FAQ: How to recover AhsayCBS system account password?

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Product Version:
AhsayCBS: All
OS: All platforms

Description

This document contains information on how to recover the AhsayCBS system account password.

Steps

The AhsayCBS system account password is not recoverable. You can login the AhsayCBS web console by temporarily resetting the system account password to "system", then modify the password again (to a password of your choice) in the AhsayCBS web console afterward (applies to AhsayCBS pre-v8.3.4.0).

On AhsayCBS v8.3.4.0 or above, if the system account password is reset to "system", on the next login to AhsayCBS web console it will automatically prompt you to change the password. Further access will not be allowed until the "system" password has been changed.

To reset the system password, amend the "cbs.json" file located in:

${Install-Home}\conf

Value of ${Install-Home} for various operating system:

- (Windows) C:\Program Files\AhsayCBS
- (Linux/FreeBSD) /usr/local/cbs
- (AhsayUBS) /ubs/mnt/eslsfw/obsr/conf

1. Open "cbs.json" with a text editor such as Notepad++.

2. Using a JSONViewer Notepad++ plugin, locate the **unique system user ID** in the "cbs.json" file.

   Scroll down to the **AdminList** section and expand the objects as shown below:

   Example: The system user object should contain the following items:

   Name : system
   ID : 1579077966764 (This is an example system user ID. As this value is unique for each AhsayCBS installation)
   Type : ADMIN

3. Search for the unique system user ID in the "cbs.json" file. For example: 1579077966764

cbs.json

```
...
"ID":"1579077966764" ,"Pwd":"%hashed_password_entries%"...
...
```

Note: the ordering of the admin account parameters may be different on your AhsayCBS version.

4. Edit the "Pwd" entry by replacing

   "Pwd":"%hashed_password_entries%" with

   "Pwd":"u8XmYeEGxtzY3G3RhkVML8ujxxD7TY5xpgyT6vB38HM="

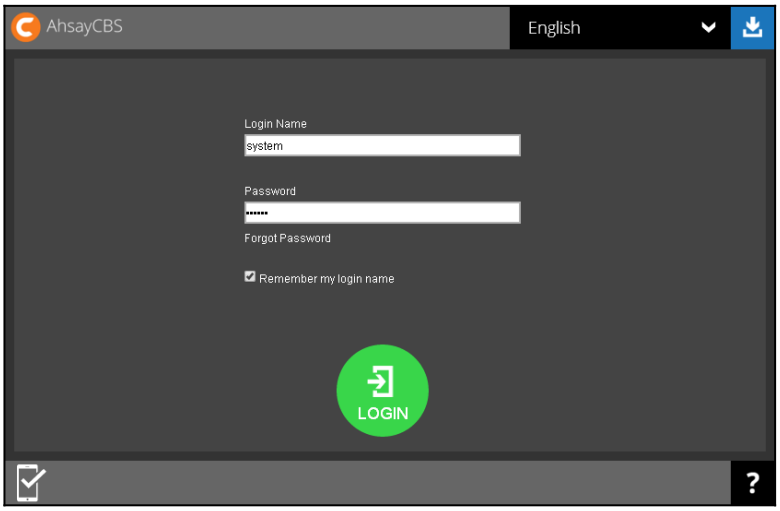
   Similar to the example as follows:

cbs.json

```
...
"ID":"1579077966764", "Pwd":"u8XmYeEGxtzY3G3RhkVML8ujxxD7TY5xpgyT6vB38HM=" ...
...
```

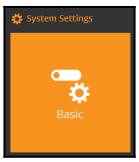
5. Restart the AhsayCBS service afterward.

6. Login to the AhsayCBS web console with username "system" and password "system":

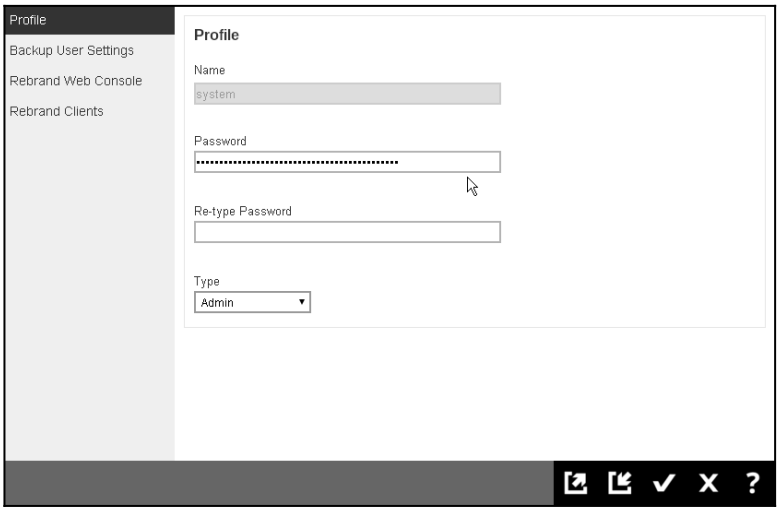


7. On AhsayCBS v8.3.4.0 or above, it will automatically prompt you to change the password.

8. On AhsayCBS pre-v8.3.4.0, edit the password by selecting **Basic** under **System Settings**:



Under **Administrative Access**, **Select the system account**, **Profile**, edit the password:



Keywords

cbs, obs, password, system, admin, administrator, lost, pwd, recovery, recover, pass-word

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