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## Introduction

This document describes the steps of changing the cvp\_dbadmin account password for Customer Voice Portal (CVP) reporting server when normal process of reset fails with the error "Script changePWD execution failed, reason=1351".

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Customer Voice Portal (CVP)
- Windows server 2008
- Basic procedure to reset CVP reporting user passwords

### Components Used

The information in this document is based on CVP version 9.0(X) and above.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Problem: cvp\_dbadmin Password Fails

There is a possibility where this basic procedure to change the cvp\_dbadmin password may fail and the logs reflect these errors.

ORM logs (Path: )

```
09:16:45 listener-thread: err = -951: oserr = 0: errstr = cvp_dbadmin@domain.com:Incorrect password or user cvp_dbadmin@XXXXXXXX.XXXXXX.com[domain.com] is not known on the database server.
```

OAMP logs (path: )

```
09:14:34.576 -0500: %CVP_9_0_OAMP-3-OAMP_OWEB_FORWARD_DEVICE_EXCEPTION_ERROR: An unexpected exception occurred during operation change reporting db user password-cvp_dbuser (Device name:XXXXXXXX | Managed address: X.X.X.X | Device type: Unified CVP Reporting Server): com.cisco.cvp.oamp.omgr.exception.ORMException: Exception invoking MBean Operation:
```

```
methodName=changeUserPassword,params=*****,bReconnectIfNotConnected=true,signature=[java.lang.St
ring, java.lang.String,
java.lang.String],this=connection=ormAddress=X.X.X.X,uri=service:jmx:rmi:///jndi/rmi://X.X.X.X:2
099/jmxrmi,objectName=OAMP:address=X.X.X.X,deviceType=CVP_RPT_SERVER,componentType=SubsystemRepo
rting
    at
com.cisco.cvp.oamp.omgr.adapter.mgmt.MBeanAdapter.invoke(MBeanAdapter.java:464)
    at
com.cisco.cvp.oamp.omgr.adapter.mgmt.MBeanAdapter.invoke(MBeanAdapter.java:385)
    at com.cisco.cvp.oamp.omgr.Component.invokeOnORM(Component.java:1377)
```

The issue is seen when a service pack (SP1) is installed on the windows 2008 platform of reporting server.

## Solution

The same password instance occurs due to Cisco Bug ID [CSCuw90124](#) and you can resolve the issue and maintain the same password for **cvp\_dbuser** and **cvp\_admin** accounts through these steps.

1. Please turn off all the services on the CVP except the ORM service (it is used to communicate with the OAMP server).
2. On the reporting server, click in **My Computer** and right click in **Manage**, now navigate to **Local Users and Group Users** and change the **cvp\_dbuser** password.
3. Use the above password (of **cvp\_dbuser**) in these steps

Step 1. In reporting server from command prompt navigate to the **C:\Cisco\CVP\bin** directory.

Step 2. Execute the command **report-init.bat -reporthashpw YourPassword** (same as that you set in the second step).

Step 3. Verify if the **reporting.properties** file is updated.

4. Under OAMP server, navigate to **Device Management > Reporting Server > Database Administration > Change User Passwords**.
5. Select **Database User** in the User drop down menu.
6. Use the above given password as Old password and create a new password by save and deploy.
7. Check the **reporting.properties** file in the reporting server and confirm that it got updated.
8. Start the services or reboot the reporting server.

These are the basic procedure to reset the CVP reporting server account password:

1. Open a remote desktop session to the reporting server.

2. Login to the server with a user having administrator rights.
3. Verify the reporting users i.e cvp\_dbadmin, cvp\_dbuser exists on CVP reporting server.
4. Ensure that CVP reporting users are members of local Administrators and Informix admin groups.
5. Ensure the CVP reporting user accounts are not locked out.
6. Ensure the reporting server is STOPPED via CVP OPS console before the windows password is changed. If the reporting server is not stopped, it attempts to connect with the bad username/password combination and lock the cvp\_dbuser account.
7. Ensure the **Cisco CVP Resource Manager service** is started and running on the CVP reporting server.
8. Navigate to **Computer Management > Local Users and Groups > Users**.
9. Reset the password for cvp\_dbadmin, cvp\_dbuser to a temporary password.
10. Navigate to **OAMP console webpage > CVP Reporting Server > Select/Edit CVP Reporting Server Configuration > Database Administration > Change User Passwords**.
11. Enter the temporary password as the Old Password, and then enter your new permanent password.
12. Ensure the accounts are not locked out through Windows Users and Groups.
13. Restart the CVP reporting server.