



PASSWORD RESET UTILITY



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REVISION HISTORY

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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Manufacturer warrants that the products delivered to a distributor will perform in accordance with the Manufacturer's published specifications for thirteen months from date of shipment from Long Beach, MS. Manufacturer's warranty shall not apply to any damage resulting from abuse, negligence or accident, or to any loss or damage to the product(s) while in transit. Written notice and explanation of circumstances surrounding any claims that the goods have proved defective in material or workmanship shall be given promptly from the distributor to the manufacturer. No claim may be made, or action brought, by or through a distributor after the expiration of 14 months following any alleged breach of warranty.

Distributor's sole and exclusive remedy in the event of defect is expressly limited to the replacement or correction of such defective parts by manufacturer at its election and sole expense, except there shall be no obligation to replace or repair items which, by their nature, are expendable.

These terms and conditions shall be governed by and construed in accordance with the provisions of the Uniform Commercial Code as adopted by the State of Mississippi.

For detailed warranty information by unit, Software End-User Agreement, access to ADA compliance statement, PCI v3 EPP certifications, card reader TQM certifications, EMV certifications and more, please visit www.tritonatm.com.

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

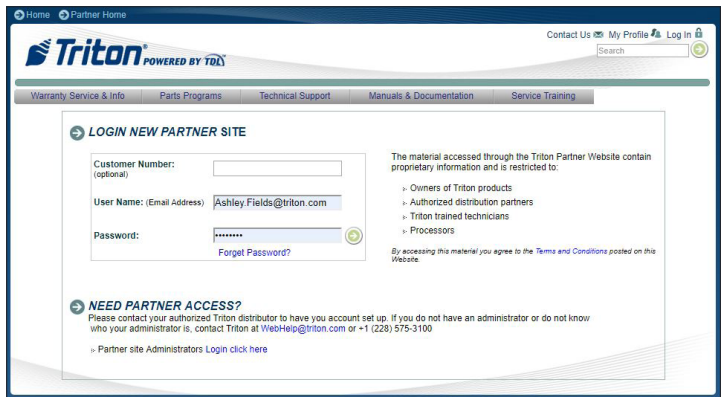
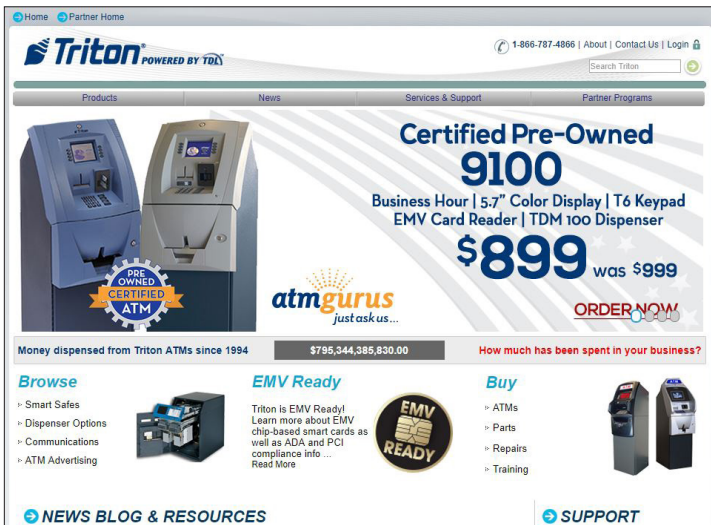
This guide provides information, and easy-to-follow instructions for operation of the Triton Partner site Reset Password page and corresponding Management Functions for master and keypad password resets. The manual contains information regarding password and security information, users required to perform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

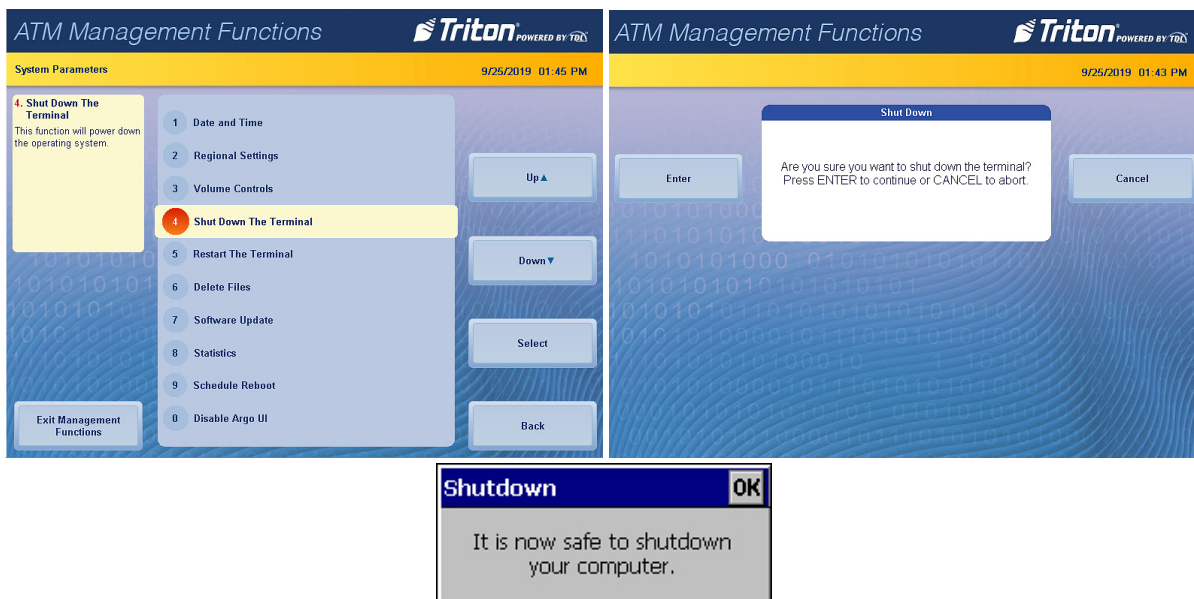


4. Verify at least 1-credit is available, **GREEN Rectangle**. If no credits are available, contact Triton Customer Service at 1-866-787-4866, option 2 to purchase credits.

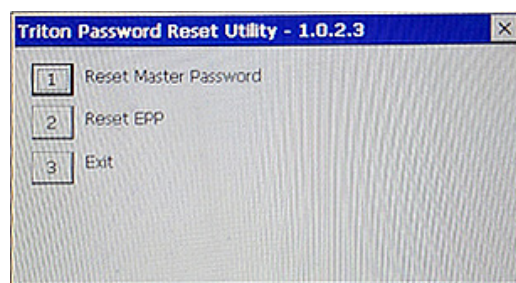
5. Install correct Password Reset Utility (PRU) on the root directory of a USB Drive for CE ATMs or on a compact flash drive for X1 ATMs.

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 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****

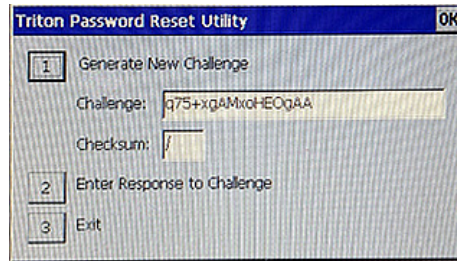
If the user needs to **Reset Master Password**, continue to Step 9. If the user needs to reset **T5/T9/T10 Password**, continue to step 24. If the user needs to reset **T7 Password**, continue to Step 35.

RESET MASTER PASSWORD

****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.

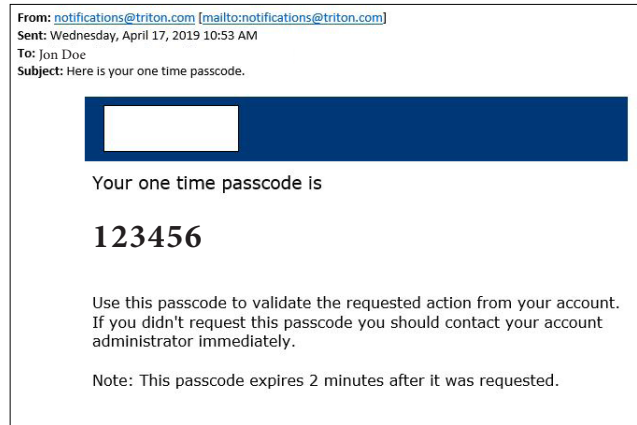
11. On the Website, select CE radio button, **RED Rectangle**. Enter machine serial number and 16-digit challenge code from the ATM, then select **Submit**.

****Note****

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

Feature:	<input type="radio"/> Z180 <input checked="" type="radio"/> CE <input type="radio"/> Eprom <input type="radio"/> T5 / T9 / T10
Machine Serial #:	<input type="text" value="LRL1234567891234"/>
Challenge Code:	<input type="text" value="1234567898765432"/>
Check Digit:	<input type="text" value="B"/>
<input type="button" value="Submit"/>	
<p>Your partner site admin will have to give you authorization to perform a password reset.</p> <p>Please download, sign and return.</p> <div> READ/SIGN/RETURN</div>	

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.



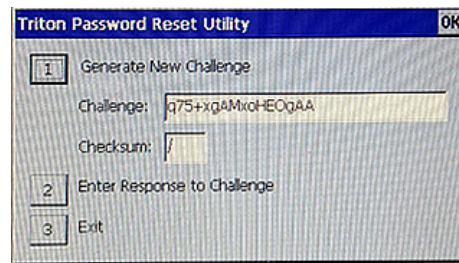
13. Enter the passcode from the notification email on the computer screen, then select **Submit**. Checksum and 3 lines of code are displayed on-screen.

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

Caution

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.

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

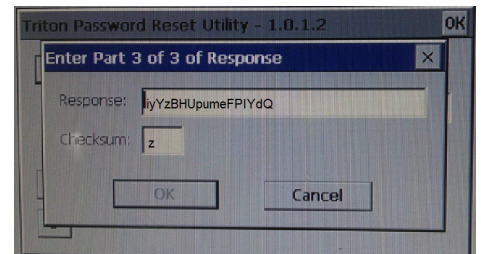
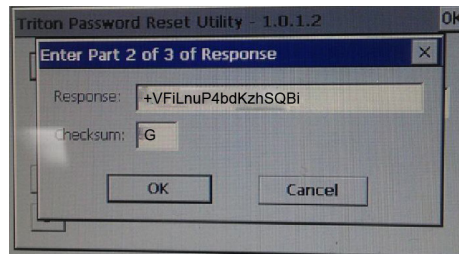
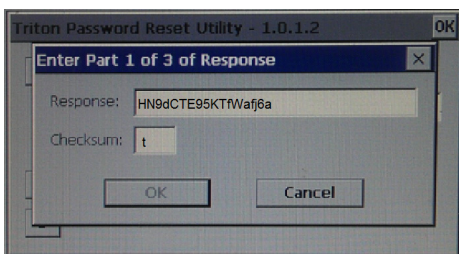


16. Insert USB keyboard cord into an available USB slot on the main board of the ATM.

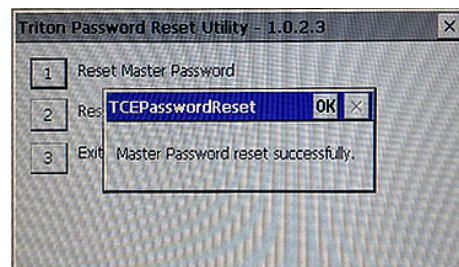
17. Enter first line of code using USB keyboard onto the ATM. Verify response characters and ensure on-screen checksum matches Checksum 1 on computer. Select **OK**.

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**.

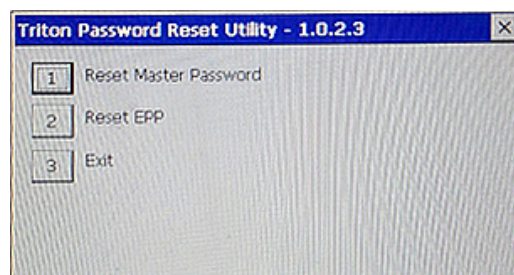


20. Select Enter on the USB Keyboard.



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.



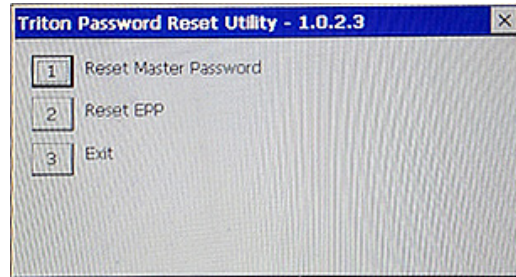
****Note****

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)*.

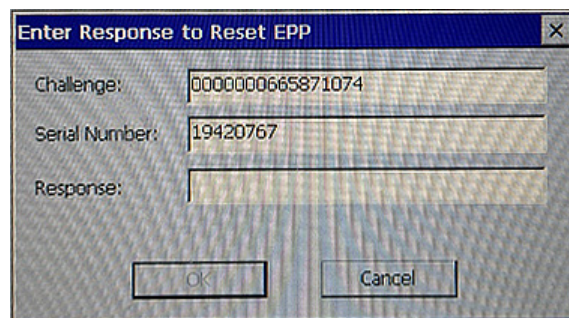
23. If needed delete any unnecessary management codes.

T5/T9/T10 EPP PASSWORD RESET

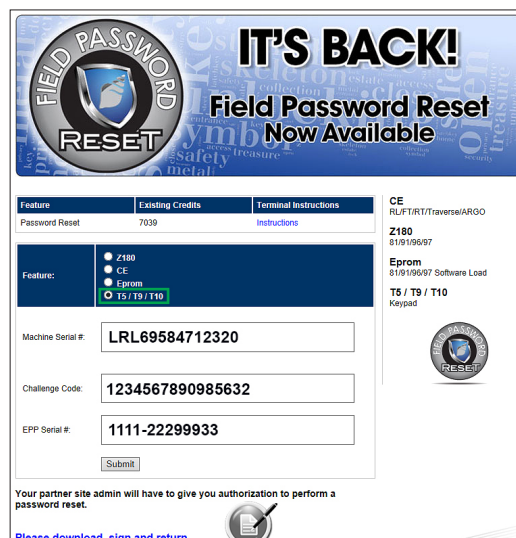
24. Select **Reset EPP (2)** on ATM screen.



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.



FIELD PASSWORD RESET

IT'S BACK!

Field Password Reset Now Available

Feature	Existing Credits	Terminal Instructions
Password Reset	7039	Instructions

Feature:

- ☐ Z180
- ☐ CE
- ☐ Eprom
- ☒ T5 / T9 / T10

Machine Serial #:

Challenge Code:

EPP Serial #:

Your partner site admin will have to give you authorization to perform a password reset.

Please download, sign and return.

CE
RL/RT/Traverse/ARGO

Z180
81/9196/97

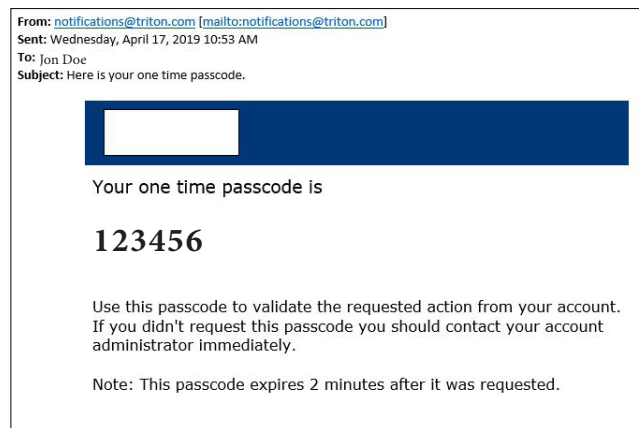
Eprom
01/0196/97 Software Load

T5 / T9 / T10
Keypad

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.



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:

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

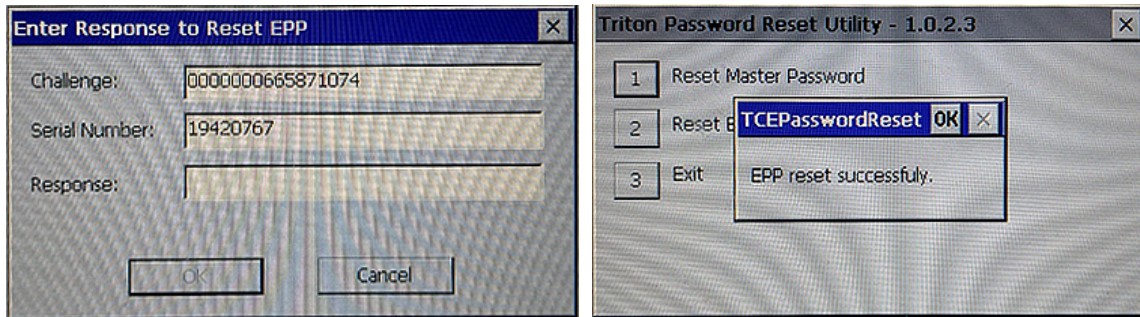
IT'S BACK!
Field Password Reset
Now Available

Code: **EF17BE28**

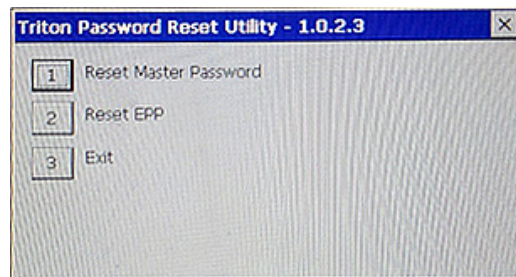
One password reset credit has been deducted.

You have **8963** credits remaining.

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.



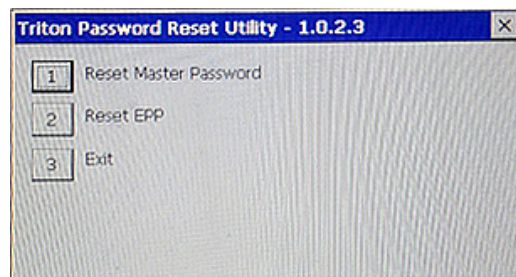
31. Press the **Enter** key on the USB Keyboard to close the TCEPasswordReset screen.
32. Remove the USB drive from the ATM.
33. If password reset is complete, press the 3-key on the USB keyboard to Exit. At this time the ATM will perform an automatic restart.



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.

T7 EPP PASSWORD RESET

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.

The screenshot shows a web form for password reset. At the top, under 'Feature:', there are three radio buttons: 'Z180', 'CE' (which is selected and highlighted with a red box), and 'Eprom'. Below this, there are three input fields: 'Machine Serial #:', 'Challenge Code:', and 'Check Digit:'. A 'Submit' button is located below the 'Check Digit' field. At the bottom, there is a message: 'Your partner site admin will have to give you authorization to perform a password reset.' followed by a blue link: 'Please download, sign and return.' and a circular icon with a document and a pen, labeled 'READ/SIGN/RETURN'.

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

The screenshot shows an email notification. The header includes: 'From: notifications@triton.com [mailto:notifications@triton.com]', 'Sent: Wednesday, April 17, 2019 10:53 AM', 'To: Jon Doe', and 'Subject: Here is your one time passcode.' Below the header is a large blue rectangular box containing a white passcode. The text 'Your one time passcode is' is displayed above the passcode. The passcode itself is '123456'. Below the passcode, there is a message: '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.' and a note: 'Note: This passcode expires 2 minutes after it was requested.'

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

The screenshot shows a web form for 'Field Password Reset'. At the top, there is a large graphic with the text 'IT'S BACK! Field Password Reset Now Available' and a circular logo that says 'FIELD PASSWORD RESET'. Below the graphic, there is a message: '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.' Below this message is a 'Passcode:' label and an input field. A 'Submit' button is located below the input field.

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

Caution

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.

FIELD PASSWORD RESET **IT'S BACK!**
Field Password Reset Now Available

Checksum1: J
Checksum2: e
Checksum3: g
Code: UBaaijCwaFa07FVmb
NsJ4Bs06osFYepBRKj
4eQrYR+7xwEXtm141A

Character Comparison Map:
+/
0123456789
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz

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

Return to form

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

Triton Password Reset Utility OK

1 Generate New Challenge
Challenge: q75+XqAMx0HEOgAA
Checksum: /

2 Enter Response to Challenge
3 Exit

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.

Triton Password Reset Utility - 1.0.1.2 OK

Enter Part 1 of 3 of Response

Response: HN9dCTE95KTWaf6a
Checksum: t

OK Cancel

Triton Password Reset Utility - 1.0.1.2 OK

Enter Part 2 of 3 of Response

Response: +VFILnuP4bdKzhSQBi
Checksum: G

OK Cancel

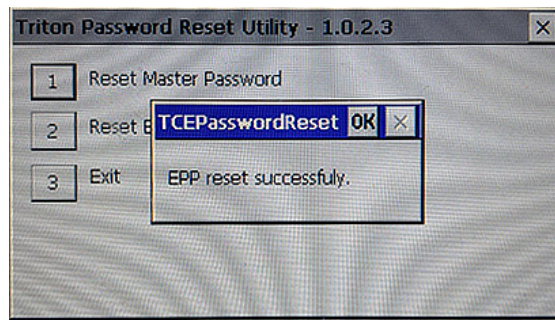
Triton Password Reset Utility - 1.0.1.2 OK

Enter Part 3 of 3 of Response

Response: IyYzBHUpumeFPIYdQ
Checksum: z

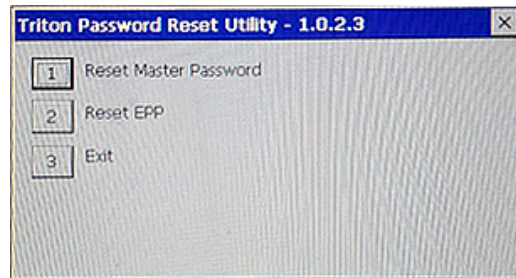
OK Cancel

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