

## How to recover from a forgotten administrator password

By default, Tekron clocks do not provide any means to bypass the password requirement to gain access. This means that in the case of a forgotten administrator password, the only way to recover the unit is to send it back to Tekron for reprogramming at the customer's expense.

However, recently released firmware adds the ability to recover from a forgotten administrator password in the field. This feature is referred to as the "Factory Reset Procedure", or "FRP".

This feature can also be used to recover the clock in the event that the clock is made unreachable on the network because of incorrect settings.

This feature is disabled by default, and must be enabled by the administrator before it can be used. Physical access to the clock is also required to complete the procedure.

This procedure will reset the clock to the factory default configuration.

This feature is currently supported by the following firmware versions:

- **TCG 01-G and TCG 02-G:** F2.28r, 3.21r and later
- **NTS 02-E, NTS 03-E, NTS 02-G, NTS 03-G and NTS 03-G+:** 3.20r and later

### Enabling the forgotten password reset feature

To enable the forgotten password reset feature:

1. Connect to the clock using the **Tekron Configuration Tool**.
2. Log in as a user with administrative privileges.
3. Go to the **Maintenance** tab.
4. Select the **Enable Forgotten Password Reset** checkbox.
5. Click the **Store** button.

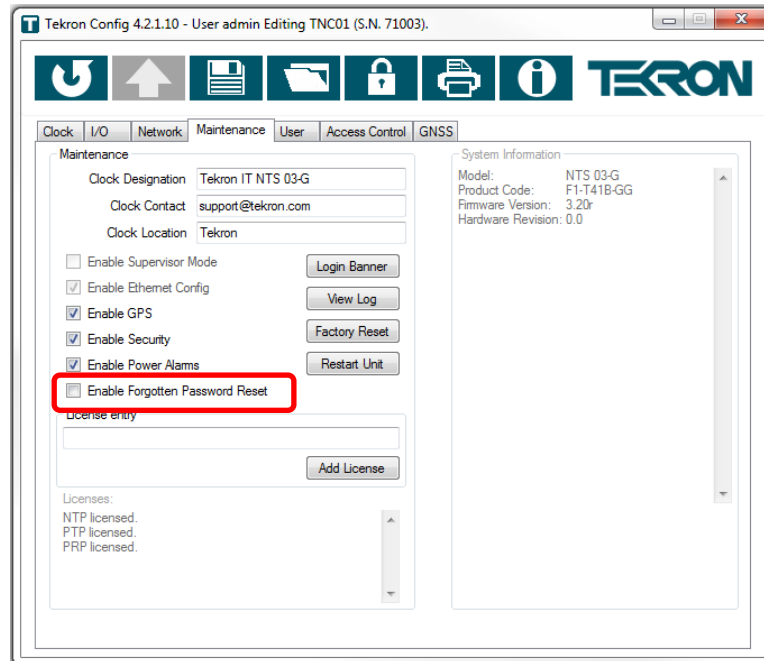


Figure 1 - Select the "Enable Forgotten Password Reset" checkbox

### Performing a Factory Reset in the event of a forgotten administrator password

To perform a Factory Reset, the clock must be placed into “FRP mode”, also known as “arming” the Factory Reset.

This can be done in two ways:

1. Using the front panel button.
2. Using the FRPTrigger tool.

#### Using the front panel button

Press and hold the button between the SYN and ALM LEDs on the front panel of the clock continuously for 10 seconds. Refer to Figure 2 below.

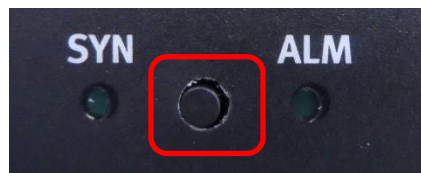


Figure 2 - Press and hold the button between the LEDs

because timing is everything

If successful, the front panel display will show the message “FRP Armed Press Again to Disarm”, as shown in Figure 3 below.



Figure 3 - Message indicating that Factory Reset is armed

### Using the FRPTrigger tool

The FRPTrigger tool can be used to “arm” the Factory Reset over the network. It requires the serial number of the clock to be reset. Please contact Tekron to obtain the FRPTrigger tool. To use the FRPTrigger tool:

1. Start the **FRPTrigger** tool.
2. Enter the serial number of the clock to be reset.
3. Click the **Arm Factory Reset** button.

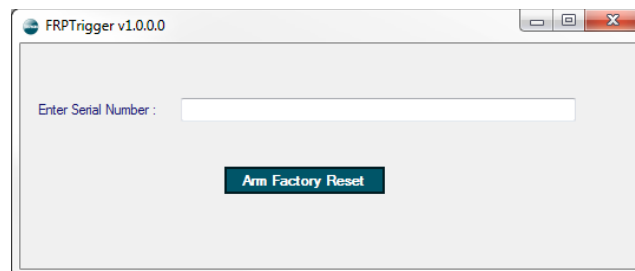


Figure 4 - The FRPTrigger tool

### To complete the Factory Reset

If the Factory Reset has been armed successfully, the front panel display will show the message “FRP Armed Press Again to Disarm”, as shown in Figure 5 below.



Figure 5 - Message indicating that Factory Reset is armed

Once the Factory Reset is armed, the clock must be “power cycled” to complete the reset. This means disconnecting the clock from the power source, then reconnecting it. If the clock is fitted with dual redundant power supplies, both must be disconnected.

The clock will now have been restored to the original factory configuration. The default login credentials are:

**Username:** admin  
**Password:** Password

## To cancel the Factory Reset

If the Factory Reset Procedure is unintentionally initiated, it is possible to cancel it. This can be done in three ways:

1. Press the button between the SYN and ALM LEDs on the front panel of the clock.  
or
2. If the **FRPTrigger** tool was used, click the **Disarm Factory Reset** button.  
or
3. Wait 5 minutes. The Factory Reset will be automatically cancelled if not completed within 5 minutes.