

## Resetting ADTRAN NetVanta and Total Access 900 Passwords

This article explains how to reset the password on your ADTRAN device.

This procedure will temporarily take your ADTRAN device out of service. However, you will not lose any configuration that has been written to memory.

### Preparation Steps

Follow these steps before you begin the reset procedure.

1. Connect your ADTRAN device to the server with a serial cable.
2. Download & run the tool PuTTY, which is a free download.
3. Establish a serial connection to your ADTRAN device through PuTTY, so that you see the password prompt. Continue to the next section.

If you need instructions on how to establish a serial connection with PuTTY, log into the AltiGen Knowledgebase (<https://know.altigen.com/>) and refer to the instructions in article 1211. Click [here](#) to reach that article, or search by the article number (1121) or by the keyword *adtran*.

### Password Reset Procedure

1. With the PuTTY window open, unplug your ADTRAN device.
2. After a few moments, plug in the device again and get ready to press the **Esc** key. When you see a message saying that you have 5 seconds to enter bootstrap mode, immediately press the **Esc** key.

```
IP Business Gateway (4243924F2)
Executing bootstrap...
ram: 509636608 bytes of RAM detected.
Serial Number: CFG1275437
Bootstrap
  Version: R10.9.3.B1
  Checksum: UNKNOWN
  Build Date: Fri Apr 11 09:42:09 CDT 2014
vfs: NONVOL: 97120256 total, 55877632 used.
bd_area = 0x49133000, phys_dblk_offset = 0x34f0b000
bootstrap: Checking boot configuration...
bootstrap: Primary image is 'T900E3A-R11-4-1-E.biz'.
bootstrap: Backup image is '9243916H-2R10093.biz'.
You have 4 seconds to press escape to enter bootstrap mode.
```

3. If you pressed the **Esc** key in time, then you should see the bootstrap# prompt as shown in the following figure.

If you do not see the bootstrap# prompt, then you did not press the **Esc** key in time, so repeat steps 1 and 2.

```
IP Business Gateway (4243924F2)
Executing bootstrap...
ram: 509636608 bytes of RAM detected.
Serial Number: CFG1275437
Bootstrap
  Version: R10.9.3.B1
  Checksum: UNKNOWN
  Build Date: Fri Apr 11 09:42:09 CDT 2014
vifs: NONVOL: 97120256 total, 55861248 used.
bd_area = 0x49133000, phys_dblk_offset = 0x34f0b000
bootstrap: Checking boot configuration...
bootstrap: Primary image is 'T900E3A-R11-4-1-E.biz'.
bootstrap: Backup image is '9243916H-2R10093.biz'.
bootstrap: User escaped to command line interface.
cli: starting command line interface...
cli: starting user interface

Press '?' for help.
giga-eth0/1: initializing...
giga-eth0/1: MAC address is 00:A0:C8:C6:92:0B
bootstrap#
```

- Once you have the bootstrap prompt, enter the two commands shown below, pressing **Enter** after each line.

```
bootstrap#bypass passwords
bootstrap#boot
```

- The device will restart in a mode that doesn't require passwords. Once the restart process has completed, press **Enter** to reach the command line interface.
- You should see a prompt, with the name of your device. Enter the command shown below and press **Enter**. (in the example, *hostname* is the name of your ADTRAN device.)

```
hostname>enable
```

- At this point, you can either recover the current password or reset the password. Follow section A to recover the password; follow section B to reset it.

A. To recover the password, follow these steps.

- Type the command shown below and press **Enter**. This command will show you the entire configuration of your device, including its password.

```
hostname#show run
```

- In the results, search for a line that looks like this, where the username and the password can differ greatly with what is in "" below. This is your device's username and password.

```
username "admin" password "xyzabcd"
```

- c. Once you return to the hostname# prompt, type the following command and press **Enter**.

```
hostname#reload
```

- d. If you are prompted to confirm the action; type **Y**.

```
Save System Configuration?[y/n]y
```

- e. If you are prompted to confirm the system reboot; type **Y**.

At this point, your ADTRAN device will reboot into its normal password-protected mode, and you can use the password that you obtained from the `show run` command to access the device.

- B. To reset the password, follow these steps.

- a. Enter the command shown below and press **Enter** (you will type the word `config`, a space, and the letter "t").

```
hostname#config t
```

- b. At the 'config' prompt, you can change the "enable" password with the command shown below. Following our example, substitute the new password for the word *newpass*.

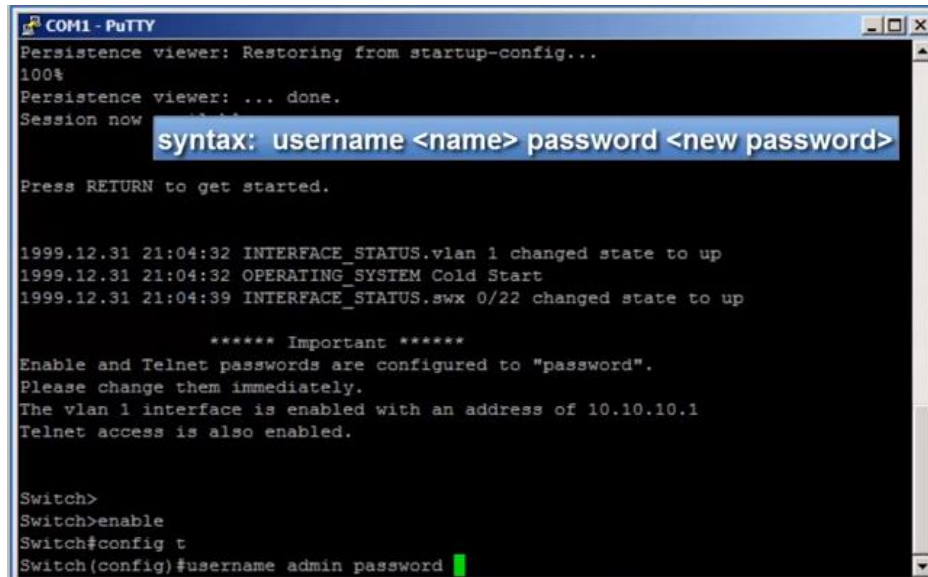
```
hostname(config)#enable password newpass
```

- c. Also at the 'config' prompt, you can reset a user GUI password by entering the command show below. Note that the username and the password are case-sensitive. Following our example, substitute your username for *name* and substitute the new password for *newpass*.

```
hostname(config)#username name password newpass
```

For example, the following command would create a username of "ADMIN" and password of "ADTRAN."

```
hostname(config)#username ADMIN password ADTRAN
```



```
COM1 - PuTTY
Persistence viewer: Restoring from startup-config...
100%
Persistence viewer: ... done.
Session now
syntax: username <name> password <new password>
Press RETURN to get started.

1999.12.31 21:04:32 INTERFACE_STATUS.vlan 1 changed state to up
1999.12.31 21:04:32 OPERATING_SYSTEM Cold Start
1999.12.31 21:04:39 INTERFACE_STATUS.swx 0/22 changed state to up

***** Important *****
Enable and Telnet passwords are configured to "password".
Please change them immediately.
The vlan 1 interface is enabled with an address of 10.10.10.1
Telnet access is also enabled.

Switch>
Switch>enable
Switch#config t
Switch(config)#username admin password
```

- d. When you have finished making your changes, to exit config mode type the following command and press **Enter**.

```
hostname (config) #exit
```

- e. Now, use the *write* command to save the new device configuration with the passwords that you just configured.

```
hostname#write
```

- 8. After using either of the methods in step 6, enter the following command and press **Enter**.

```
hostname#reload
```

- 9. If you are prompted to save the configuration. Type **Y**.

```
Save System Configuration?[y/n]y
```

- 10. If you are prompted to confirm the system reboot; type **Y**.

```
You are about to reboot the system. Continue?[y/n]y
```

At this point, your device will reboot into normal password protected mode, with your new password assigned to it.

Following is a link to a YouTube Adtran video that explains this procedure as well.

[https://www.youtube.com/watch?v=cKLgg269N\\_o](https://www.youtube.com/watch?v=cKLgg269N_o)