



MODELS:
RL51XX, FT51XX, RT21XX
XSCALE

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

PASSWORD RESET UTILITY

Rev. B

TDN: 07103-00353 January 18, 2016

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ITEMS NEEDED
<ul style="list-style-type: none">• The Field Technician will need Triton Partner Site access (Username and Password)
<ul style="list-style-type: none">• USB Keyboards for use on Windows CE ATMs – RL/FT/RT, Traverse, ARGO
<ul style="list-style-type: none">• USB Drives for loading Software on X2/X3 ATMs
<ul style="list-style-type: none">• Compact Flash with PCMCIA Adapter for loading the Password Utility on XScale ATMs
<ul style="list-style-type: none">• 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 www.tritonatm.com.

Document Update

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

1030800

PASSWORD RESET UTILITY (PRU)—XSCALE , X2, And X3

1. 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.tfv**, on the root directory of a compact flash drive.

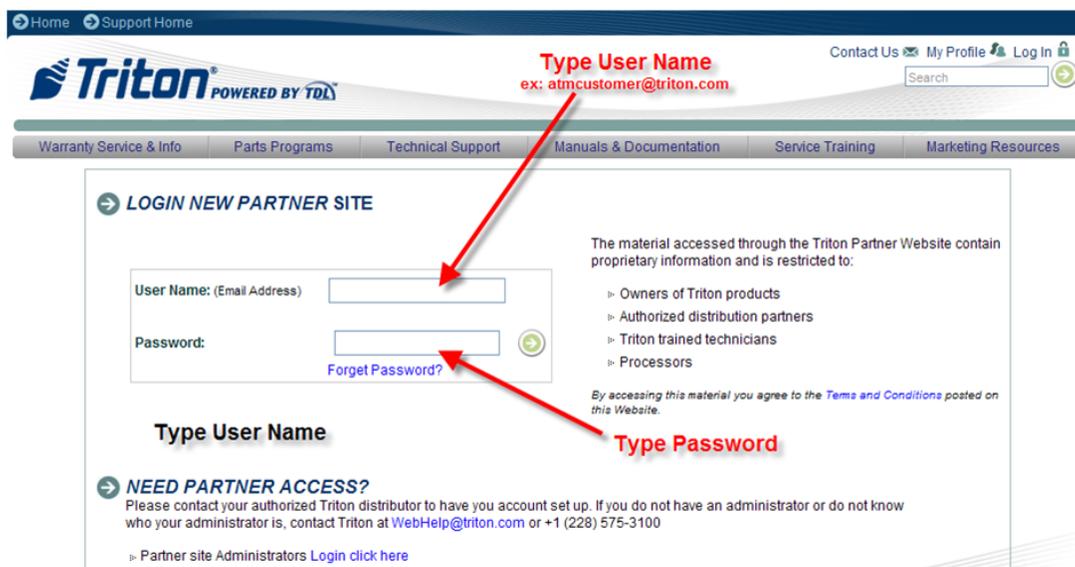


2GB USB (X2 and X3)



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 www.tritonatm.com with User Name and Password.



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→ LOGIN NEW PARTNER SITE

User Name: (Email Address)

Password: [Forget Password?](#)

Type User Name

Type Password

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



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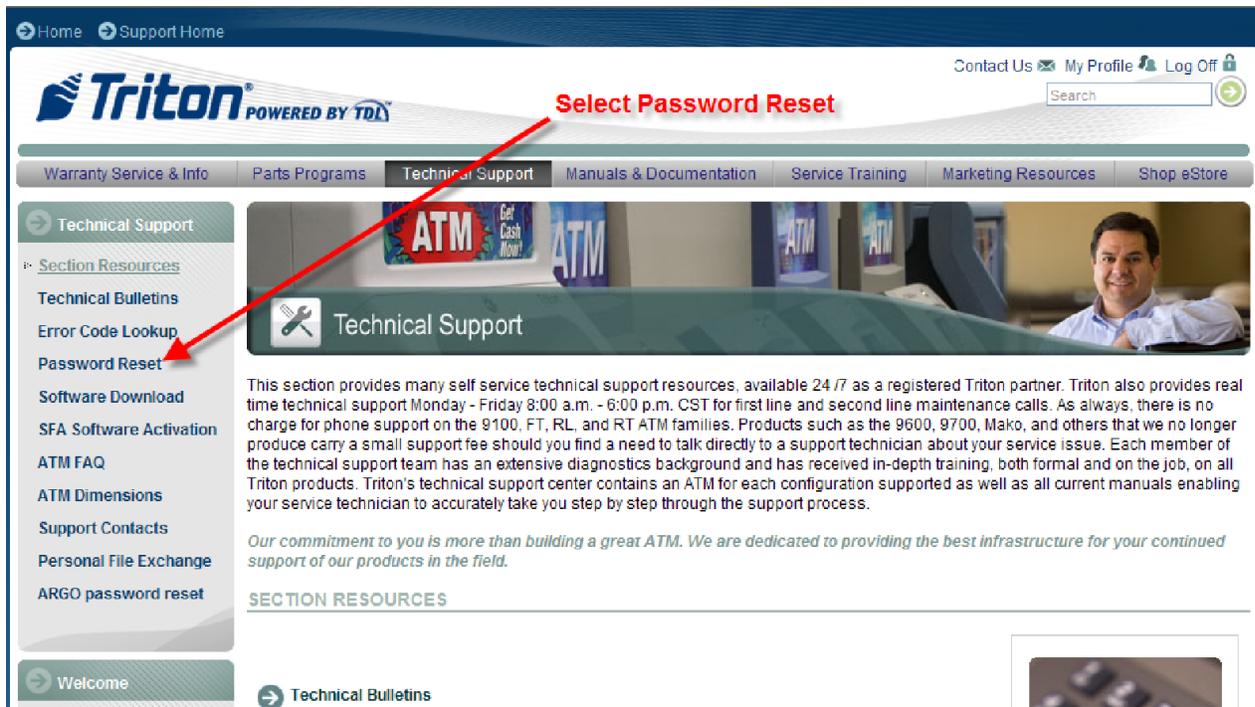
→ Technical Support

Section Resources

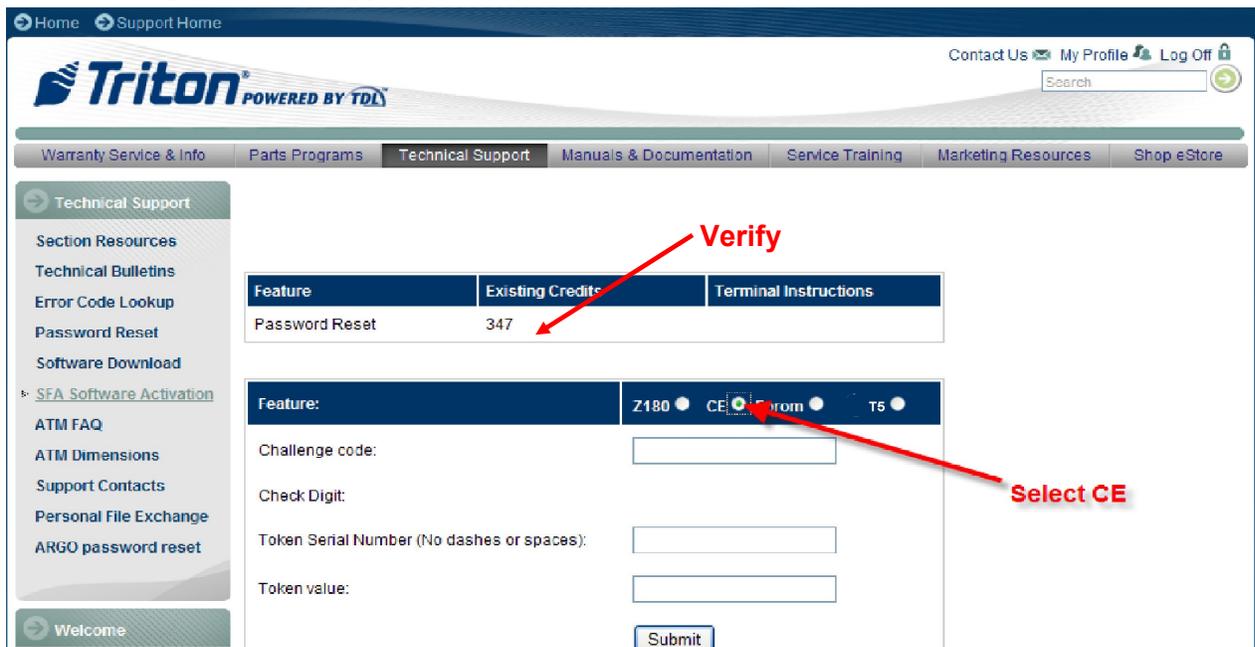
- Technical Bulletins
- Error Code Lookup

Technical Support

7. Select Password Reset under Technical Support Menu.



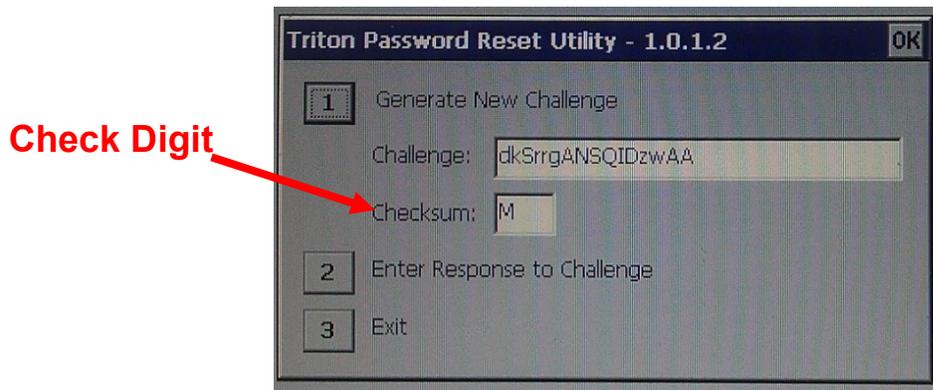
8. The following screen will appear: Verify credits exist.



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.



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	Existing Credits	Terminal Instructions
Password Reset	346	

Feature:	Z180	CE	Eprom	T5
Challenge code:	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check Digit:	M			
Token Serial Number (No dashes or spaces):	<input type="text"/>			
Token value:	<input type="text"/>			
<input type="button" value="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.***

Feature:	Z180	CE	Eprom	T5
Challenge code:	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check Digit:	M			
Token Serial Number (No dashes or spaces):	<input type="text"/>			

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 T5

Challenge code: **Enter Password Token Serial Number** dkSrrgANSQIDzwAA

Check Digit: M

Token Serial Number (No dashes or spaces): **Enter 6 digit Token Value** 1234567890

Token value: 123456

Submit

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 iyYzBHyUpumeFPIYdQ
Error:
```

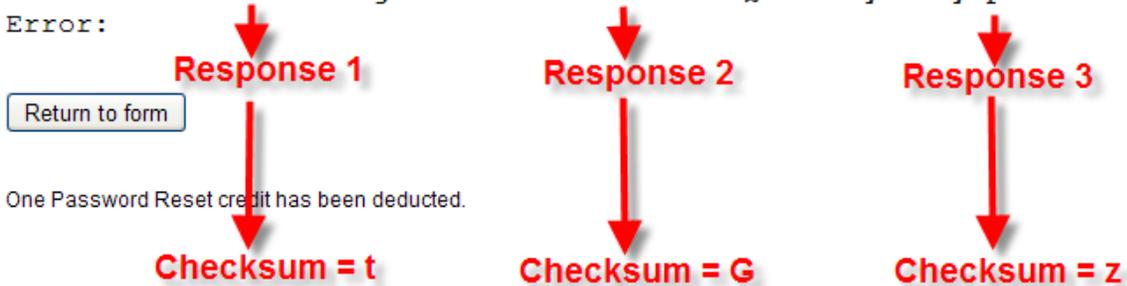
[Return to form](#)

One Password Reset credit has been deducted.

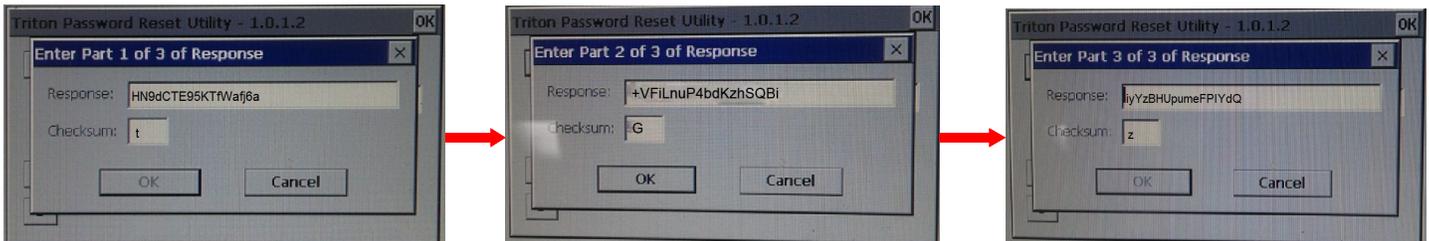
PASSWORD RESET UTILITY (PRU)—XSCALE , X2, And X3

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

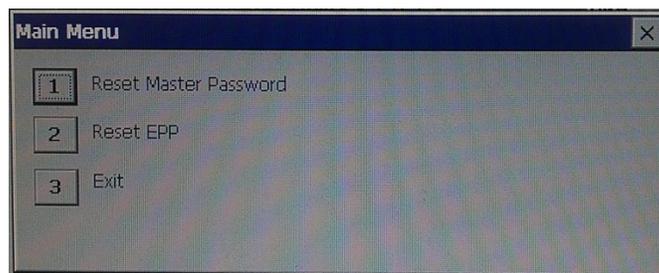
```
Checksum1: t
Checksum2: G
Checksum3: z
Code: HN9dCTE95KTfWafj6a +VFILnuP4bdKzhSQBi iyYzBHyUpumeFPIYdQ
Error:
```



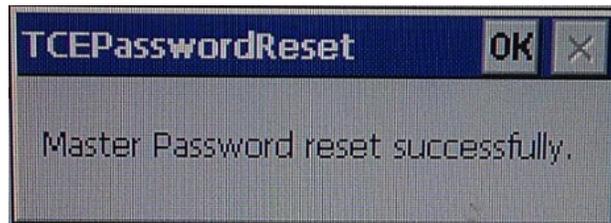
18. Using a USB keyboard on the ATM, enter each of the 18 character responses verifying the one digit checksum after each 18 character entry. Press Enter on the USB keyboard.



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



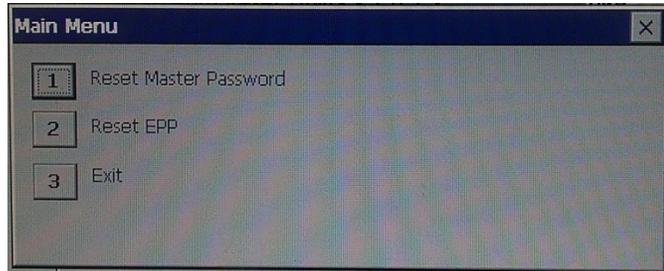
20. Press 1 on the USB keyboard to select “Reset Master Password” from the main menu, a confirmation message is displayed.



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

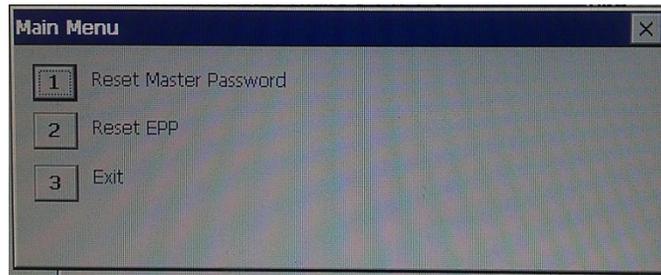
21. If Resets are complete, press 3 on the USB keyboard to select “Exit” from the main menu. ATM will restart. Remove the USB drive or Compact Flash Card.



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

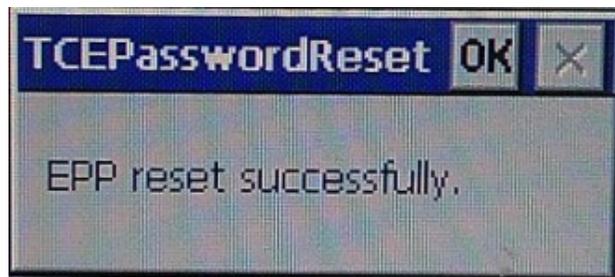
To Reset Triton T7 EPP Password

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

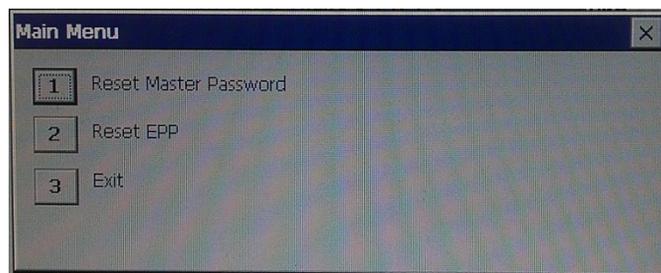


NOTE: EPP passwords are reset to factory default, User 1-000000 and User2 -000000.

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.

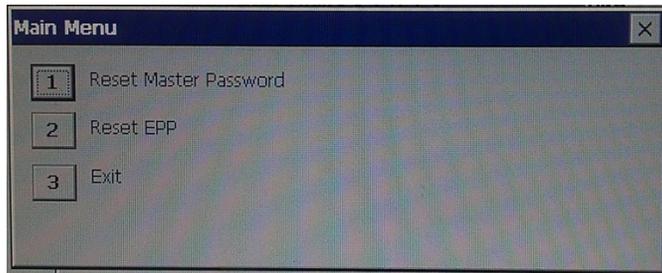


24. Proceed to change Master password, EPP passwords for User 1 & User 2, and enter new PIN MASTER KEYS on ATM.

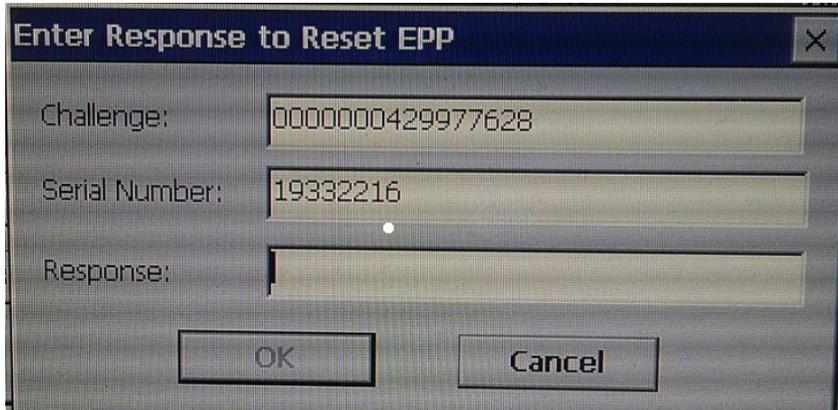
25. Delete any Unnecessary Management Functions Users.

To Reset T5 EPP Password

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



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



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.

Select T5

Feature	Existing Credits	Terminal Instructions
Password Reset	338	

Enter Challenge Code

Feature: Z180 CE Eprom **T5**

Challenge code:

EPP Serial: **Enter EPP Serial Number**

Token Serial Number (No dashes or spaces):

Token value: **Enter PW Token Serial Number and Token Value**

25. Click Submit.

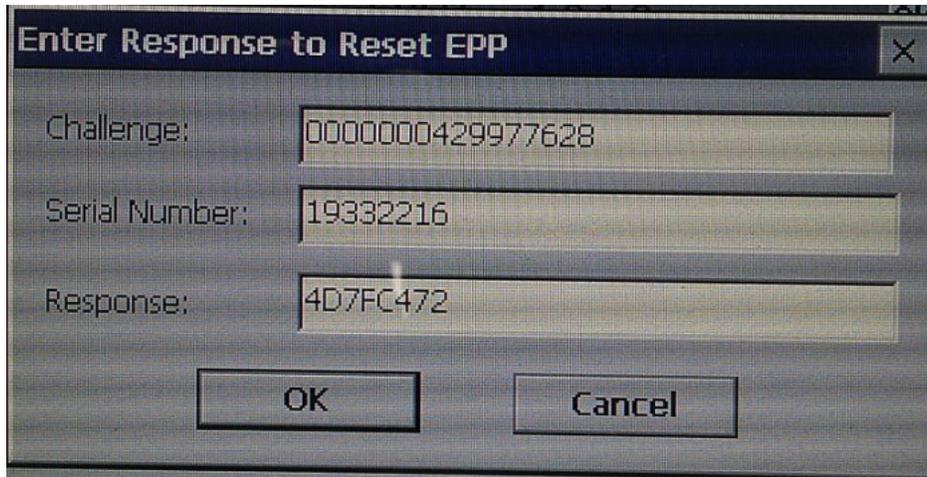
26. The website responds with an 8 digit hexadecimal response.

Code: 4D7FC472
Error:

Return to form

One Password Reset credit has been deducted.

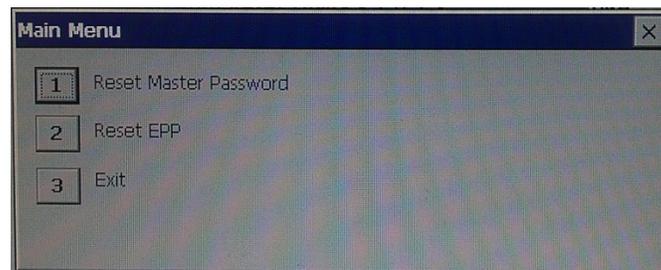
27. Using a USB keyboard, enter the 8 digit response. Press enter on the USB keyboard.



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