

FAQ: How to recover AhsayCBS system account password?

Article ID : 8039

Reviewed : 13/04/2021

Product Version:

AhsayCBS: v8.1.0.0 or above

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 to locate the system user 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

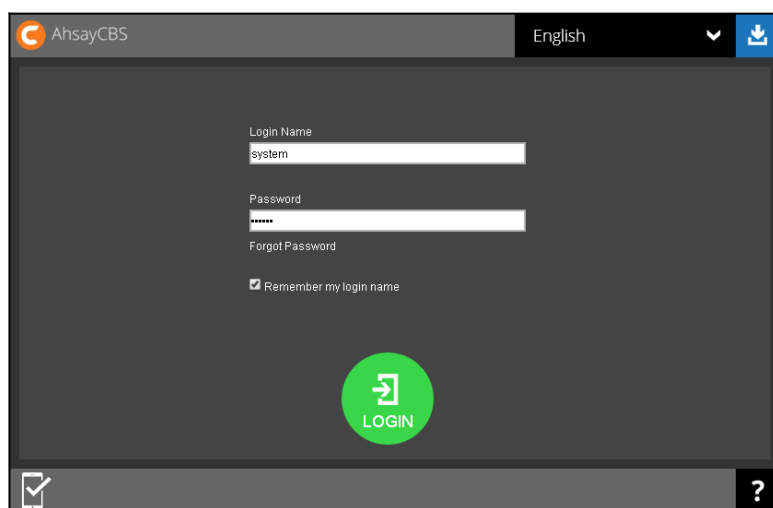
"Pwd":"%hashed_password_entries%" with

"Pwd":"u8XmYeEGxtzY3G3RhkVML8ujxxD7TY5xpgyT6vB38HM="

Similar to the example as follows:

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

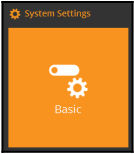
5. Save the changes to the "cbs.json" file.
6. Restart the AhsayCBS service afterward.
7. Login to the AhsayCBS web console with username "system" and password "system":



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



9. On AhsayCBS pre-v8.3.4.0, after login change the password by selecting **Basic** under **System Settings**:



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

Profile

Backup User Settings

Rebrand Web Console

Rebrand Clients

Profile

Name

system

Password

.....

Re-type Password

Type

Admin

✓

X

?

Keywords

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

From:

<https://wiki.ahsay.com/> - Ahsay Wiki

Permanent link:

https://wiki.ahsay.com/doku.php?id=public:8039_faq:how_to_recover_ahsaycbs_system_account_password&rev=1618379783

Last update:

2021/04/14 13:56