# Reset the Admin Password with the ExtraHop Rescue CD

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

## Reset the password on an ExtraHop physical appliance

1. Make the sure the ExtraHop Rescue CD is in the CD-ROM drive of the ExtraHop appliance.
2. In a web browser, type the iDRAC IP address and log in with the username `root` and the password, which is the service tag number listed on the login screen or on the pull-out tag at the front of the appliance. The password is case-sensitive.
3. Click **Submit**.
4. On the IDRAC System Summary page, go to the Virtual Console Preview pane and click **Launch**.
5. Run the Java applet to open the Java virtual console.
6. Log in with the `shell` username and the service tag number as the password.
7. Type the `restart system` command and wait for the system to restart.
8. When the system restarts, press `F11` to enter the BIOS boot manager.
9. In the BIOS Boot Manager, select **SATA Optical Drive** and click **Enter**.
   The system boots from the Rescue CD.
10. From the Rescue CD main menu, select **Reset Settings Menu** and click **OK**.
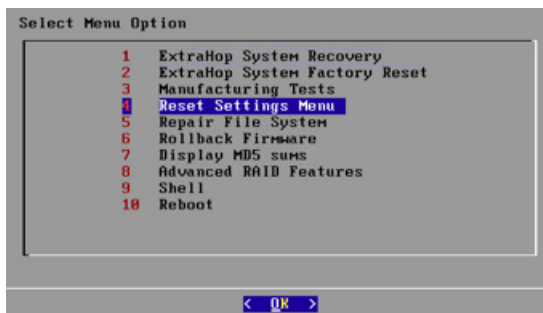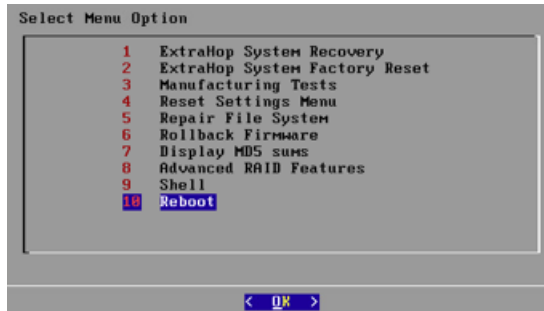

11. Select **Reset Password** and click **OK**.
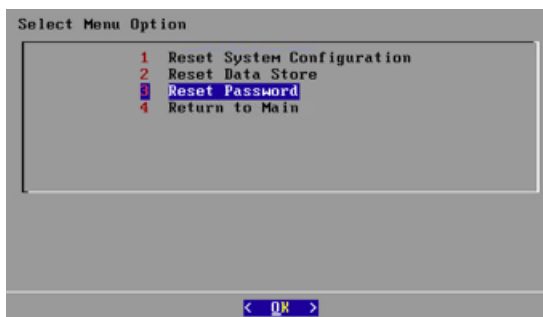
12. At the prompt, press `Enter`.
13. Select the **Return to Main** option and click **OK**.
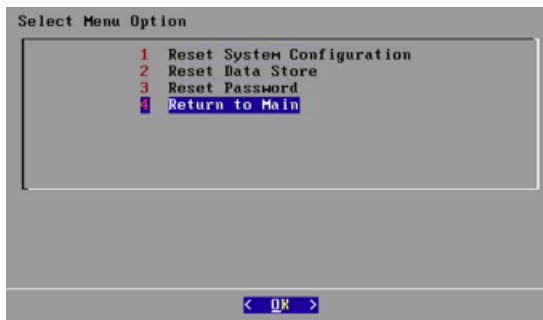
14. Change the boot settings again to boot the system from the hard drive.
    a) On the main screen, select **Reboot** and click **OK**.

    b) When asked if you want to reboot, select **Yes**.
    c) Save changes and exit. The system will immediately boot to the ExtraHop Web UI login page.
15. Log in with the setup username and default password.
16. Select the **System Settings** icon at the top of the page, and click **Administration**.
17. From the ExtraHop Admin UI, click **Change default password** at the top of the page.
18. Enter and confirm your new password, and then click **Save** to preserve the new password after the next reboot.

## Reset the password on an ExtraHop virtual appliance in VMware

1. Upload the Rescue CD ISO image.
    a) Download the ExtraHop Rescue CD ISO image from the ExtraHop Support portal, https://www.extrahop.com/support/support-portal/. You can skip this step if you already have a recent Rescue CD ISO.
    b) Upload the ISO image to your ESX server datastore.
    c) 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) Run the SCP command to upload the ISO image to the datastore directory. For example:

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

    You are prompted for the root password, and the ISO file is uploaded to the directory.
2. Log in to your ESX server with your VMware vSphere Client.
3. Click **Inventory**.
4. Expand the host in the tree control in the left pane to see the VM instances.
5. Choose your VM instance from the list in the left pane.
   a) Click the **Console** tab in the right pane.

b) Log in to the command line interface with the `shell` user account. Type `default` for the password.

c) Type `enable` to enable restricted commands.

d) Enter the shell password again and type `shutdown` to initiate the shutdown process.

6. When the system has shut down, right-click your VM instance in the left pane in the vSphere client, and select **Edit Settings…**

7. On the Virtual Machine Properties page, click **Add…** and select **CD/DVD Drive**.

8. Click **Next**.

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

10. Browse to the location where you saved the ISO image that you uploaded in step 1. Then select the datastore containing the ISO image.

11. From the Add Hardware window:

a) The ISO Image field is populated.

b) Click **Next**

c) Select the default choices and click **Next** until you see **Finish**. Your list of hardware now includes **New CD/DVD (adding)**.

12. From the Virtual Machines Properties window:

a) Click the **Options** tab in the left pane.

b) Click **Boot Options**.

c) Select the **Force BIOS Setup** checkbox in the right pane.

d) Click **OK**.

13. Power on the VM instance and open the console for it.

a) Access the console through the **Console** tab.

b) Press the green button and watch the console. It will boot directly into the BIOS.

14. Use the arrow keys to navigate and select the **Boot** tab.
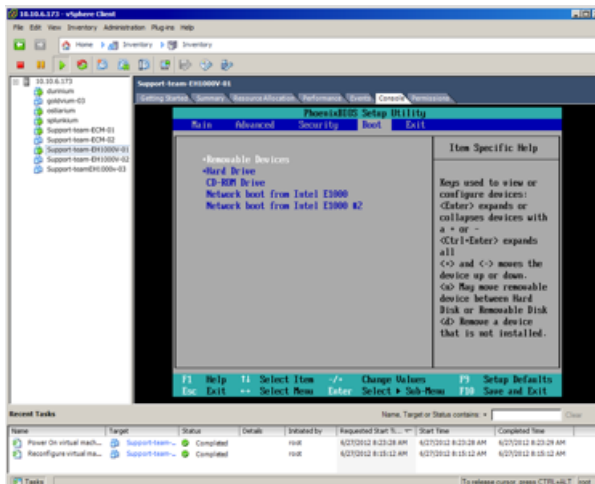
15. Arrow down to the **CD-ROM Drive**. Select the **+** key to move the **CD-ROM Drive** to first place in the boot order.
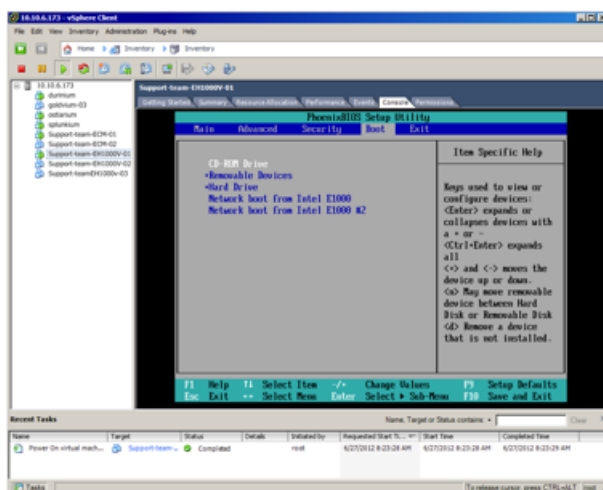
16. Click the `esc` key to save changes and exit, or use the `arrow` key to navigate to the **Exit** tab to save and exit.

17. Click **Yes** to exit. The VM instance will boot to the Rescue CD almost immediately.

18. From the Rescue CD main menu, select **Reset Settings Menu** and click **OK**.
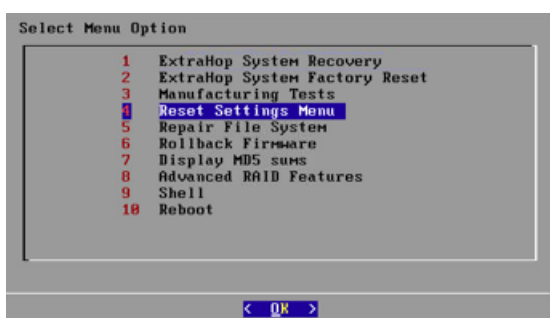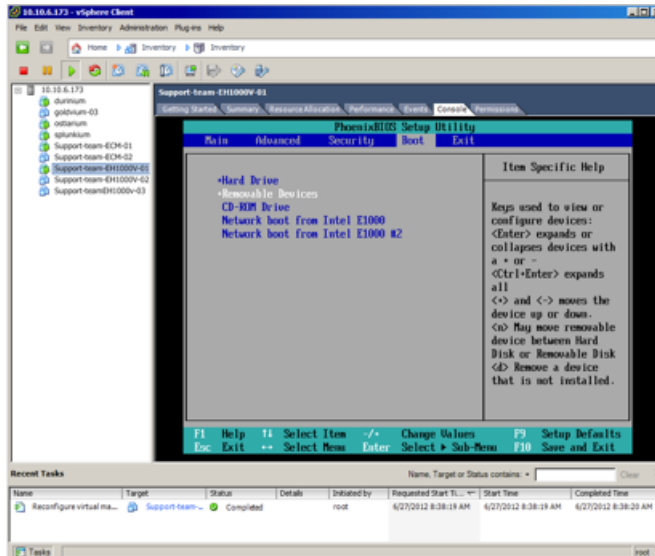

19. Select **Reset Password** and click **OK**.
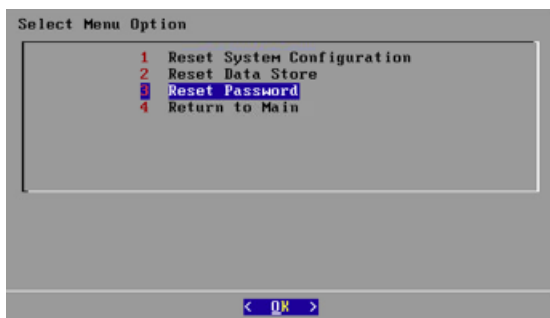
20. At the prompt, press **Enter**.

21. Select the **Return to Main** option and click **OK**.
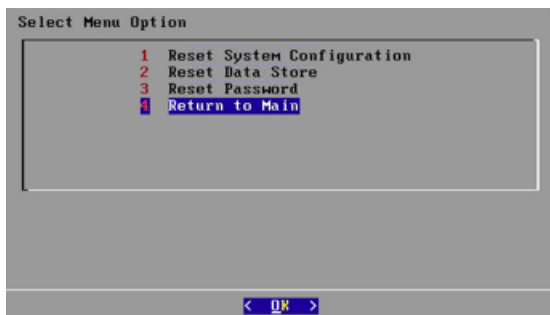
22. Change the boot settings again in order to boot the system from the hard drive.

   a) In the vSphere client, right-click the VM instance in the left pane.
   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 Web UI login.
23. Log in with the `setup` username and `default` password.
24. Select the **System Settings** icon at the top of the page, and click **Administration**.
25. From the ExtraHop Admin UI, click **Change default password** at the top of the page.
26. Enter and confirm your new password, and then click **Save** to preserve the new password after the next reboot.