



# 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
07103-00353-02	February 24, 2022		Updated images to match new web page images

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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](http://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

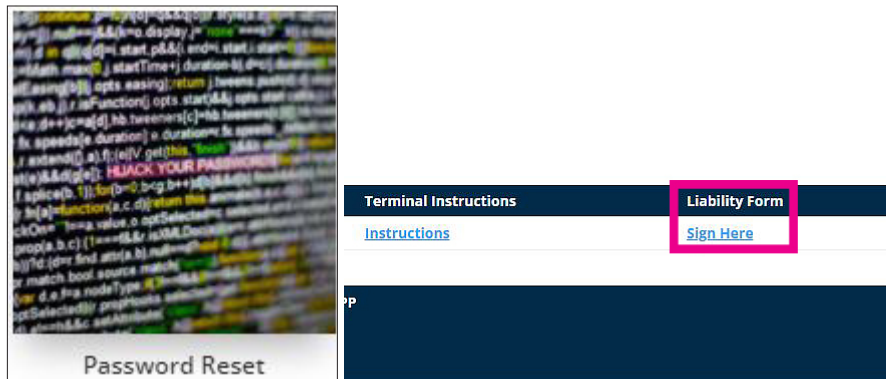
This guide provides information, and easy-to-follow instructions for operation of the Triton Partner site Reset Password page and corresponding Management Functions for master and keypad password resets. The manual contains information regarding password and security information, users required to perform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

## OBTAIN RELEASE OF LIABILITY FORM

1. Log into the Triton's website. If you do not have a username and password, contact Triton Sales at 1-866-787-4866, option 2.
2. Click the **Login** on upper right of web page, **Yellow Rectangle**. Enter the email and password. Press **Login**.



3. Scroll down page and click on the Password reset Icon. On right side of the page click on **Sign Here** under the **Liability Form** and save the *Release of Liability Agreement PDF*.



4. Fill out form and email to Tech Support, techsvs@triton.com or Customer Service, CSS@triton.com.
5. The Password Reset Utility File will be sent to the customer.

**\*\*Note\*\***

Without the utility file, the customer cannot reset the password.

## LOAD PASSWORD RESET UTILITY

### Tools Required:

- Triton's website access
- USB keyboards for use on Windows CE ATMs
- Compact Flash with PCMCIA Adapter for use on X1 ATMs
- USB drive for loading software
- ATM's Serial Number

After user receives the Password Reset Utility File, 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. Log into Triton's website at [www.triton.com](http://www.triton.com). Click the **Password Reset** Icon.
7. 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. Select the reset type you would like to perform.  
**RED Rectangle.**

Feature	Existing Credits	Terminal Instructions	Liability Form
Password Reset	6511	<a href="#">Instructions</a>	<a href="#">Sign Here</a>

Feature:	<div><input checked="" type="radio"/> CE Mainboard or T1 / T6 / T7 EPP <input type="radio"/> Eprom <input type="radio"/> T5 / T9 / T10 EPP <input type="radio"/> Z180</div>
Select the reset type above that you would like to perform.	
<input type="button" value="Submit"/>	

8. Navigate to *Management Functions > System Parameters (5) > Shut Down Terminal (4)* to perform a shutdown. 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.



9. Install USB drive with the **Password Reset Utility File** into an available USB port on the X2 and X3 ATM main board or docking board. For XScale, install the compact flash drive into one of the two PCMCIA slots on the side of the main board.
10. Turn power switch to the **ON (I)** position. The password reset utility will automatically boot.



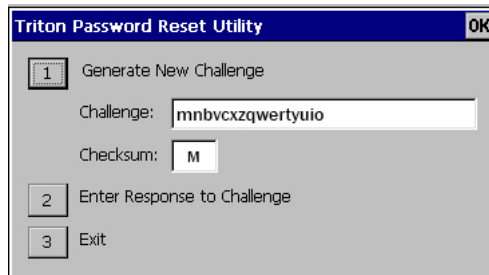
To reset the **Master Password** or **T7 EPP** continue to page 6  
To reset the **EPP Password** for **T5/T9/T10** continue to page 9.

## RESET MASTER PASSWORD

**\*\*Note\*\***

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

11. Select **(1)** for Reset Master Password on ATM screen.
12. 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.

13. On the Website, select CE radio button, **RED Rectangle**. Enter machine (ATM) serial number and 16-digit challenge code from the ATM. The Check Digit on the website form should match the ATM screen Checksum. Select **Submit**.

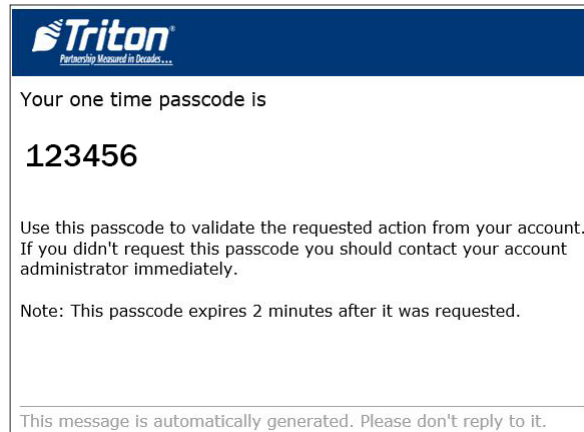
**\*\*Note\*\***

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

Feature:	<input checked="" type="radio"/> <b>CE Mainboard or T1 / T6 / T7 EPP</b> <input type="radio"/> Eprom <input type="radio"/> T5 / T9 / T10 EPP <input type="radio"/> Z180
Machine Serial #:	LRL3210123456789
Challenge Code:	asdfghjklzxcvbnm
Check Digit:	
<input type="button" value="Submit"/>	



14. A notification email will be sent to the email on file. This is the email address used to log into the Triton's website, [www.triton.com](http://www.triton.com).



15. 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.

One Time Passcode:

**Submit**

16. 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.

Checksum1: L

Checksum2: 1

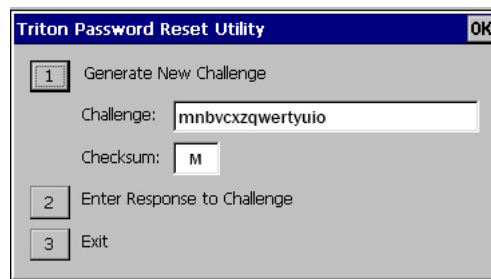
Checksum3: q

**Response Code 1:** QWERTYUIOPASDFGHJK  
**Response Code 2:** 123456789098765432  
**Response Code 3:** mnbvcxzlkhgfdsa/+

Character Comparison Map:  
+/  
0123456789  
ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz

You have **6436** credits remaining.

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

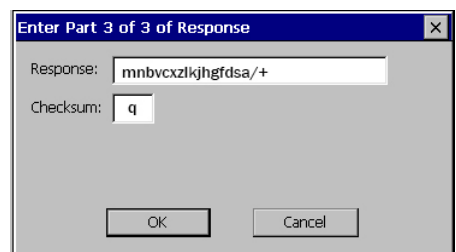
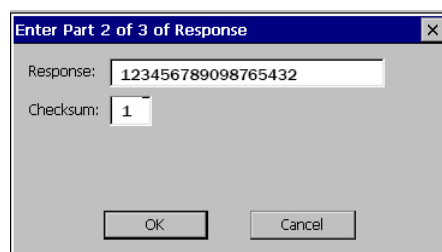
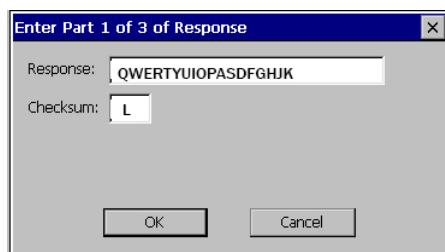


18. Remove the USB driver and insert a USB keyboard cord into the USB slot on the ATM's main board.

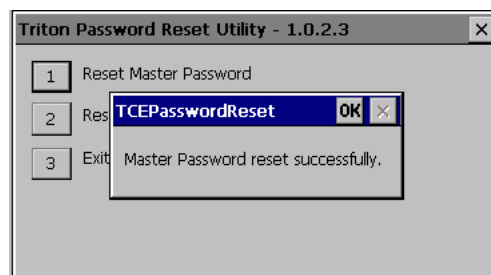
19. Enter first line of code using USB keyboard onto the ATM. Verify response characters and ensure on-screen checksum matches Checksum 1 on computer. Select **OK**.

20. 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**.

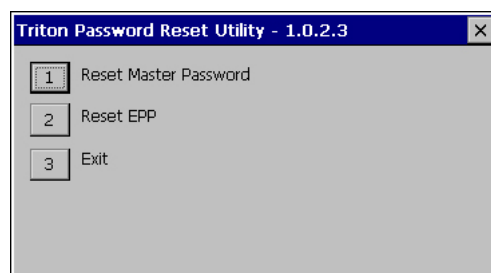
21. Enter third line of code using USB keyboard onto the ATM. Verify response characters and ensure on-screen checksum matches Checksum 3 on computer. Select **OK**.



22. Select Enter on the USB Keyboard.



23. Press (3) for *Exit* on the keyboard or front panel keypad. The ATM will restart for normal operations. Remove the USB keyboard.



24. After reboot, the ATM displays error code (246). Log into Management Functions with default password. Change Master Password via *Management Functions > Password Maintenance (4) > Change User Password (1)*. Enter new master password.

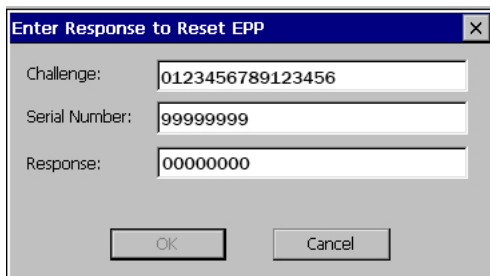


## T5/T9/T10 EPP PASSWORD RESET

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



26. A 16-digit challenge code and an 8-digit serial number are displayed on the ATM screen.



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

Feature:	<ul style="list-style-type: none"><li>● CE Mainboard or T1 / T6 / T7 EPP</li><li>● Eprom</li><li><b>● T5 / T9 / T10 EPP</b></li><li>● Z180</li></ul>
Machine Serial #:	LRL9876543210963
Challenge Code:	mnbvcxzasdfghjkl
EPP Serial #:	000-0000
<b>Submit</b>	

28. A notification email will be sent to the email on file. This is the email address used to log into Triton's website.

**\*\*Note\*\***

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



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.

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This message is automatically generated. Please don't reply to it.

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

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.

One Time Passcode:

**654321**

**Submit**

30. A response code will be displayed on the computer screen.

## Password Reset

40+ Years of Knowledge and Experience

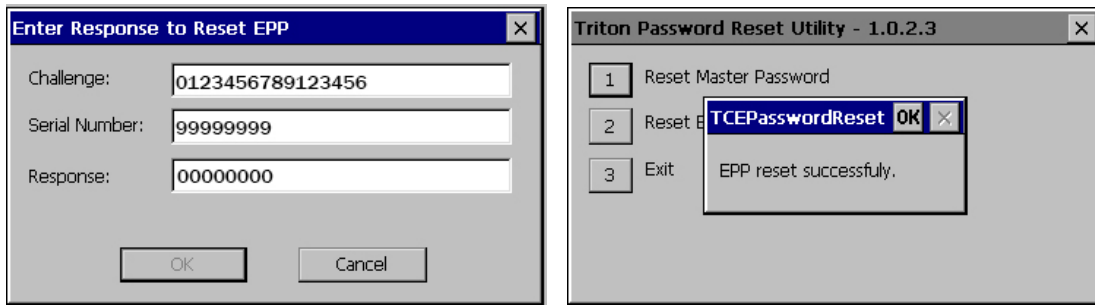
Response Code: 00000000

Character Comparison Map:

+/  
0123456789  
ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz

You have **6437** credits remaining.

31. Remove the USB driver and insert a USB keyboard cord into the USB slot on the ATM's main board. Enter the response code in the Response: block on the ATM, then press the **Enter** key. The screen displays The 'EPP reset successfully' message.



32. Press the **Enter** key on the USB Keyboard to close the TCEPasswordReset screen.  
33. Press (3) for *Exit* on the keyboard or front panel keypad. The ATM will reboot.



34. After the ATM reboots, navigate via *Management Functions > Key Management (7) > Change Passwords (4)* to change User 1 and User 2 passwords.  
35. Enter Master Keys via *Management Functions > Key Management (7) > Master Keys (1)*.  
36. Enter Working Keys via *Management Functions > Key Management (7) > Download Working Keys - Key Set 1 Standard (2)*.  
37. Return the ATM to normal operations.

## END OF PROCEDURE