

Title: Resetting Lost Password In Smart CAT5 Switch**No: SmartSwitch2-2****Date: Thursday, 01 June, 2006****SUMMARY:**

If customer lost his password to the Smart CAT5 Switch OSD, he may restore or reset the lost password without sending the Smart CAT5 Switch unit to Minicom offices. The customer should download and install the latest version of the Smart CAT5 Switch RS232 Control software and change or reveal the lost password with help of the Smart CAT5 Switch RS232 Control software. Updating the firmware of the Smart CAT5 Switch Manager and loading the factory defaults will erase all passwords.

MORE INFORMATION:**Restoring or revealing the Lost Password**

Download the latest version of the Smart CAT5 Switch RS232 Control software from our web site: <http://www.minicom.com/phandle.htm> or from <http://www.minicom.com/support/smartswitch/smartswitchrs232.exe>

Install the software on computer connected to the Smart CAT5 Switch with Serial Download cable.

Connect the Smart CAT5 Switch Serial Download Cable DB9F / RJ11 P/N 5CB40419 between the Serial port of the computer running the Smart CAT5 Switch RS232 Control software and Smart CAT5 Switch Service port.

Run the Smart CAT5 Switch RS232 Control software. It will ask you for password and will show you the PIN number as in the picture below:

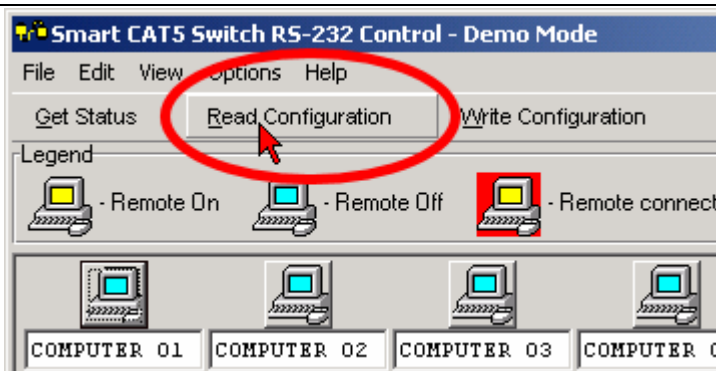


Pic. 1

Send this PIN number to Minicom Technical Support representative or to support@minicom.com and we will send you the unlock key.

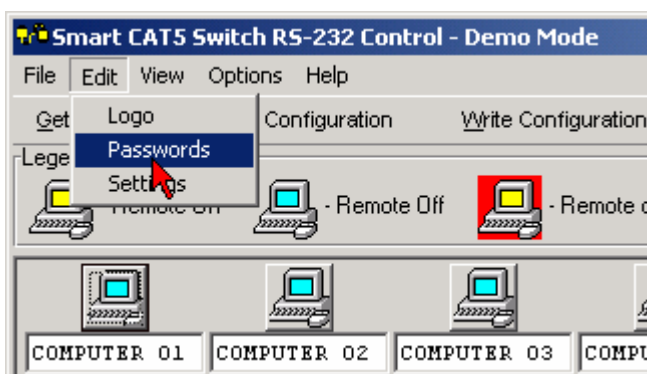
With this key the customer may login to the Smart CAT5 Switch RS232 Control software and change the password to something else or disable it completely.

Press **Read Configuration** button before changing the settings in order to load the full OSD information from Smart CAT5 Switch to the software. (See Pic. 2)

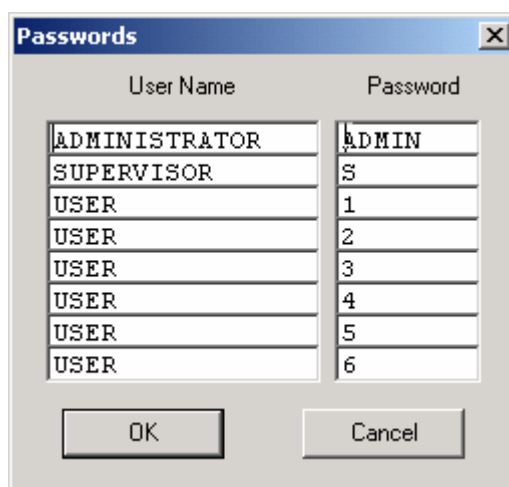


Pic. 2

Navigate to **Edit | Passwords** and change or note the lost password (Pic. 3 and Pic. 4)



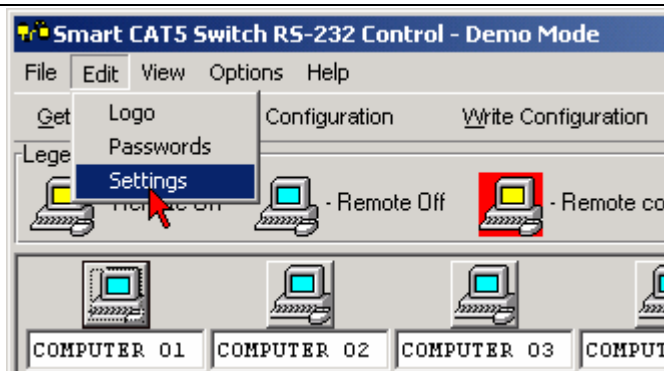
Pic. 3



Pic. 4

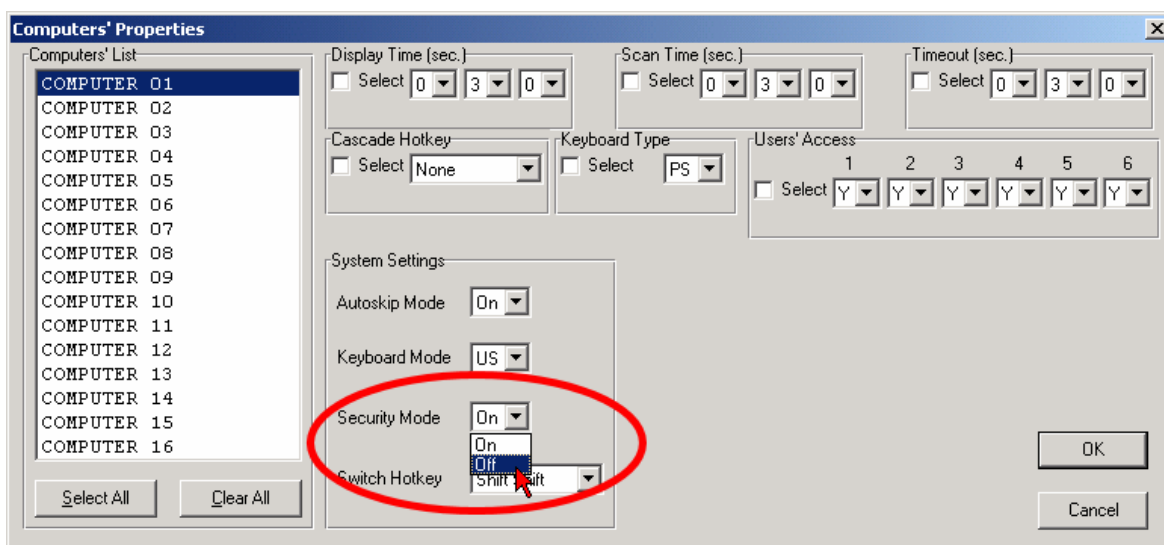
Delete the old password before changing it. Type the new password for Administrator. Press **OK** to save the changed password. Press **Cancel** to discard changes.

If you want to completely disable the Passwords in Smart CAT5 Switch OSD, then you should navigate to **Edit | Settings** and change the **Security Mode** from **On** to **Off**. (See Pic. 5 and Pic. 6)



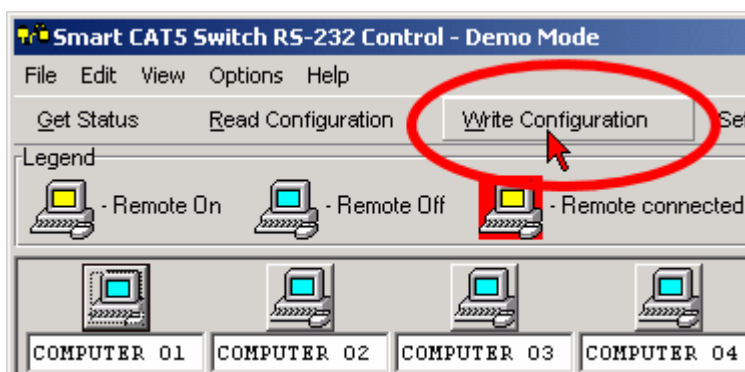
Pic. 5

In **System Settings** section select the **Off** value in the **Security Mode** drop down combo box. Press **OK** to save the settings.



Pic. 6

After the settings or passwords have been changed, don't forget to write the updated configuration to the Smart CAT5 Switch by pressing **Write Configuration** button:



Pic. 7

Open the Smart CAT5 Switch OSD. The OSD will use the modified settings immediately and you will be able to login to the Smart CAT5 Switch without any problem.

Resetting Smart CAT5 Switch to default setting

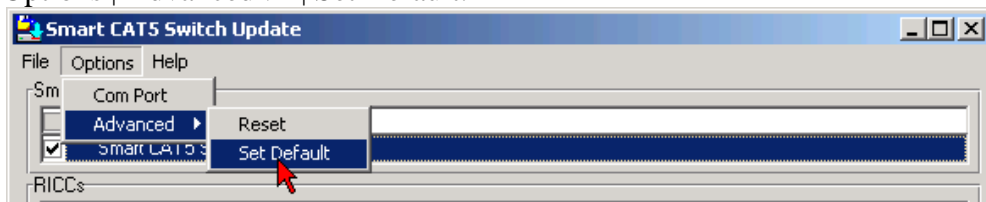
Option 1.

Download the latest version of the Smart CAT5 Switch Update software from our support web page: <http://www.minicom.com/phandlc.htm>.

Install the software on computer connected to the Smart CAT5 Switch with Serial Download cable. Unzip the firmware to some folder.

Connect the Smart CAT5 Switch Serial Download Cable DB9F / RJ11 P/N 5CB40419 between the Serial port of the computer running the Smart CAT5 Switch Update software and Smart CAT5 Switch Service port.

Run the Smart CAT5 Switch Update software. Select the Smart CAT5 Switch Manager. Select Options | Advanced ► | Set Default.



Pic. 8

The Smart CAT5 Switch Update software will write default settings to Smart CAT5 Switch.

Please Note! This procedure erases all OSD information including passwords, computer names, keyboard, timing and cascade settings in the OSD. Use this procedure only if you want to discard all the OSD settings.

Option 2.

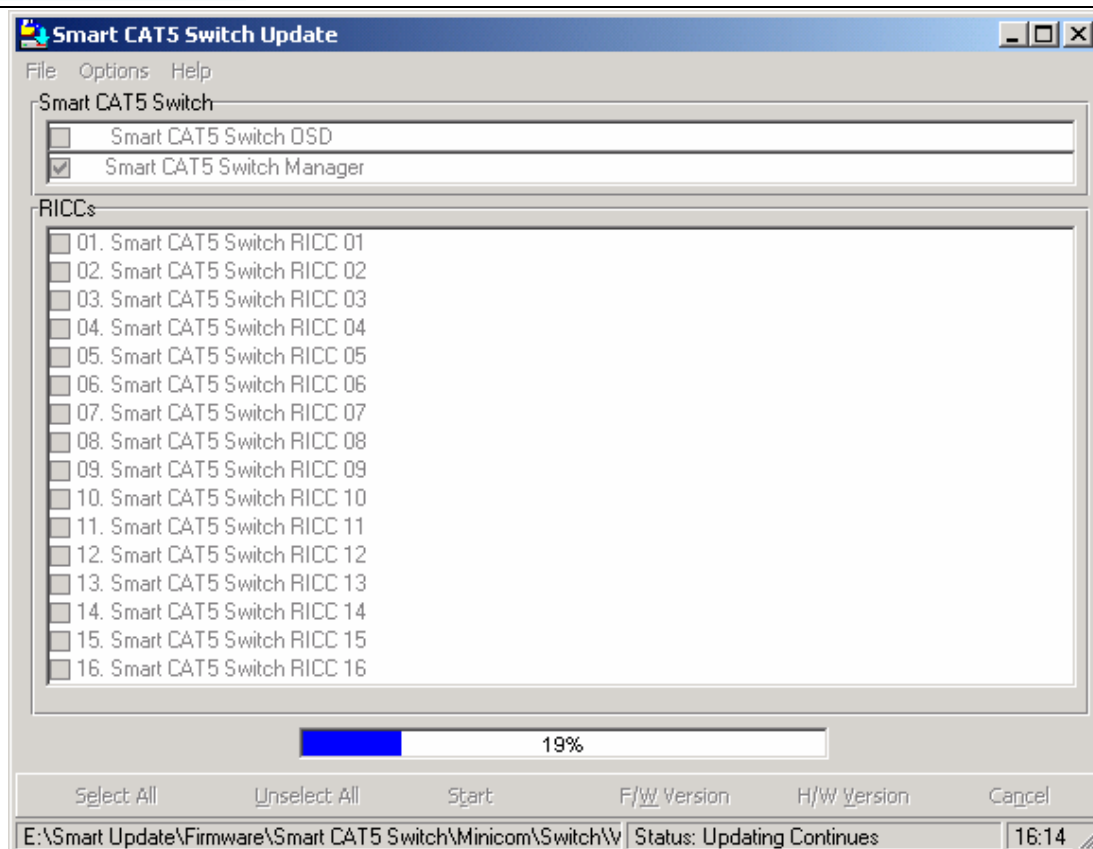
Download the latest version of the Smart CAT5 Switch Update software from our support web page: <http://www.minicom.com/phandlc.htm> and download the firmware file compatible with hardware revision of your Smart CAT5 Switch:

<http://www.minicom.com/phandlc.htm#firmware>

Install the software on computer connected to the Smart CAT5 Switch with Serial Download cable. Unzip the firmware to some folder.

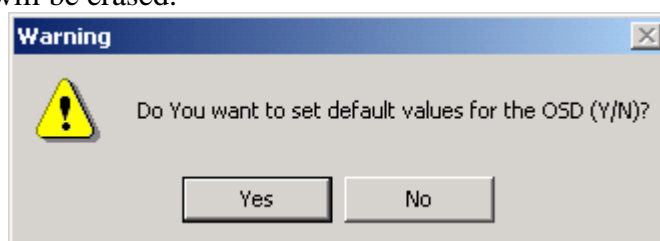
Connect the Smart CAT5 Switch Serial Download Cable DB9F / RJ11 P/N 5CB40419 between the Serial port of the computer running the Smart CAT5 Switch Update software and Smart CAT5 Switch Service port.

Run the Smart CAT5 Switch Update software. Select the Smart CAT5 Switch Manager. Select File | Open and select the firmware file for the Smart CAT5 Switch Manager. Start firmware upgrade by pressing **Start** button.



Pic. 9

After the upgrade process is finished, the software will ask you if you want to load the factory default settings. Press **Yes**. The factory default settings will be loaded to the OSD and all passwords will be erased.



Pic. 10

Please Note! This procedure erases all OSD information including passwords, computer names, keyboard, timing and cascade settings in the OSD. Use this procedure only if you want to discard all the OSD settings.

COMMENTS:

- Smart CAT5 Switch RS232 Control software supports generation of PIN codes from version 1.5 of the software.
- The PIN code and corresponding Unlock key are valid only for computer the PIN code was originally generated and for 7 days only. After 7 days the PIN code will change and Unlock key won't be valid anymore.
- User should have administrative privileges on his computer in order to generate the PIN code for his Smart CAT5 Switch.
- Smart CAT Switch Update software allows writing defaults without updating Smart CAT5 Switch firmware from version 1.6 and higher.