

MODELS: RL51XX, FT51XX, RT21XX XSCALE

RL53XX, FT53XX, RT23XX, RL23XX, RL16XX, Traverse, ARGO X2, X3

PASSWORD RESET UTILITY Rev. B

Kev. B TDN: 07103-00353 January 18, 2016

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ITEMS NEEDED				
• The Field Technician will need Triton Partner Site access (Username and Password)				
• USB Keyboards for use on Windows CE ATMs – RL/FT/RT, Traverse, ARGO				
• USB Drives for loading Software on X2/X3 ATMs				
Compact Flash with PCMCIA Adapter for loading the Password Utility on XScale ATMs				
PASSWORD TOKEN DEVICE TRITON PART NUMBER 05000-00098				



Verify Hardware and Software compatibilities. The compatibilities can be found in the latest software release notes available on <u>www.tritonatm.com</u>.

Document Update

August 21, 2013Original January 18, 2016Updated to add X3 CE6 and CE7

1030800



 Install *Password Reset Utility* (PRU), xt30pwrs1.0.1.tfv on the root directory of a USB Drive for X2 CE5, t-ex-pwreset-1.0.2.1.tr6 on X2 CE6 and t-ex-pwreset-1.0.2.1.tr7 for X3 CE7. For XScale, load PRU, xt20pwrs1.0.1.tlf, on the root directory of a compact flash drive.





2GB USB (X2 and X3)

128MB Compact Flash Card with PCMCIA Adapter (XScale)

- 2. Perform a shutdown on the ATM. (Main Menu> 5 System Parameters>4 Shut Down Terminal >Enter).
- 3. Install USB drive in an available USB port on the **X2** and **X3** ATM main board or Docking Board. For **Xscale**, the compact flash drive is installed in one of the two PCMCIA slots on the side of the main board.
- 4. Power up ATM.
- 5. Log into Triton Partner Website <u>www.tritonatm.com</u> with User Name and Password.

	Type User Name ex: atmcustomer@triton.com	Contact Us	s 🕿 My Profile 🤷 Log In 🕯 Search
Warranty Service & Info Parts Programs Technical Support	Manuals & Documentation	Service Training	Marketing Resources
User Name: (Email Address) Password: Forget Password?	The material accessed t proprietary information a Owners of Triton pro Authorized distributi Triton trained techni Processors	hrough the Triton Partner nd is restricted to: oducts on partners cians	r Website contain
Type User Name	By accessing this material you this Website.	ou agree to the Terms and Co	onditions posted on
NEED PARTNER ACCESS? Please contact your authorized Triton distributor to have you a who your administrator is, contact Triton at WebHelp@triton.c	account set up. If you do not have an ad	ministrator or do not know	w
» Partner site Administrators Login click here			

6. Select Technical Support Tab at the top of page.





7. Select Password Reset under Technical Support Menu.

⊖Home ⊖Support Home					
🔊 Tritor	POWERED BY TOL	Select Password I	Reset	Contact Us 🕿 My Profi Search	ile 🛝 Log Off 🔒
Warranty Service & Info	Parts Programs Technical Support	Manuals & Documentation	Service Training	Marketing Resources	Shop eStore
Technical Support Section Resources Technical Bulletins Error Code Lookup Password Reset Software Download SFA Software Activation ATM FAQ ATM Dimensions	ATM Service Attraction of the support of the service technical support Monday - Friday 8:00 charge for phone support on the 9100, FT produce carry a small support fee should the technical support team has an extens Triton products. Triton's technical support your service technician to accurately take	echnical support resources, ava 00 a.m 6:00 p.m. CST for first I 7, RL, and RT ATM families. Proc you find a need to talk directly to ive diagnostics background and center contains an ATM for eacl you step by step through the sup	ilable 24 /7 as a regist ine and second line in fucts such as the 9600 a support technician thas received in-dept th configuration support port process.	Rered Triton partner. Triton a naintenance calls. As alway 0, 9700, Mako, and others th about your service issue. En training, both formal and o rhed as well as all current m	also provides real so, there is no nat we no longer tach member of on the job, on all nanuals enabling
Support Contacts Personal File Exchange	Our commitment to you is more than bu support of our products in the field.	ilding a great ATM. We are dec	licated to providing th	ne best infrastructure for y	our continued
ARGO password reset	SECTION RESOURCES				
Welcome	Technical Bulletins			9	3

8. The following screen will appear: Verify credits exist.

Home Support Home							
🔊 Triton	POWERED BY TOL					Contact Us 🕿 My Prof Search	ile 4 Log Off 🔒
Warranty Service & Info	Parts Programs	Technical Support	Manuals & Documer	tation Service	Training	Marketing Resources	Shop eStore
Technical Support Section Resources Technical Bulletins Error Code Lookup Password Reset Software Download SFA Software Activation ATM FAQ ATM Dimensions Support Contacts Personal File Exchange	Feature Password Reset Feature: Challenge code: Check Digit: Token Serial Num	Existing 347	Credite Z180 • (/erify Terminal Instruct	ions	Select C	Ξ
Welcome	Token value:		Submit]			

- 9. Select radio button "CE" on the screen.
 - Note: CE represents the Windows CE based ATMs (RL/FT/RT/Traverse/ARGO X2/X3/ XScale).



10. After power has been restored to the ATM, the PRU Program boots ATM. During this process, a 16 character Challenge Code with a one character Checksum is provided.

	Triton Password Reset Utility - 1.0.1.2	OK
	Generate New Challenge	
Check Digit	Challenge: dkSrrgANSQIDzwAA	
	Checksum: M	
	2 Enter Response to Challenge	
	3 Exit	

11. Enter the 16 character "Challenge code" from the ATM into the Website Application.NOTE: All codes are case sensitive.

Enter 16 character Challenge							
Feature	xisting Credits		Terminal Instructi	ions			
Password Reset 3	46						
	$\mathbf{\langle}$						
Feature:	Z1	BO 🔍	CE 오 Eprom 🔍	Т5 🔵			
Challenge code:	d	(Srrg/	NSQIDzwAA				
Check Digit:	М						
Token Serial Number (No dashe:	s or spaces):						
Token value:							
	5	Submit					

12. To verify the Challenge code was accurately entered, ensure the check digit (automatically populates after the 16th character is entered) is the same as the Checksum on the ATM. *If the correct response is entered, proceed to the next step. If not, re-enter/verify challenge code and Check Digit.*

Password Reset	347			
Verify Check Digit				
Feature:		Z180 🔍	CE 🔍 Eprom 🔵	т5 🔍
Challenge code:		dkSrrgAN	SQIDzwAA	
Check Digit		м		
Token Serial Number (No dashe	es or spaces):			



- 13. Enter the 10 digit serial number from the back of the Password Token.
 - **NOTE:** The serial number on the back of the Password Token should be verified electronically. To verify the serial number, press and release the grey button on Password Token. After a 6 digit code appears, hold the grey button down for 4 seconds or until the Password Token toggles to **Id**. This is the serial number of the Password Token. This number should match the label on the back of the Password Token (without the dashes).
- 14. Press and release grey button on Password Token (Value is only present for 10 seconds). Enter the 6 digit numerical **Token Value** from Password Token.

Feature:		Z180 🔍	CE 🔍 Eprom 🔍	т5 单
Challenge code:	Enter Password	dkSrrgA	NSQIDzwAA	
Check Digit	Token Serial Number	М		
Token Serial Numb	oer (No dashes or spaces):	123456	7890	
Token value:		123456		
Enter 6	digit Token Value	Submi	t	

- 15. Select Submit. Credit will be deducted.
- 16. The website generates three 18 character response codes.

Checksum1: t		
Checksum2: G		
Checksum3: z		
Code: HN9dCTE95KTfWafj6a	+VFiLnuP4bdKzhSQBi	iyYzBHyU pumeFPIYdQ
Error:		

Return to form

One Password Reset credit has been deducted.



17. Each of these responses can be verified with a one character checksum prior to entering the next 18 character response.



18. Using a USB keyboard on the ATM, enter each of the 18 character responses verifying the one digit checksum after each 18 character entry. Press Enter on the USB keyboard.

Triton Password Reset Utility - 1.0.1.2	Triton Password Reset Utility - 1.0.1.2 OK	Triton Password Reset Utility - 1.0.1.2
Enter Part 1 of 3 of Response	Enter Part 2 of 3 of Response	Enter Part 3 of 3 of Response
Response: HN9dCTE95KTfWafj6a	Response: +VFiLnuP4bdKzhSQBi	Response: liyYzBHUpumeFPIYdQ
Checksum: t	Checksum: G	Checksum: z
OK Cancel	OK Cancel	OK Cancel

19. After completing the entry of the responses, The option menu to reset ATM Master Password, Reset EPP, or Exit will appear.



20. Press 1 on the USB keyboard to select "Reset Master Password" from the main menu, a confirmation message is displayed.



NOTE: The Master Password is then reset to Factory Default (001234) **Other Management Users that were configured still exist.**



To Reset EPP, skip to Page 9 for Triton T7 or Page 10 for T5

21. If Resets are complete, press 3 on the USB keyboard to select "Exit" from the main menu. ATM will restart. Remove the USB drive or Compact Flash Card.



- 22. Proceed to change Master password.
- 23. Delete any Unnecessary Management Functions Users.

To Reset Triton T7 EPP Password

21. Press 2 on the USB keyboard to select "Reset EPP" from the main menu



NOTE: EPP passwords are reset to factory default, User 1-000000 and User2 -000000.

22. A confirmation message is displayed



23. If Resets are complete, press 3 on the USB keyboard to select "Exit" from the main menu. ATM will restart. Remove the USB drive or Compact Flash Card.



- 24. Proceed to change Master password, EPP passwords for User 1 & User 2, and enter new PIN MASTER KEYS on ATM.
- 25. Delete any Unnecessary Management Functions Users.

To Reset T5 EPP Password

21. Press 2 on USB keyboard to select "RESET EPP" from the main menu.

Main M	lenu	×
1	Reset Master Password	
2	Reset EPP	
3	Exit	

22. A 16 digit hexadecimal Challenge and an 8 digit serial number are displayed.

Enter Response	to Reset EPP	×
Challenge:	0000000429977628	
Serial Number:	19332216	
Response:		Interior Trans
	OK Cancel	

- 23. Return to the Password Reset program on the Triton Partner Website and select Feature T5.
- 24. Enter the 16 digit Challenge Code into the Web Application, the 8 digit EPP Serial Number, the Password Token Serial Number, and new Token Value.

Feature	Existing Credits	Terminal Instructions		
Password Reset	338			
Enter Challe	nge Code			-
Feature:		Z180 🔍	CE 单 Eprom 🔍	Т5 📀
Challenge code:		0000000	429977628	
EPP Serial: Enter	EPP Serial	1933221	6	
Token Serial Number (No dashes or spaces):		1234567890		
Token value: Ente	er PW Token 🖊 ial Number	123456		
and	Token Value	Submit	:	

25. Click Submit.



26. The website responds with an 8 digit hexadecimal response.

Code: 4D7FC472 Error:

Return to form

One Password Reset credit has been deducted.

27. Using a USB keyboard, enter the 8 digit response. Press enter on the USB keyboard.

Enter Response	to Reset EPP	×
Challenge:	0000000429977628	
Serial Number:	19332216	
Response:	4D7FC472	
	OK Cancel	

28. A confirmation message is displayed.



29. If Resets are complete, press 3 on the USB keyboard to select "Exit" from the main menu. ATM will restart. Remove the USB drive or Compact Flash Card.



- 30. Proceed to change Master Password, EPP passwords for User 1 & User 2, and enter new PIN MASTER KEYS (old Master Keys are still loaded).
- 31. Delete any unnecessary Management Functions Users

