



## Changing Your Gateway Password

To ensure system security, you must change your gateway password from the factory default. This application note describes how to change the password using either ACEmanager or AirLink Management Service (ALMS).

For more information about getting started with ALMS, see [source.sierrawireless.com/airvantage/alms/](http://source.sierrawireless.com/airvantage/alms/)

For general information about configuring your system using ALMS, see [doc.airvantage.net/av/reference/monitor/howtos/changeASystemConfiguration/](http://doc.airvantage.net/av/reference/monitor/howtos/changeASystemConfiguration/)

---

*Note: Please note that for the AirLink LX60 and ALEOS 4.10.0, each device has a unique default password that is printed on the device label. This password is used for logging in to ACEmanager and used for the MD3A password. For more information about passwords in ALEOS 4.10.0, see the ALEOS 4.10.0 Software Configuration User Guide for LX60, available on [The Source](#).*

---

## Changing Your Password using ACEmanager

You can change the default password on the ACEmanager Admin page, shown in [Figure 1](#).

---

*Note: Sierra Wireless recommends following these guidelines for your passwords:*

- NIST 800-63-3 recommends a minimum length of 8 characters, or longer for sensitive accounts. Sierra Wireless suggests at least 12 characters.
  - Do not choose passwords that are known to be in common use. One common list of bad passwords is available here: [www.owasp.org/index.php/OWASP\\_SecLists\\_Project](http://www.owasp.org/index.php/OWASP_SecLists_Project).
  - Your updated password should not be closely related to the previous password.
- 

The screenshot shows the ACEmanager Admin interface. At the top, there is a navigation bar with tabs for Status, WAN/Cellular, Wi-Fi, LAN, VPN, Security, Services, Location, Events Reporting, Serial, Applications, I/O, and Admin. The Admin tab is selected. Below the navigation bar, there is a header area with the text "Last updated time: 11/2/2015 2:21:46 PM" and buttons for "Apply", "Refresh", and "Cancel". The main content area is titled "Change Password" and contains a form with the following fields: "Username" (a dropdown menu with "user" selected), "Old Password" (a text input field), "New Password" (a text input field), and "Retype Password" (a text input field). A red "Change Password" button is located below the "Retype Password" field. On the left side of the form, there is a sidebar menu with the following items: "Advanced", "Radio Passthru", "Log", "Configure Logging", "Remote Logging", "View Log", and "Radio Module Firmware".

Figure 1: ACEmanager: Admin

To change the default password:

1. Select the password you want to change; in this case, user.
2. Enter the old password.
3. Enter the new password twice.

The password can be 4 to 32 characters long and can contain a mixture of letters, numbers, and/or special characters. The password is case sensitive.

---

*Note: If the password is lost, the only way to recover access to the AirLink gateway is to use the hardware reset button to reset the device to the factory default settings. If the reset button has been disabled (using the Default Configuration Reset field on the Admin > Advanced screen) prior to the password being lost, the only way to recover access to the AirLink gateway is through AirVantage Management Services, for which an account is required.*

---

#### 4. Click Change Password.

If you want to confirm that the password has been changed, log out and then log in with the new password.

## Changing Your Password Using ALMS

To change your password using ALMS, see [doc.airvantage.net/alms/reference/monitor/howtos/remotelyChangeACEManagerPassword/](https://doc.airvantage.net/alms/reference/monitor/howtos/remotelyChangeACEManagerPassword/)