PASSWORD RESET UTILITY

TDN 07103-00353-01

Revision	Date	ECO/ Change	Description
Original	August 21, 2013		
Rev A	January 18, 2016		Updated to add X3 CE6 and CE7
07103-00353-01 Beta	July 18, 2019		Token free process on BETA test site
07103-00353-01	December 8, 2020	1032768	Added T10, changed credit deduction to 1 per reset

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PURPOSE

This guide covers resetting Master Password and T5/T7/T9/T10 EPPs via the Triton Partner Website.

SCOPE

This manual applies to all service personnel involved in installing, configuring, or upgrading software on Triton ATMs nationwide and abroad.

APPLICATION

This guide provides information, and easy-to-follow instructions for operation of the Triton Partner site Reset Password page and corresponding Management Functions for master and keypad password resets. The manual contains information regarding password and security information, users required to perform certain functions, etc.

LOAD PASSWORD RESET UTILITY

Tools Required:
- Triton Partner site access
- USB keyboards for use on Windows CE ATMs
- Compact Flash with PCMCIA Adapter for use on X1 ATMs
- USB drive for loading software

1. Log into the Triton Partner website at www.tritonatm.com. If you do not have a username and password, contact Triton Sales at 1-866-787-4866, option 2.
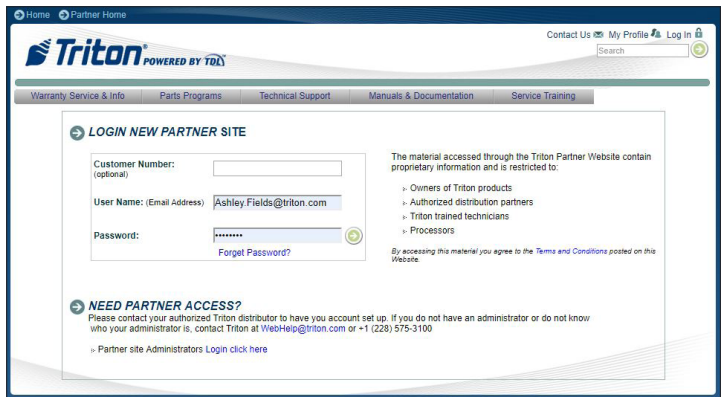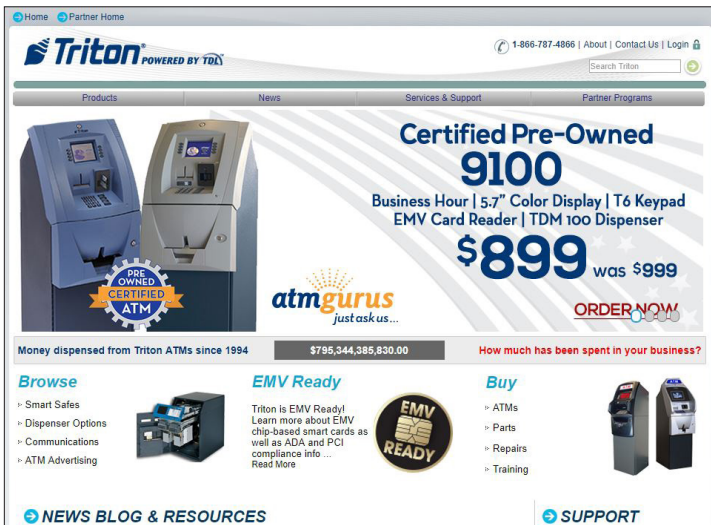
2. Select Technical Support tab at top of page, **RED Rectangle**.
3. Select Password Reset from the left hand navigation panel, **BLUE Rectangle**.

4. Verify at least 1-credit is available, **GREEN Rectangle**. If no credits are available, contact Triton Customer Service at 1-866-787-4866, option 2 to purchase credits.

5. Install correct Password Reset Utility (PRU) on the root directory of a USB Drive for CE ATMs or on a compact flash drive for X1 ATMs.

Password Reset Utility File Name	Operating System
t-ex-pwreset-1.0.2.3.tlf	XScale
t-ex-pwreset-1.0.2.3.tfv	X2 CE 5
t-ex-pwreset-1.0.2.3.tr6	X2 CE 6
t-ex-pwreset-tx28-1.0.2.3.tr7	X3 ARGO 7/12
t-ex-pwreset-tx53-1.0.2.3.tr7	X3 ARGO 15/FT

6. Perform a shutdown via *Management Functions > System Parameters (5) > Shut Down Terminal (4)*. Press Enter to shut down the ATM software. Once the Shutdown screen appears, open the display fascia and turn power switch to the OFF (O) position on the power supply. If if the user does not have the Management Function password, perform a hard shutdown by turning power switch to the OFF (O) position on the power supply.
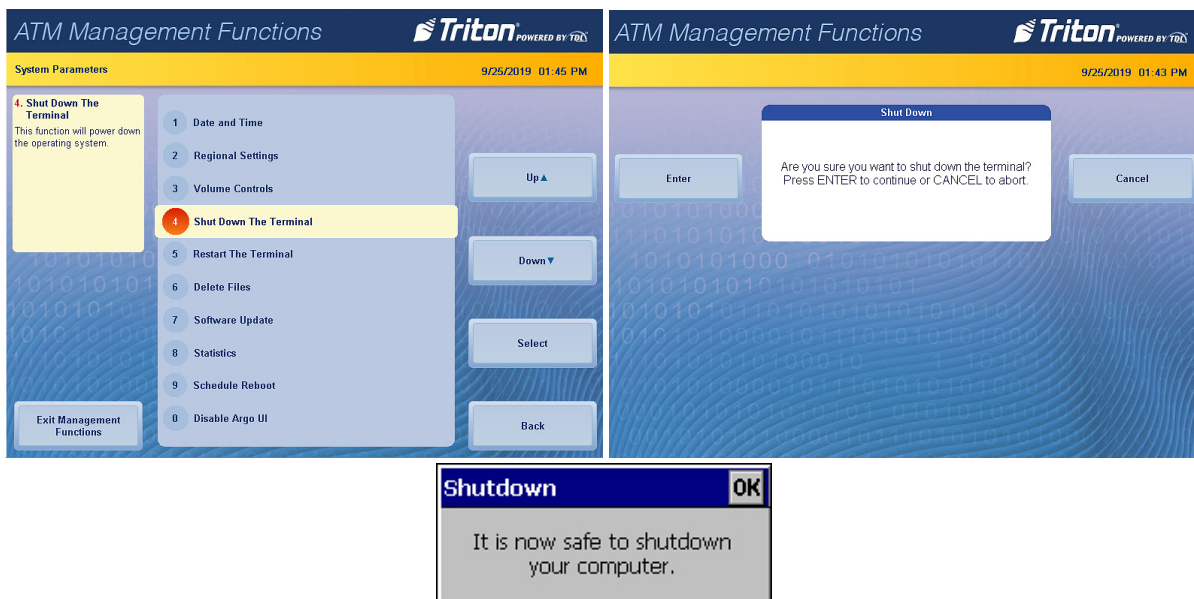
7. Install USB drive in an available USB port on the X2 and X3 ATM main board or docking board. For XScale, the compact flash drive is installed in one of the two PCMCIA slots on the side of the main board.
8. Turn power switch to the ON (I) position. The password reset utility will automatically boot.
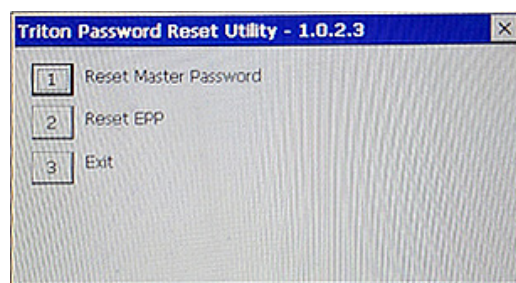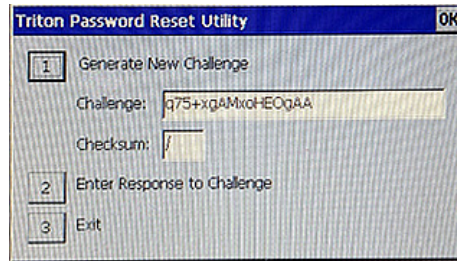

Note

If the user needs to **Reset Master Password,** continue to Step 9. If the user needs to reset **T5/T9/T10 Password**, continue to step 24. If the user needs to reset **T7 Password**, continue to Step 35.

Note
This function only resets the master password. Other management passwords will remain unchanged.

9. Select **(1)** for Reset Master Password on ATM screen.
10. A 16-character challenge code and a single digit checksum is displayed on ATM.

Note
CE represents the Window CE-based ATMs – RL/FT/RT, Traverse and ARGO. This includes XScale, X2 and X3 terminals.
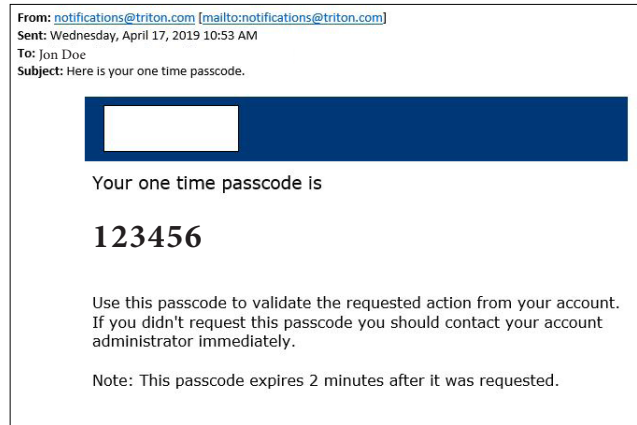
11. On the Website, select CE radio button, **RED Rectangle**. Enter machine serial number and 16-digit challenge code from the ATM, then select **Submit**.

Note
Characters entered in the blocks on the image below are for examples only.

12. A notification email will be sent to the email on file. This is the email address used to log into the Triton Partner site.

From: notifications@triton.com [mailto:notifications@triton.com]
Sent: Wednesday, April 17, 2019 10:53 AM
To: Jon Doe
Subject: Here is your one time passcode.

Your one time passcode is

123456

Use this passcode to validate the requested action from your account. If you didn't request this passcode you should contact your account administrator immediately.

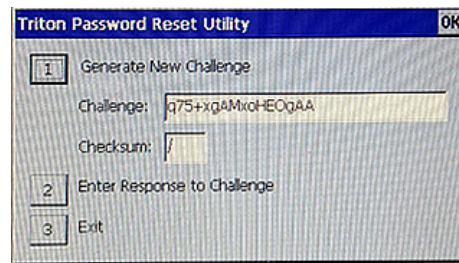Note: This passcode expires 2 minutes after it was requested.

13. Enter the passcode from the notification email on the computer screen, then select **Submit**. Checksum and 3 lines of code are displayed on-screen.

An e-mail from notifications@triton.com containing your one time passcode has been sent to your account's e-mail address. Please enter the code below.

Passcode: [   ]

[Submit]

14. 3 Checksums and 3 lines of codes are displayed on computer screen.

<div align="center">Caution</div>

Be aware of font differences between the ATM and website, and carefully verify characters when entering response. Even if the correct checksum shows, password reset will fail if characters are not entered correctly.

Checksum1: **J**
Checksum2: **e**
Checksum3: **g**
Code: **UBaaiijCwaFa07FVMb**
      NsJ4BsO6osFYepBRKj
      4eQrYR+7xwEXtml41A

Character Comparison Map:
+/
0123456789
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz

One password reset credit has been deducted.
You have 8964 credits remaining.

[Return to form]

15. Select **Enter Response to Challenge (2)** on ATM.

16. Insert USB keyboard cord into an available USB slot on the main board of the ATM.
17. Enter first line of code using USB keyboard onto the ATM. Verify response characters and ensure on-screen checksum matches Checksum 1 on computer. Select **OK**.
18. Enter second line of code using USB keyboard onto the ATM. Verify response characters and ensure on-screen checksum matches Checksum 2 on computer. Select **OK**.
19. Enter third line of code using USB keyboard onto the ATM. Verify response characters and ensure on-screen checksum matches Checksum 3 on computer. Select **OK**.
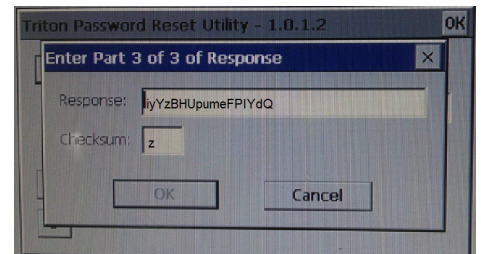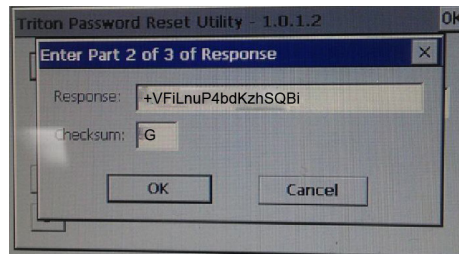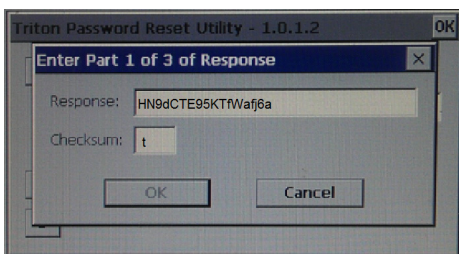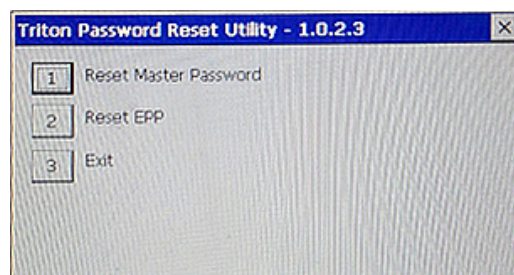

20. Select Enter on the USB Keyboard.
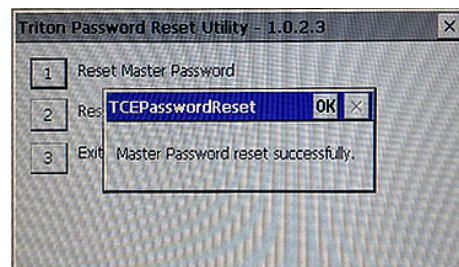
21. Remove USB drive from ATM ONLY, if password reset is completed. If a RESET of the EPP is necessary DO NOT remove USB drive and continue to step 24 for EPP Reset.
22. If password reset is complete, press the 3-key on the USB keyboard to *Exit*. At this time the ATM will perform an automatic restart.

Note

After reboot of ATM an error code of 246 will be displayed. The default password must be entered to view Management Functions menu. ATM cannot be put into service until the master password is changed from default. Change Master Password via *Management Functions > Password Maintenance (4) > Change User Password (1).*
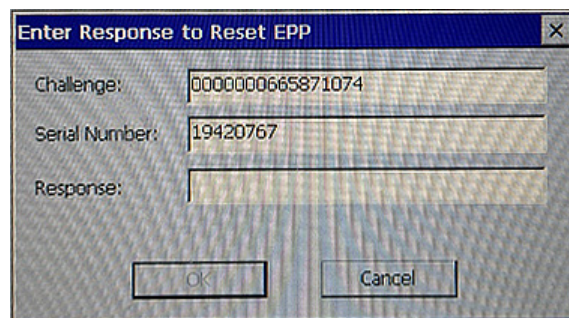
23. If needed delete any unnecessary management codes.
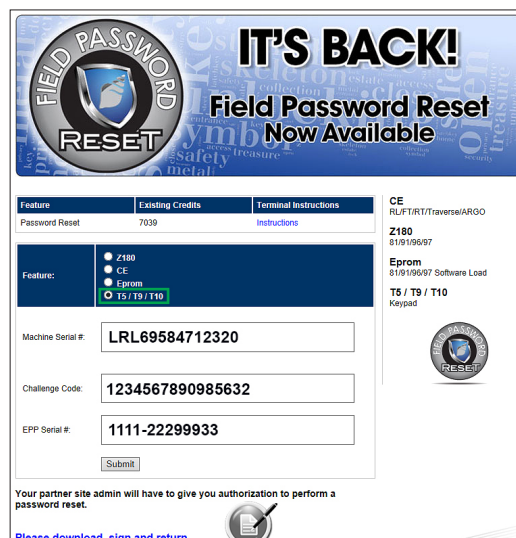
<div align="center">

T5/T9/T10 EPP PASSWORD RESET

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24. Select **Reset EPP (2)** on ATM screen.
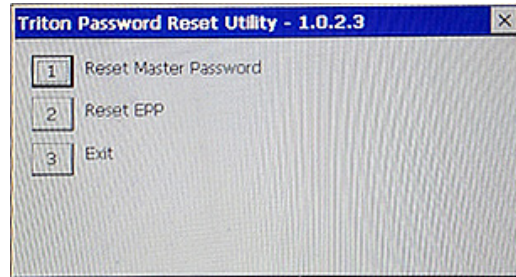
25. A 16-digit challenge code and an 8-digit serial number are displayed on the ATM screen.

26. Select T5/T9/T10 radio button, **GREEN Rectangle**. Enter the terminal serial number, 16-digit challenge code and 8-digit EPP serial number onto the computer, then press Submit.

27. A notification email will be sent to the email on file. This is the email address used to log into the Triton Partner Site.

Note
Characters entered in the blocks on the images below are for examples only.

From: notifications@triton.com [mailto:notifications@triton.com]
Sent: Wednesday, April 17, 2019 10:53 AM
To: Jon Doe
Subject: Here is your one time passcode.

Your one time passcode is

123456

Use this passcode to validate the requested action from your account. If you didn't request this passcode you should contact your account administrator immediately.

Note: This passcode expires 2 minutes after it was requested.

28. Enter the passcode from the notification email on the computer screen, then select **Submit**. The screen will display the Reset Code.

IT'S BACK!
Field Password Reset
Now Available

An e-mail from notifications@triton.com containing your one time passcode has been sent to your account's e-mail address. Please enter the code below.

Passcode: [   ]

Submit
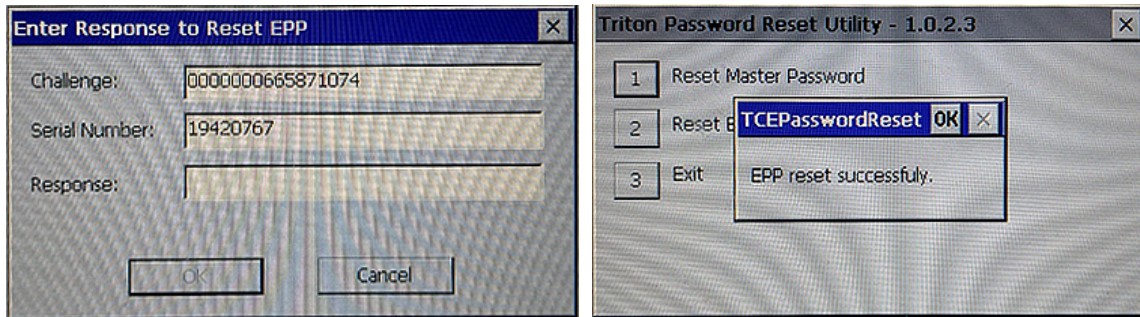
29. A reset code will be displayed on the computer screen.

IT'S BACK!
Field Password Reset
Now Available

Code: **EF17BE28**

One password reset credit has been deducted.
You have 8963 credits remaining.

Return to form

30. Enter the reset code in the Response block on the ATM using USB keyboard, then press the **Enter** key. The screen displays The 'EPP reset successfully' message.


31. Press the **Enter** key on the USB Keyboard to close the TCEPasswordReset screen.
32. Remove the USB drive from the ATM.
33. If password reset is complete, press the 3-key on the USB keyboard to Exit. At this time the ATM will perform an automatic restart.
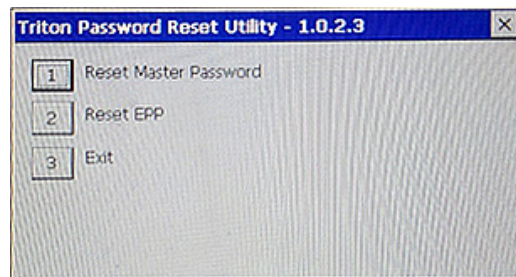
34. After the ATM reboots, navigate via *Management Functions > Key Management (7) > Change Passwords (4)* to change User 1 and User 2 passwords. Enter Master Keys via *Management Functions > Key Management (7) > Master Keys (1)* if necessary.

<div align="center">

T7 EPP PASSWORD RESET

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35. Select option (2) to select **Reset EPP**.
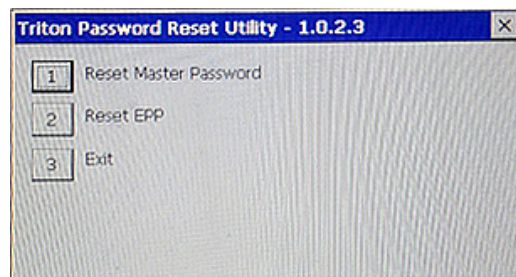
36. On the Website, select CE radio button. Enter machine serial number and 16-digit challenge code from the ATM, then select Submit.

37. A notification email will be sent to the email on file. This is the email used to log into the Triton Partner site.

38. Enter the passcode from the notification email on the computer screen, then select Submit.

39. Checksums and 3 lines of codes are displayed on computer screen.

<div align="center">

Caution

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Be aware of font differences between the ATM and website, and carefully verify characters when entering response. Even if the correct checksum shows, password reset will fail if characters are not entered correctly.

40. Select **Enter Response to Challenge (2)** on ATM.

41. Insert USB keyboard cord into an available USB slot on the main board of the ATM.
42. Enter first line of code using USB keyboard onto the ATM. Verify response characters and ensure on-screen checksum matches Checksum 1 on computer. Select OK.
43. Enter second line of code using USB keyboard onto the ATM. Verify response characters and ensure on-screen checksum matches Checksum 2 on computer. Select OK.
44. Enter third line of code using USB keyboard onto the ATM. Verify response characters and ensure on-screen checksum matches Checksum 3 on computer. Select OK.
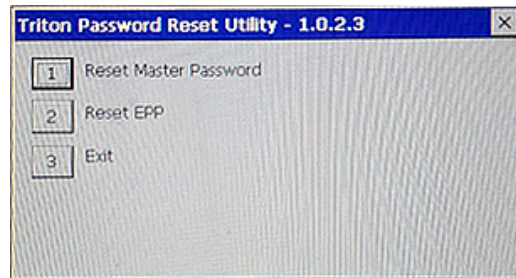

12

45. Select **Enter** on the USB Keyboard.
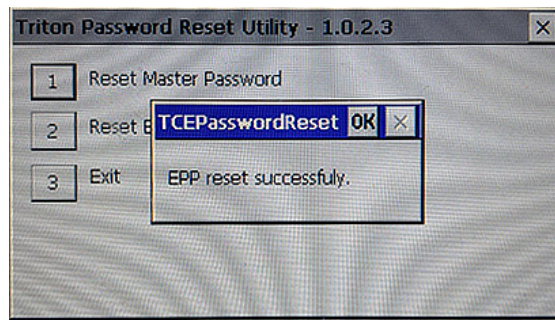
46. Remove the USB drive from the ATM.
47. Press the **3** key on USB keyboard to **Exit** the options menu. ATM will perform an automatic restart.

Note
T7 EPP passwords are reset to the factory default password of 000000 for user 1 and user 2.

48. After the ATM reboots, navigate via *Management Functions > Key Management (7) > Change Passwords (4)* to change User 1 and User 2 passwords. Enter Master Keys via *Management Functions > Key Management (7) > Master Keys (1),* if necessary.

END OF PROCEDURE