Subject: How do I reset root password.
Posted by Bittraffic on Sat, 07 Jun 2008 09:46:37 GMT
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Hi,I have been running an openvz system for a while now but yesterday something wierd
happened.
Whilst I was setting up new vps inside openvz I installed required template then entered vps via
number as required, updated vps upgraded vps did passwd whilst inside vps to set password for
vps then exited.

Tried the new vps I had just set up password wouldn't work.
Sshed back into openvz system signed in as admin fine went to goto root via su to enter vps again
& wouldn't confirm instead I get the folloowing error :-Password:
su: Authentication failure
Sorry.

I have contacted the company hosting the main syatem requesting a root password reset. They
tried for me & replied they cannot enter the single user mode to alter root password so therefore
cannot reset for me.

Does anyone know of a way to reset root password from inside the admin account & can advise of
a way to fix my problem.

Thank You in advance.

Subject: Re: How do I reset root password.
Posted by maratrus on Sat, 07 Jun 2008 10:32:54 GMT
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Hi,

from HN (man vzctl)

vzctl set VE_ID --userpasswd root:[newpasswd] --save

Subject: Re: How do I reset root password.
Posted by Bittraffic on Sat, 07 Jun 2008 10:53:44 GMT
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Thank you for reply but will that work on main root password as as afar as I know it hasn't got any
VE-ID as its the main server box root password.

Tried above command didn't work as expected I got this reply :- -bash: vzctl: command not found

Thank you for trying

Subject: Re: How do I reset root password.
Posted by maratrus on Sat, 07 Jun 2008 11:24:55 GMT
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Hi,

I don't clearly understand you:

1. If you want to change user passwd inside CT you can use the previous command from HN
2, If you want to change the root passwd on the HN - it's not OpenVZ related question. You should appeal to the HN's holders with such sort of request. The changing passwd on the HN is the same as a changing root passwd on the common Linux node.

Subject: Re: How do I reset root password.
Posted by Bittraffic on Sat, 07 Jun 2008 11:33:11 GMT
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Inside main openvz system which is debian based I have an admin account set up so you enter ssh on admin then do su to access main root.
At present when I enter su get auth failed error.

I have contacted box providers they tried single user mode to reset it but it wouldn't boot to single user mode so they couldn't reset.

Contacted debian to see if a way to solve they sent me to you.

Hope you can help.

Subject: Re: How do I reset root password.
Posted by maratrus on Sat, 07 Jun 2008 11:56:20 GMT
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OK,

1. Do you know the root passwd of the HN? I mean do you know the passwd that was right and you typed it after "su" command on the HN and got an access to the HN. Now you are trying to use the same passwd with the "su" command but it always fails, aren't you?

2. Are you able you use "sudo" instead "su" command?

3. What did HN's holders try to do (the exact commands!) and what did they get (error messages

or anything else).

Subject: Re: How do I reset root password.
Posted by Bittraffic on Sat, 07 Jun 2008 12:44:01 GMT
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1/. I repeated exact root pass as always use got auth failed error.

2/. I tried a few sudo commands all came back with same error:-
    -bash: sudo: command not found

3/. HN provider didn't give no errors just replied cou;ldn't connect to single user mode.

Subject: Re: How do I reset root password.
Posted by maratrus on Sat, 07 Jun 2008 13:10:43 GMT
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Could you please tell the exact version of the kernel you use:
"uname -a" on the HN.

HN provider don't want to reboot his node or he isn't able to reboot it to single user mode?

If they are not able to boot to sigle mode they can boot via Live CD then mount root filesystem somewhere, chroot there and use the common utility for example passwd to change root passwd.

Subject: Re: How do I reset root password.
Posted by Bittraffic on Sat, 07 Jun 2008 13:48:41 GMT
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kernal is Linux OpenVZ.BitTraffic.com 2.6.18-fza-028stab051.1-amd64 #1 SMP Fri Dec 7 15:14:08 UTC 2007 x86_64 GNU/Linux

HN provider said he isn't able to boot into single user mode.

Will post a ticket with HN provider asking for reset via live cd.

Thank you

Subject: Re: How do I reset root password.

Posted by Bittraffic on Sat, 07 Jun 2008 17:11:02 GMT

Thank you for your help maratrus HN provider are working to reset the password now.

I appreciate all your help & time.

Thank You