


The system boots from the Rescue CD.

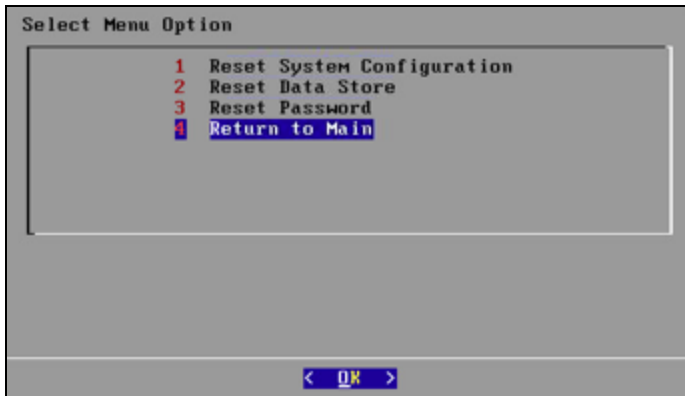
11. On the rescue cd main menu, select **Reset Settings Menu** and click **OK**.



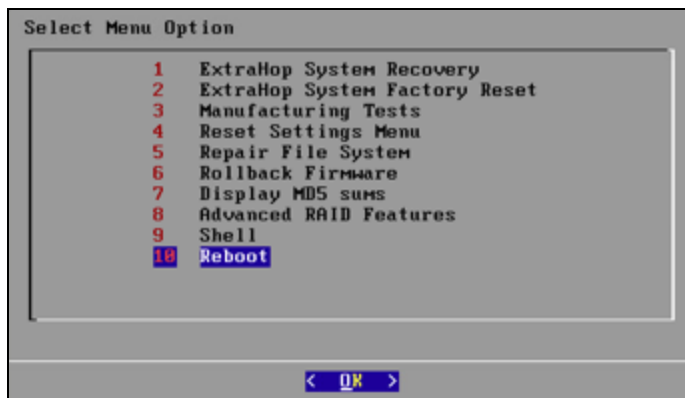
12. Select **Reset Password** and click **OK**.



13. At the prompt, press **Enter**.
14. Select the **Return to Main** option and click **OK**.



15. Change the boot settings again in order to boot the system from the hard drive.
 - a. On the main screen, select **Reboot** and click **OK**.



- b. When asked if you want to reboot, select **Yes**.
 - c. Save changes and exit. The system will immediately boot to the ExtraHop login.
16. Log in with `default`.
17. Go to the Admin UI and click the **Change default password** button at the top of the screen.
18. Enter and confirm your new password, and then click **Save** to preserve the new password after the next reboot.

Resetting the Admin Password on an ExtraHop Virtual Appliance

1. Upload the Rescue CD ISO image.
 - a. Download the ExtraHop Rescue CD ISO image from the ExtraHop Support portal.
 - b. Go to <http://www.extrahop.com/support/support-portal/>. Skip this step if you already have a recent Rescue CD ISO.
 - c. Upload the ISO image to your ESX server datastore. Connect to your ESX server via SSH, log in as

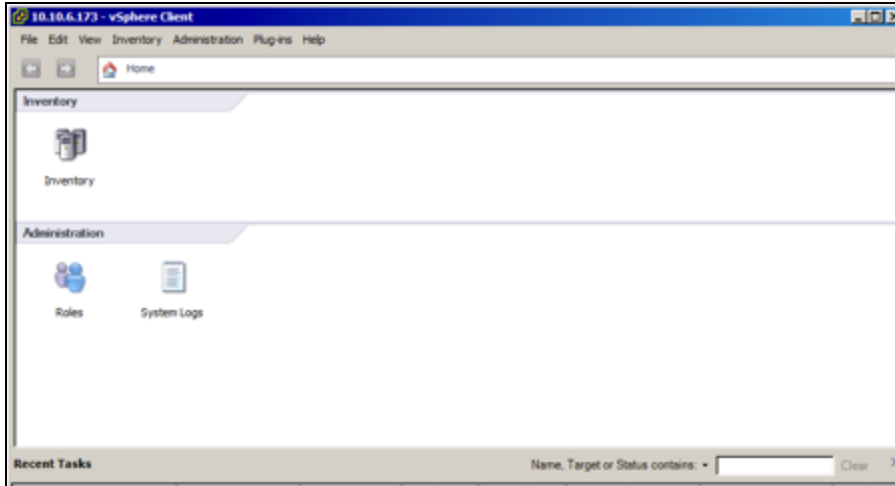
root, and find your datastore. In this example, the datastore is located in /vmfs/volumes/datastore1.

- d. Use the SCP command to upload the ISO image to the datastore directory, for example:

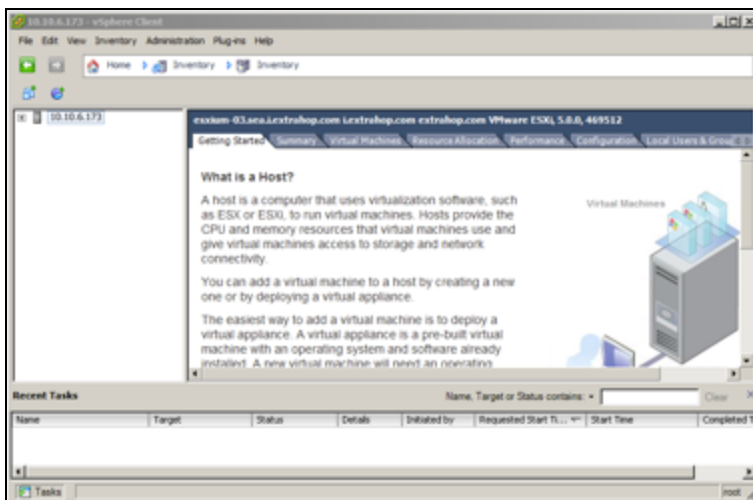
```
scp ./extrahop-rescued-3.6.14444.iso
root@10.10.6.173:/vmfs/volumes/datastore1/
```

You will be prompted for the password, after which it will upload the ISO file.

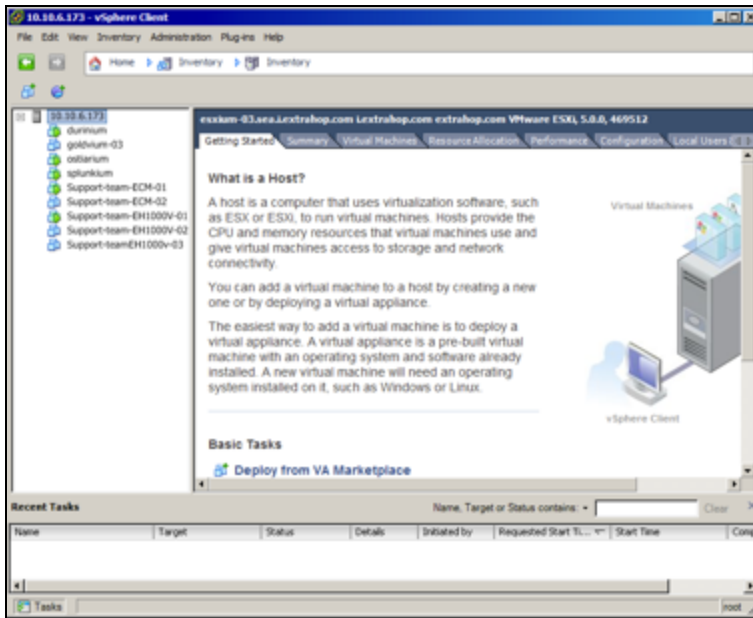
2. Log into your ESX server with your VMware vSphere Client.



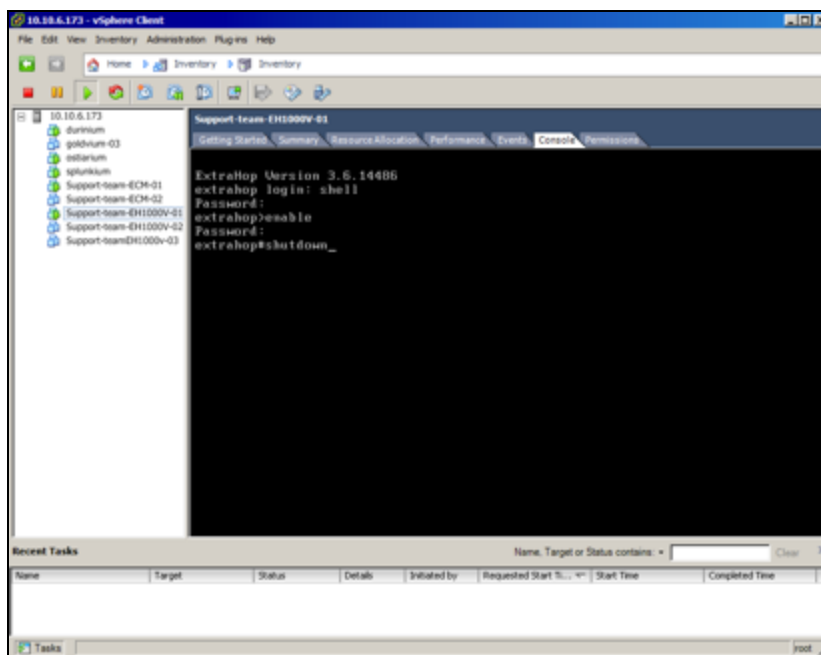
3. Click **Inventory**. A screen similar to the following appears. Note the tree control in the left pane.



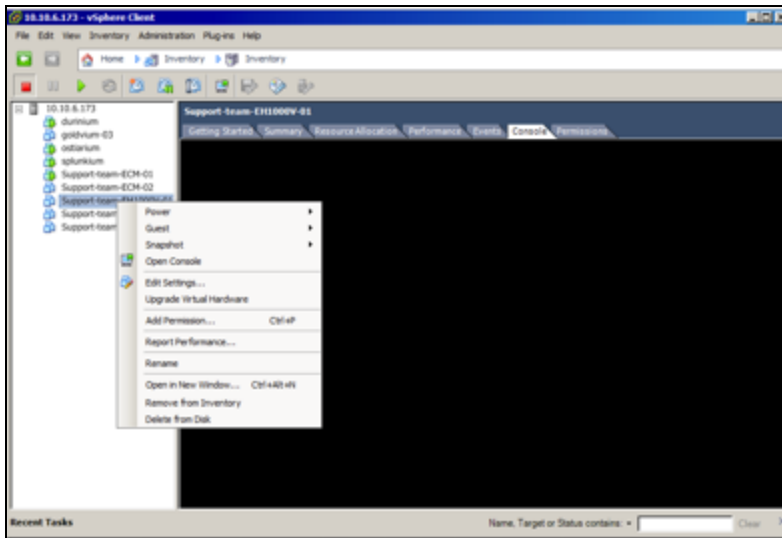
4. Expand the host to see the VM instances.



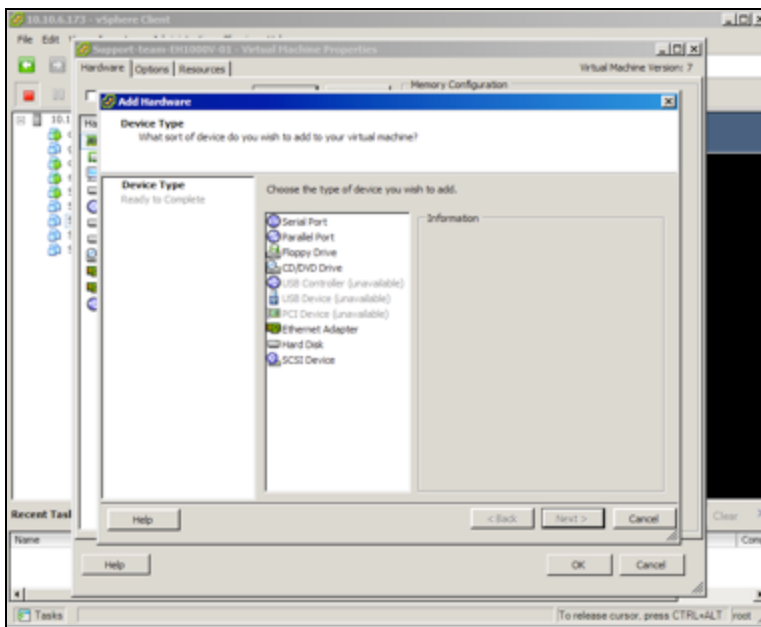
5. Choose your VM instance from the list.
 - a. Click the **Console** tab.
 - b. Log in to the command line interface (CLI).
 - c. Enable restricted commands.
 - d. Start the shutdown command.



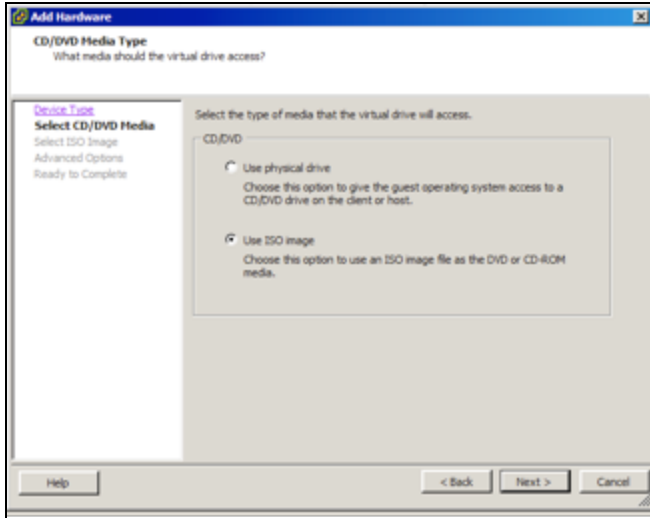
6. When the system has shut down, right-click your virtual appliance and select **Edit Settings...**



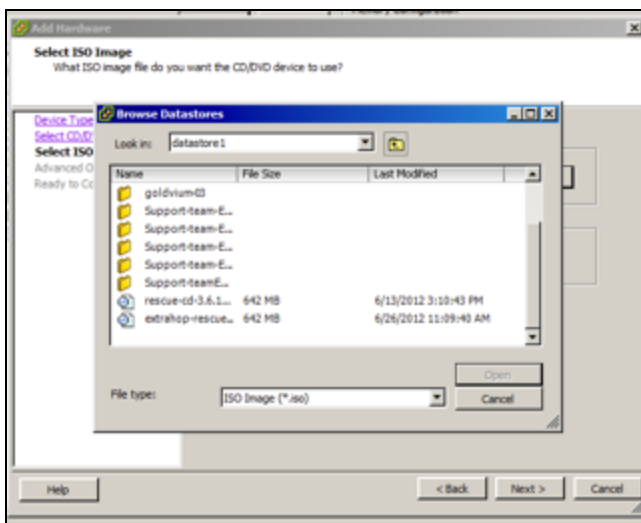
7. On the **Edit Settings** page, click **Add...** and select **CD/DVD Drive**.



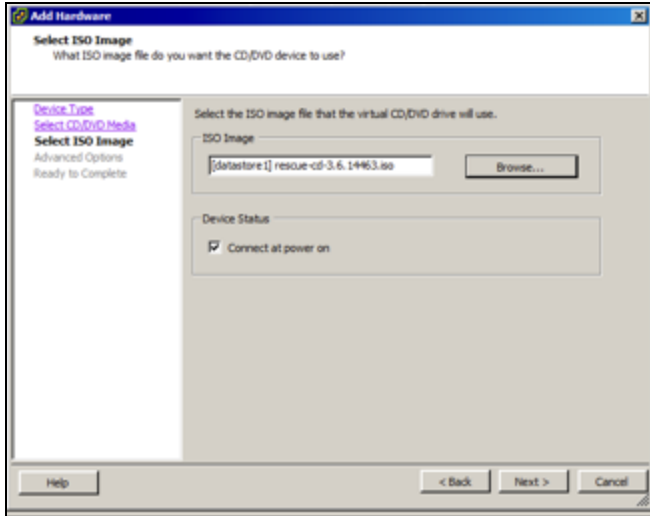
8. Click **Next**.
9. Select **Use ISO image** and then click **Next**.



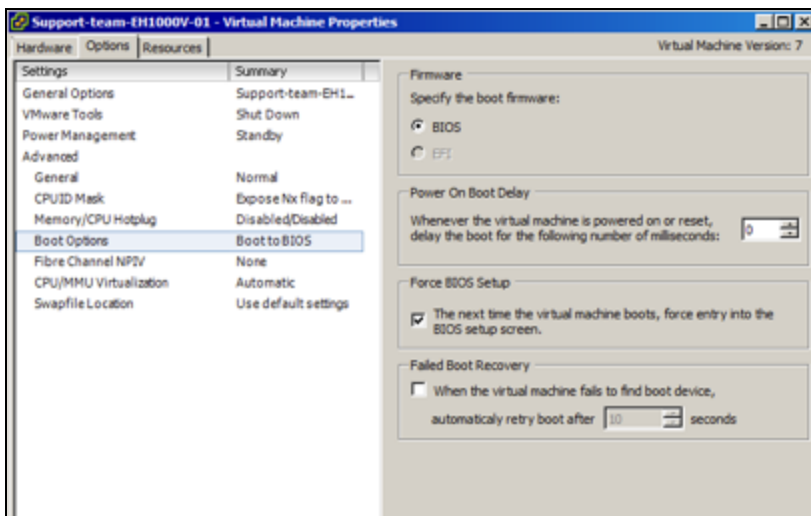
10. Browse to the ISO image. Select the datastore containing the ISO image you uploaded.



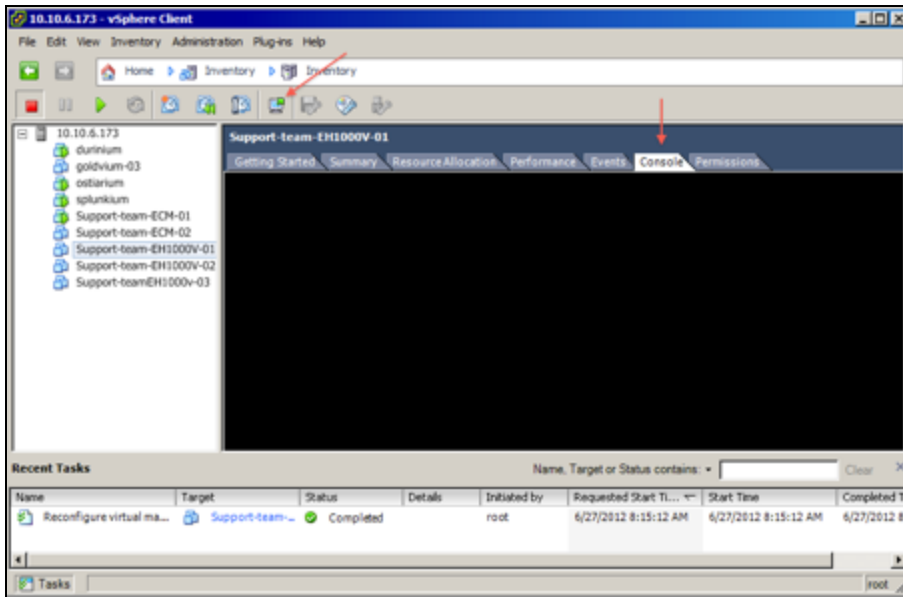
11. In the Add Hardware window, the **ISO Image** field is populated and click **Next**.



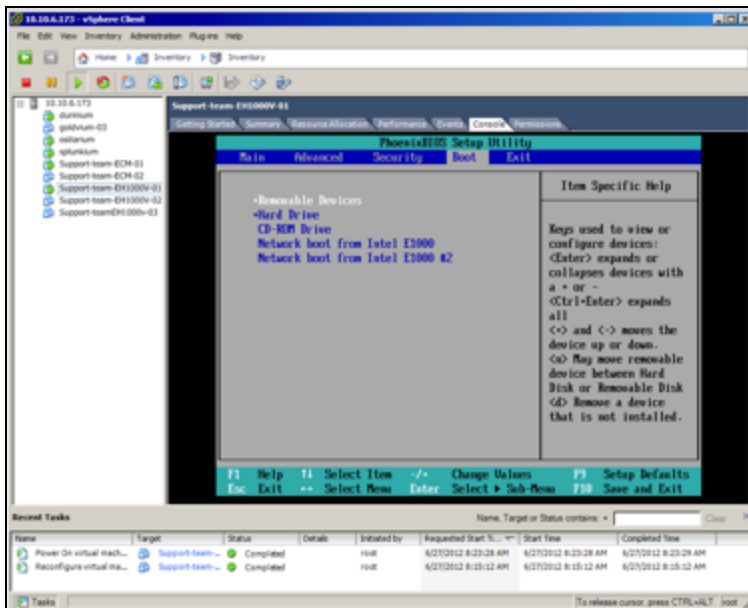
12. Select the default choices and click **Next** until you see **Finish**. On this screen, your list of hardware now includes **New CD/DVD (adding)**.
13. Click the **Options** tab, click **Boot Options**, select the **Force BIOS Setup** checkbox, and click **OK**.



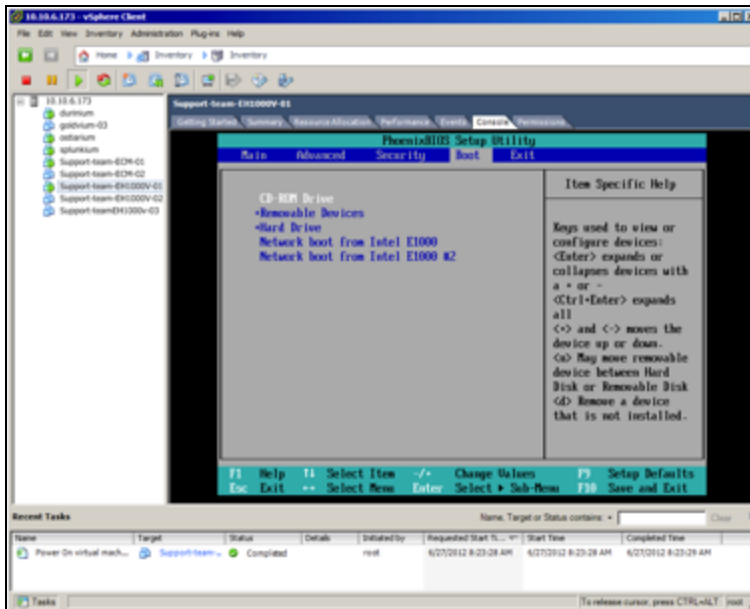
14. Power on the system and open the console for it. You can access the console through the **Console** tab OR through the **Launch Virtual Machine Console** button.



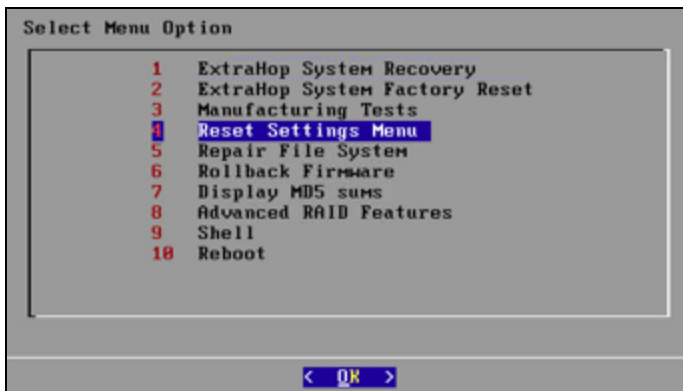
- Power on the system by pressing the green button and watch the console. It will boot directly into the BIOS. Use the arrow keys to navigate and select the **Boot** tab.



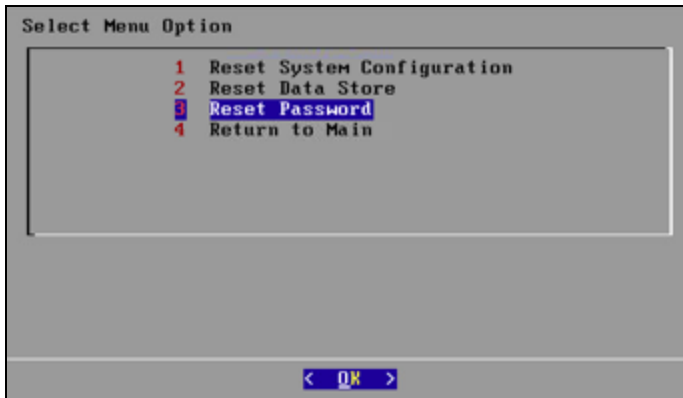
- Arrow down to the **CD-ROM Drive**. Use the + key to move it to first place in the boot order.



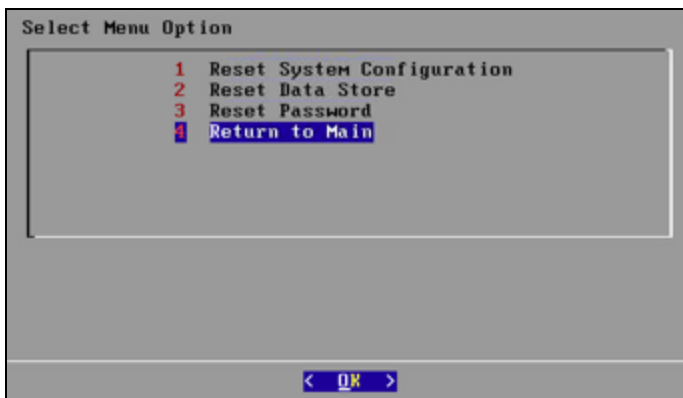
17. Click the **esc** key OR arrow to the **Exit** tab to save changes and exit. Click **Yes** to exit. The VM will boot to the Rescue CD almost immediately.
18. On the rescue cd main menu, select **Reset Settings Menu** and click **OK**.



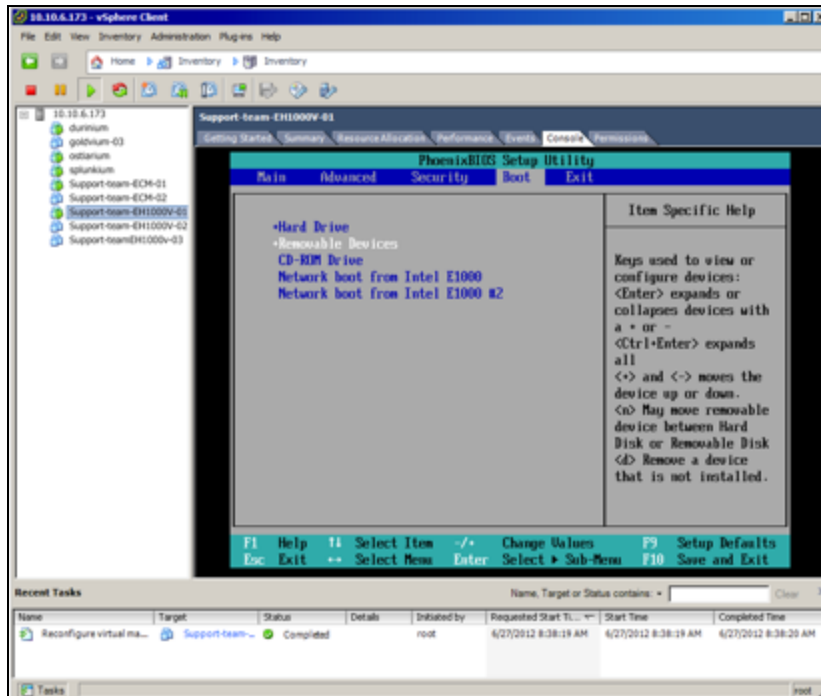
19. Select **Reset Password** and click **OK**.



20. At the prompt, press **Enter**.
21. Select the **Return to Main** option and click **OK**.



22. Change the boot settings again in order to boot the system from the hard drive.
 - a. In the vSphere client, right-click the VM.
 - b. Select **Edit Settings...**
 - c. Select the **Options** tab.
 - d. Select **Force BIOS Setup** from the boot options.
 - e. Click **OK**.
 - f. On the main screen, select **Reboot** and click **OK**.
 - g. When asked if you want to reboot, select **Yes**.
 - h. Move the hard drive to first in the boot order.



- i. Save changes and exit. The system will immediately boot to the ExtraHop login.
23. Log in with default.
24. Go to the Admin UI and click the **Change default password** button at the top of the screen.
25. Enter and confirm your new password, and then click **Save** to preserve the new password after the next reboot.