

KB-Sophos-UTM - Réinitialiser le mot de passe root

S'applique à : UTM asg & usg.

Symptôme(s)

Impossible de se connecter à l'utm en web ou en console.

```
10.211.55.100  
login: root  
Password:  
Login incorrect
```

```
SophosUTM92 login:
```

Problème

Le mot de passe Administrateur a été oublié ou est perdu.

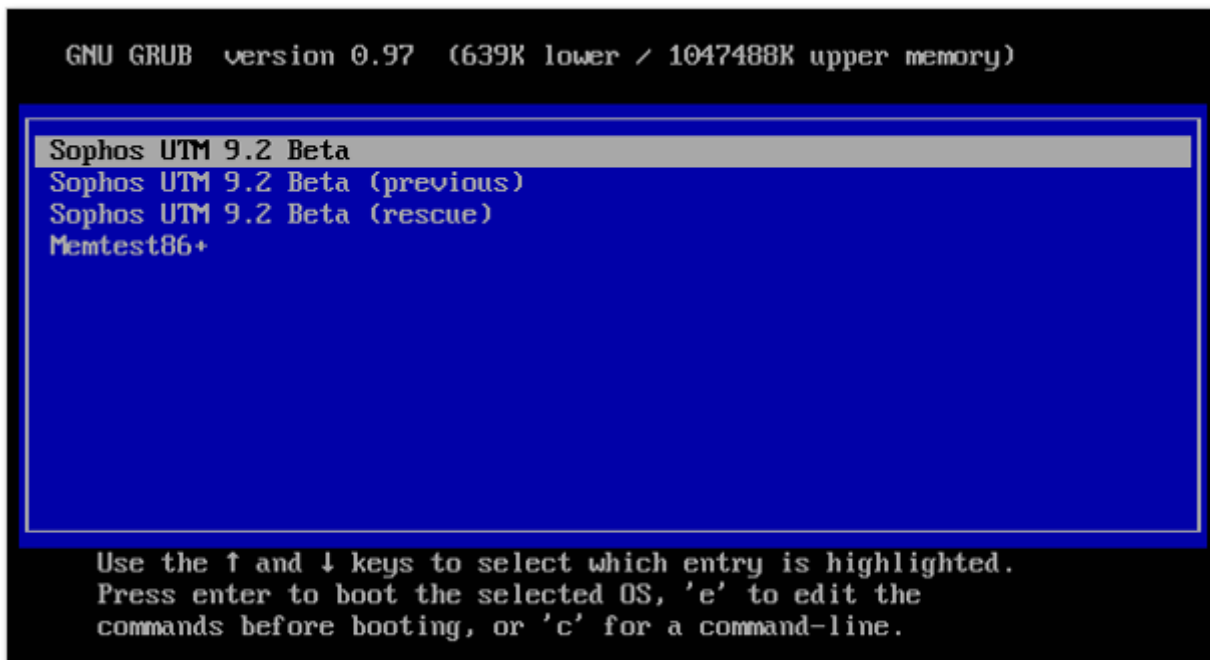
Solution

Prérequis : Un accès direct à la console de l'UTM. Soit physique, soit virtuel.

I. Réinitialiser le mot de passe root

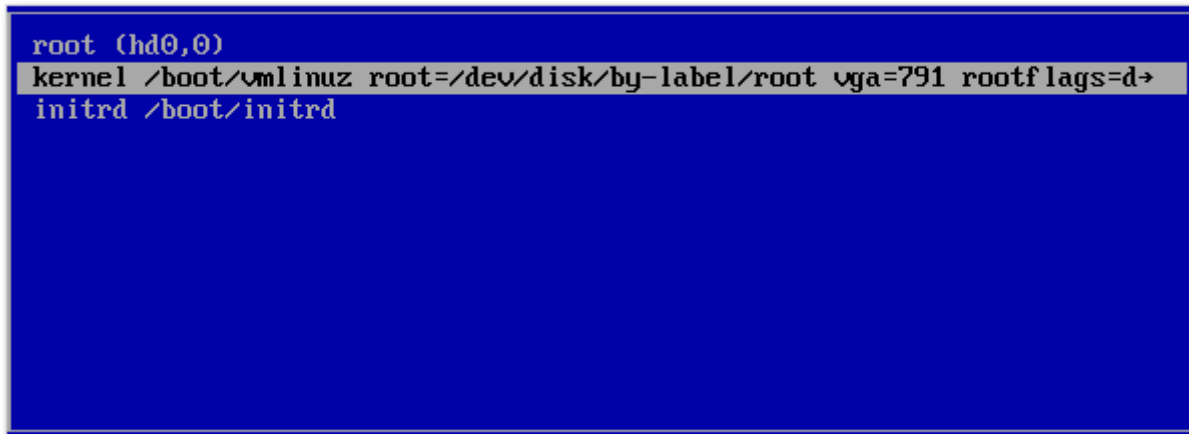
Arrêter l'UTM.

Démarrer l'UTM et appuyer sur la touche ESCAPE pour afficher le menu suivant :



Se placer sur la version actuelle de l'UTM et appuyer sur '**E**' pour éditer la commande de démarrage.

Se placer sur la chaîne de démarrage commençant par '**kernel**' et faire de nouveau '**E**' pour l'éditer.



Ajouter à la fin de la chaîne :

```
init=/bin/bash
```

```
[ Minimal BASH-like line editing is supported. For the first word, TAB
lists possible command completions. Anywhere else TAB lists the possible
completions of a device/filename. ESC at any time exits. ]
```

```
< rootflags=data=ordered splash=silent init=/bin/bash_
```

Puis faire '**Entrée**' pour retourner à l'écran précédent et faire '**B**' pour redémarrer.

L'UTM va alors redémarrer en mode 'rescue'.

SOPHOS

UTM 9.2

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```
doing fast boot
[ 0.465611] usbcore: registered new interface driver usbhid
[ 0.465665] usbhid: USB HID core driver
[ 0.472380] SCSI subsystem initialized
[ 0.473855] ACPI: bus type scsi registered
[ 0.476213] scsi0 : ata_piix
[ 0.476351] scsi1 : ata_piix
[ 0.476467] ata1: PATA max UDMA/100 cmd 0x1f0 ctl 0x3f6 bmdma 0xd000 irq 14
[ 0.476513] ata2: PATA max UDMA/100 cmd 0x170 ctl 0x376 bmdma 0xd008 irq 15
[ 0.631511] ata1.00: ATA-5: Sophos UTM 9.2 Beta-0, F.ZYZM4G, max UDMA/100
[ 0.631567] ata1.00: 41943040 sectors, multi 128: LBA48
[ 0.631619] ata1.01: ATAPI: Virtual DVD-ROM [1], FW1, max UDMA/25
[ 0.631953] ata1.00: configured for UDMA/100
[ 0.632246] ata1.01: configured for UDMA/25
[ 1.329832] tsc: Refined TSC clocksource calibration: 2696.763 MHz
[ 1.329890] Switching to clocksource tsc
[ 5.621632] ata1.01: qc timeout (cmd 0xa0)
[ 5.621690] ata1.01: TEST_UNIT_READY failed (err_mask=0x4)
[ 10.624216] ata1: link is slow to respond, please be patient (ready=0)
[ 11.795818] ata1.00: configured for UDMA/100
[ 11.796169] ata1.01: configured for UDMA/25
[ 11.799014] scsi 0:0:0:0: Direct-Access ATA Sophos UTM 9.2 B F.ZY PQ: 0 ANSI: 5
[ 11.802472] scsi 0:0:1:0: CD-ROM MATSHITA DVD-R UJ-8A0 MA13 PQ: 0 ANSI: 5
[ 11.805779] BIOS EDD facility v0.16 2004-Jun-25, 1 devices found
Creating device nodes with udev
[ 11.818070] udev: starting version 147
[ 11.868727] sd 0:0:0:0: [sda] 41943040 512-byte logical blocks: (21.4 GB/20.0 GiB)
[ 11.868813] sd 0:0:0:0: [sda] 4096-byte physical blocks
[ 11.868922] sd 0:0:0:0: [sda] Write Protect is off
[ 11.869015] sd 0:0:0:0: [sda] Write cache: enabled, read cache: enabled, doesn't support DPO or FUA
[ 11.901708] sda: sda1 sda2 sda3 sda4 < sda5 sda6 sda7 sda8 >
[ 11.909150] sd 0:0:0:0: [sda] Attached SCSI disk
mount: devpts already mounted or /dev/pts busy
mount: according to mtab, devpts is already mounted on /dev/pts
Boot logging started on /dev/tty1(/dev/console) at Fri Jan 10 13:10:49 2014
Waiting for device /dev/disk/by-label/root to appear: ok
fsck from util-linux 2.19.1
[/sbin/fsck.ext4 (1) -- /] fsck.ext4 -a -C0 /dev/sda6
root: clean, 38347/352256 files, 639923/1407999 blocks
fsck succeeded. Mounting root device read-write.
Mounting root /dev/disk/by-label/root
mount -o rw,data=ordered -t ext4 /dev/disk/by-label/root /root
[ 12.531145] EXT4-fs (sda6): mounted filesystem with ordered data mode. Opts: data=ordered
[ 12.539946] EXT4-fs (sda6): re-mounted. Opts: (null)
(none):/ #
```

Entrer les commandes suivantes pour réinitialiser le mot de passe 'root'.

```
passwd loginuser
```

```
passwd root
```

```
(none):/# # passwd loginuser
Changing password for loginuser.
New Password:
Reenter New Password:
Password changed.
(none):/# # passwd root
Changing password for root.
New Password:
Reenter New Password:
Password changed.
(none):/# #
```

Appuyer ensuite sur “**Ctrl+Alt+Suppr**” pour redémarrer l’UTM.

Le nouveau mot de passe devrait être valide.

```
All configuration is done with WebAdmin. Go to https://10.211.55.100:4444
in your browser.

10.211.55.100
login: root
Password:

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NOTE: Any modifications done by root will void your support.
      Please use WebAdmin for any configuration changes.

SophosUTM92:/root # _
```

II. Réinitialiser le mot de passe interface web

Maintenant que l’accès à la console est rétabli, il est possible de réinitialiser le mot de passe de l’admin web.

Passer en mode configuration en tapant la commande :

```
cc
```

```
SophosUTM92:/root # cc
Conf command-line client. Maintainer: <[REDACTED]>

Connected to 127.0.0.1:4472, SID = hkFKUwmyAvPBFZEWIKJ.
Available modes: MAIN OBJS RAW WIZARD.
Type mode name to switch mode.
Typing 'help' will always give some help.
127.0.0.1 MAIN >
```

Puis en mode 'raw' avec la commande :

RAW

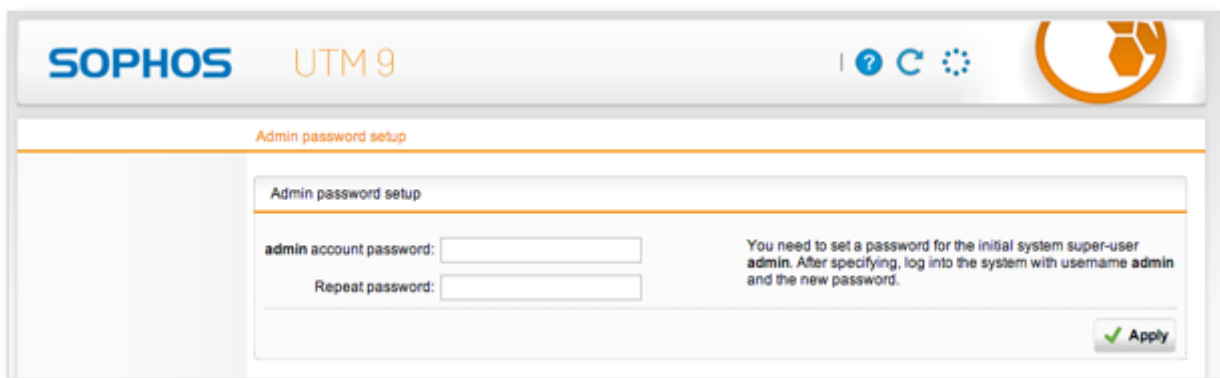
```
127.0.0.1 MAIN > RAW
Switched to RAW mode.
127.0.0.1 RAW > _
```

Entrer enfin la commande de réinitialisation de mot de passe. Cela dira à l'UTM que lors de la prochaine connexion à l'interface web, il faut passer en mode 'première connexion'.

system_password_reset

```
127.0.0.1 RAW > system_password_reset
Calling Conf function system_password_reset()
result: 1
127.0.0.1 RAW > _
```

Se connecter à l'interface d'administration WEB.



The screenshot shows the 'Admin password setup' page of the Sophos UTM 9 web interface. The page has a header with the 'SOPHOS UTM 9' logo and navigation icons. The main content area is titled 'Admin password setup' and contains two input fields: 'admin account password:' and 'Repeat password:'. To the right of these fields, there is a text block explaining that the user needs to set a password for the initial system super-user 'admin' and that they will log in with 'admin' and the new password. At the bottom right, there is a green 'Apply' button with a checkmark icon.

Sources

n/a

Revision #2

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