

## How to delete an unknown password from the DeviceMaster

When a password has been set in the DeviceMaster and then lost or forgotten there is only one method that can be used on location to clear the password.

Physical serial port #1 on the DeviceMaster may be used as a command console port allowing access to the DeviceMaster's RedBoot prompt. This is the only place the password can be removed.

You will need a PC with a serial (com) port.

You will need a null modem cable to connect the PC to the DeviceMaster serial port #1

The "Bootloader Timeout" must be set to 10 seconds or greater.

To determine this value, reboot (power cycle) the DeviceMaster.

There is a yellow Status/Power LED that will need to be watched for a few seconds

This LED will flash in an equal on/off rate (about ½ second on, about ½ second off)

This is the only period that the console port will be available.

The LED will then go solid on (with a ¼ second off period every 10 seconds)

You must connect to the serial port during the equal on/off period using a terminal program such as Hyperterminal or Comtrols Wcom application. For this example, Wcom (Test Terminal) will be used

If the BootLoader Timeout has been configured for less than 10 seconds (default is 15 seconds), it can be very difficult to get the timing right to log into the console port and may take multiple attempts to get it 'just right'. In that case, the DeviceMaster needs to be returned to Control to have the system reflashed. There may be a non-refundable service charge for this service.

Use the following procedure to set up a serial connection with a terminal server program.

You can use HyperTerminal (Windows) or Minicom (Linux) or optionally, Test Terminal (WCom2), which can be accessed from PortVision DX using Tools > Applications > Test Terminal (WCom2).

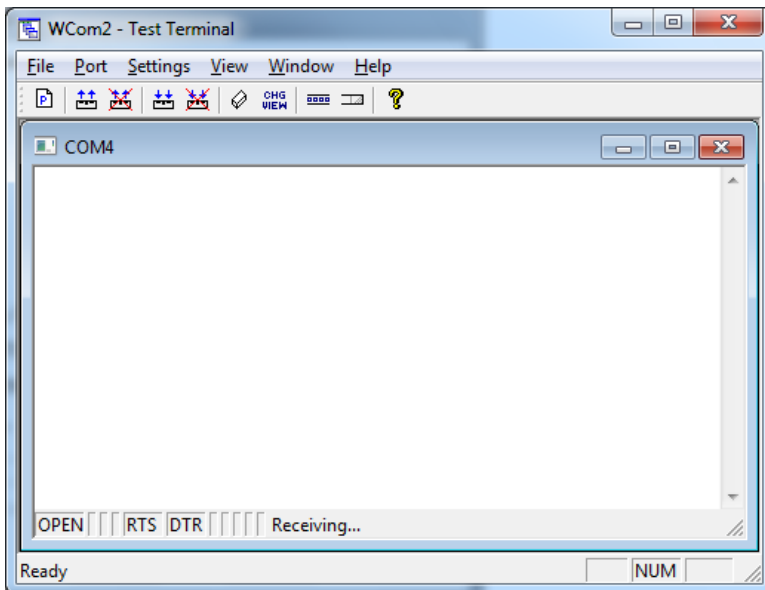
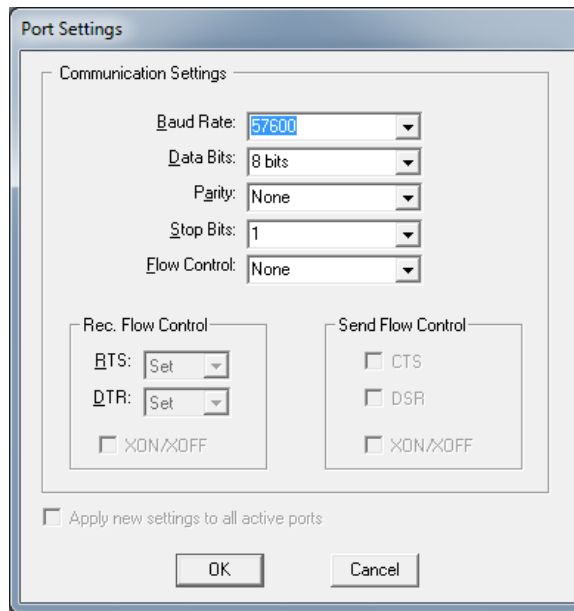
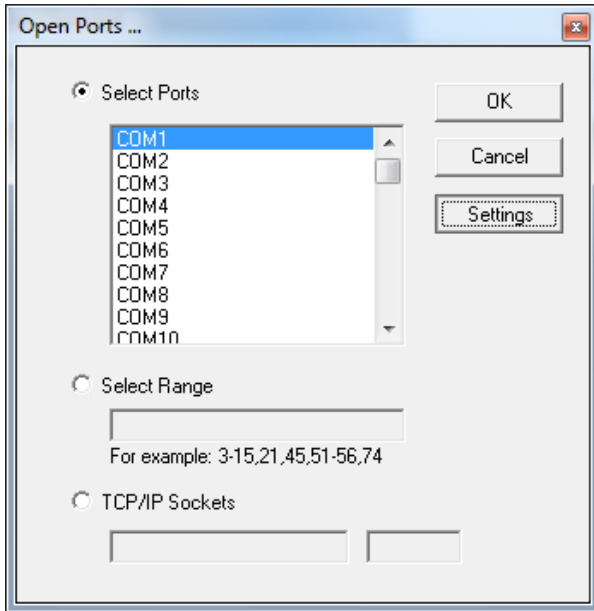
*Very Important Note: The DeviceMaster models have 2 different baud rates on the console port based on the serial number(s) of the DeviceMaster.*

*If your serial number is less than xxxx-029000 the baud rate will be 57600 as shown in the following examples.*

*If your serial number is greater than xxxx-030000 the baud rate will be 115200. The serial number(s) may be found on the label on the bottom of the unit. This will be the only difference that attention will need to be paid to.*

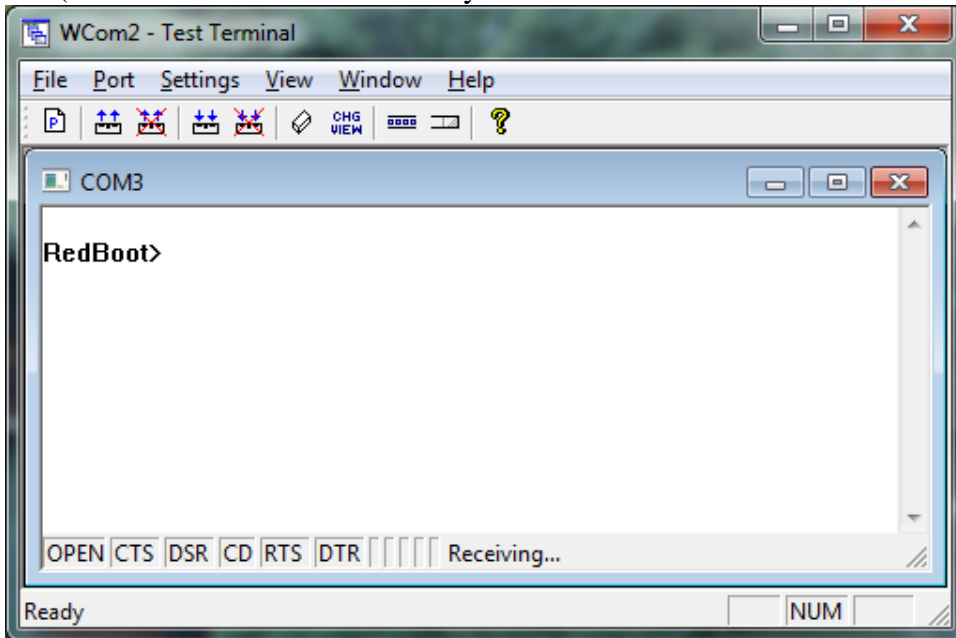
Using Test Terminal:

1. Connect a null-modem cable from an available COM port on your PC to Port 1 on the DeviceMaster.
2. Configure the terminal server program to the following values:
  - Bits per second = 57600
  - Data bits = 8
  - Parity = None
  - Stop bits = 1
  - Flow control = None



Now that Test Terminal is prepared, power cycle the DeviceMaster. Wait for a second or two for the Power/Status LED to begin its equal on/off pattern then return to Test Terminal.

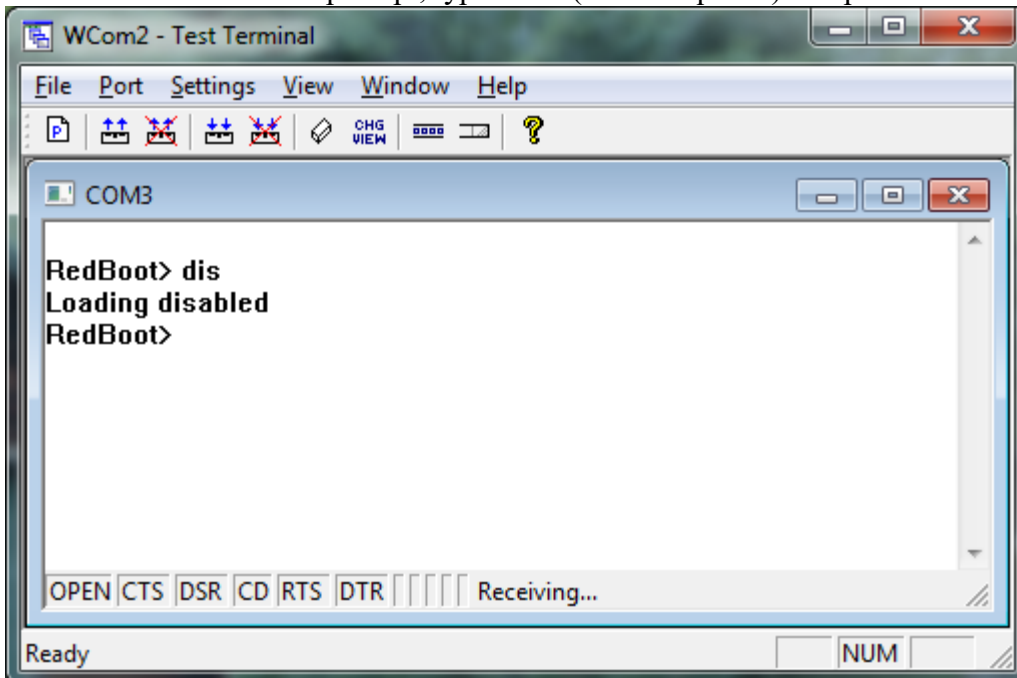
4. Immediately type `#!DM` and press Enter in the terminal program. (you will not see what you are typing)  
(The `#!DM` command is the only case-sensitive command and the D and the M must be in uppercase.)



You should now be at the RedBoot> prompt.

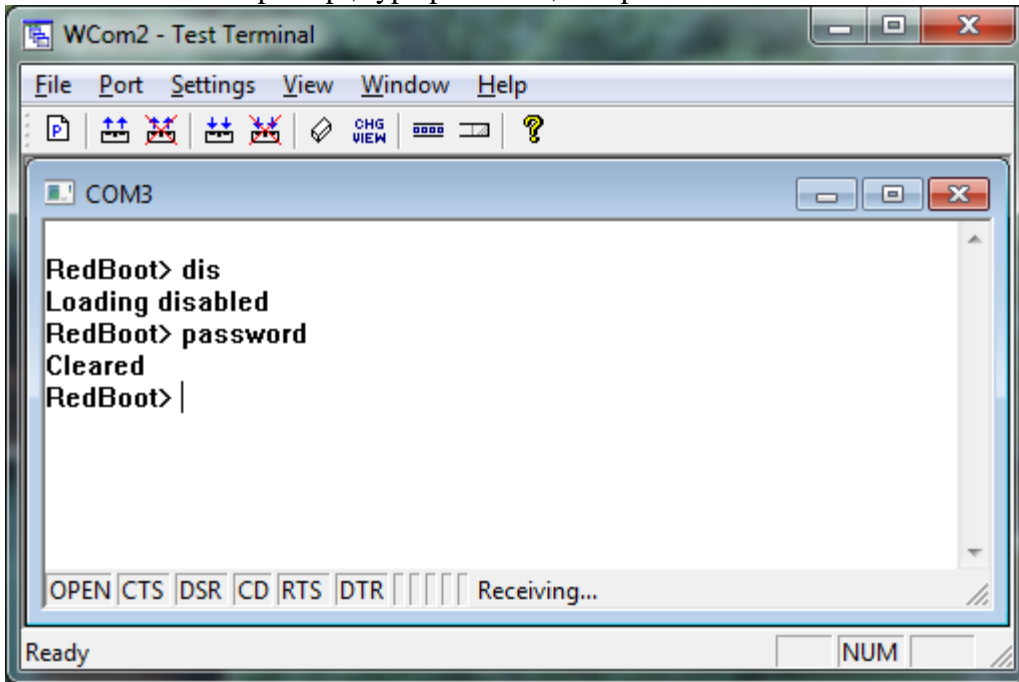
If you have not gotten the RedBoot> prompt, then power cycle the DeviceMaster and try again. You may have to do this several times in order to get the timing 'just right'. Until the RedBoot> is presented we can proceed no further. In the event that you are unable to get to this point, you will need to request an RMA number from Control to return the DeviceMaster to Control for reflashing. There may be a charge for this from Control.

5. Once at the RedBoot> prompt, type `dis` (without quotes) and press Enter.



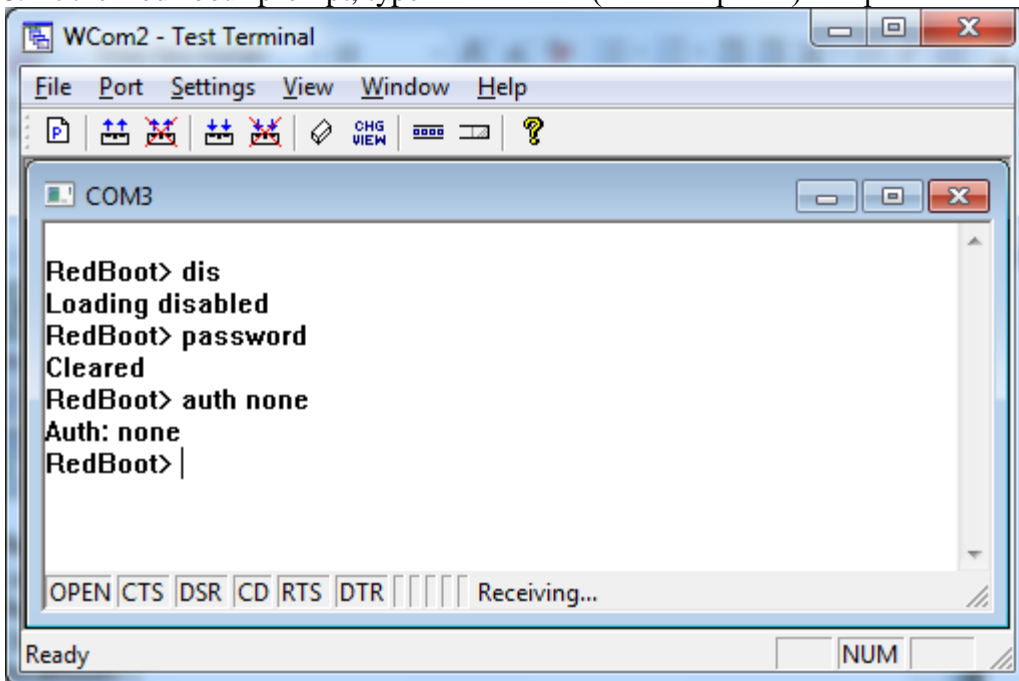
6. Verify that loading has been disabled. You should see Loading disabled and then a prompt as seen here. This needs to be done rather quickly. If you do not disable the Bootloader from loading (Steps 3 through 5) within the time-out period (default is fifteen seconds), an application will be loaded from flash and started. If this happens, repeat Steps 3 through 5.

7. At the RedBoot> prompt, type password, and press Enter.



RedBoot should respond with Cleared

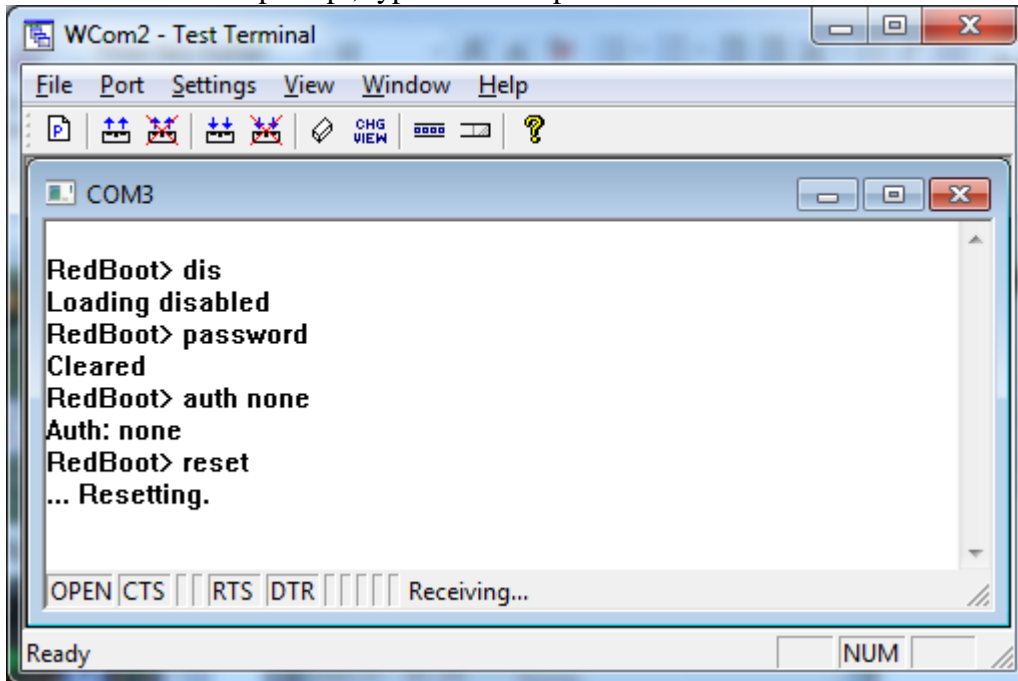
8. At the RedBoot> prompt, type "auth none" (without quotes) and press Enter.



RedBoot should respond with Auth: none

Now the DeviceMaster will need to be rebooted.

9. At the RedBoot> prompt, type reset and press Enter



... Resetting. Should be displayed and the LED's should indicate the DeviceMaster is resetting.

The password and authentication levels have now been cleared and the DeviceMaster may once again be accessed as normal.