

# Reset CVP OAMP Lost Administrator Password

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## Introduction

This document describes the steps to reset a lost CVP OAMP Administrator password in UCCE environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Contact Center Enterprise (UCCE)
- Customer Voice Portal (CVP)

### Components Used

The information in this document is based on UCCE and CVP 12.6.

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, ensure that you understand the potential impact of any command.

## Problem

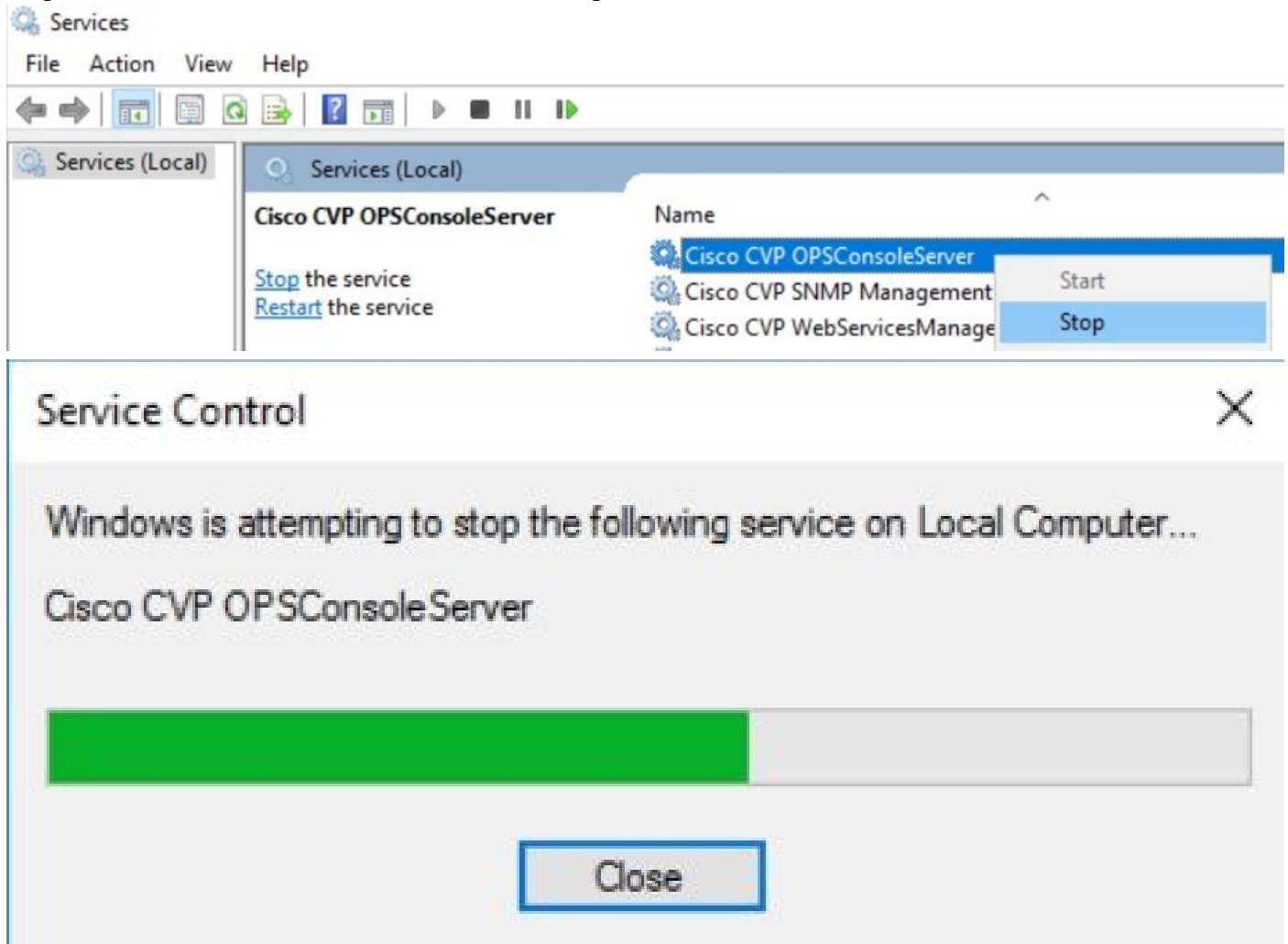
Lost password for the OAMP application: Administrator User.

## Solution

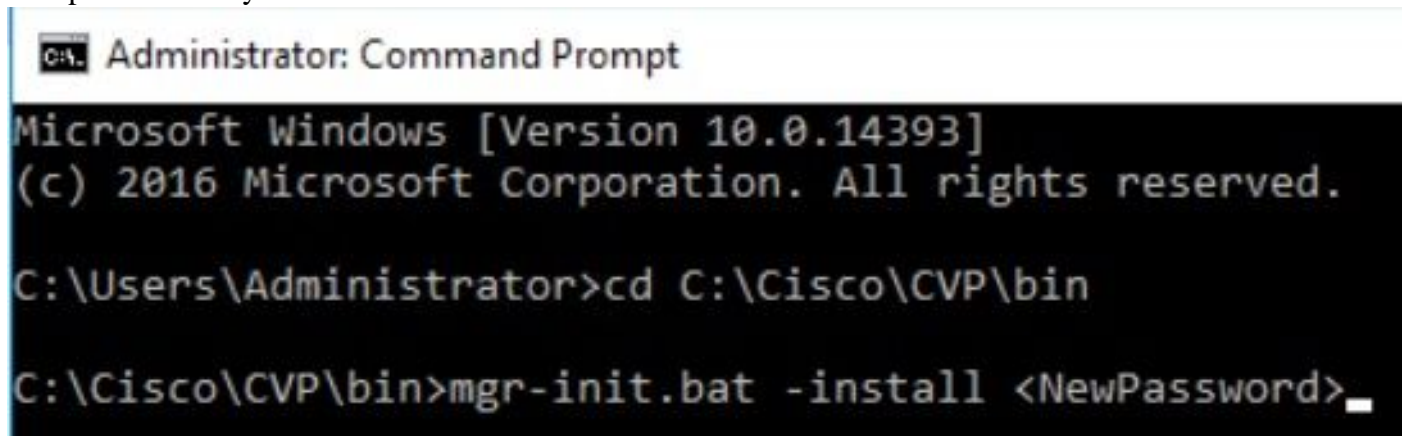
You can use these steps to reset the user account Administrator password for CVP Operation, Administration, Maintenance and Provisioning (OAMP) also known as CVP Operations Console.

To reset all other user passwords, you can login with the Administrator account to CVP OAMP interface, and reset or change all other user passwords.

Step 1. Connect to the CVP OAMP server and stop **Cisco CVP OPSConsoleServer** from **Services**.



Step 2. Once the **Cisco CVP OPSConsoleServer** service is stopped, from **cmd** of the CVP OAMP server, run the script `%CVP_HOME%\bin\mgr-init.bat -install <NewPassword>` where `<Newpassword>` is the new password for your CVP OAMP Administrator user.



Replace `<NewPassword>` with your new password that must meet this criteria:



