

Resetting Password / Reformatting Flash

These instructions can be used to recover a Tenor AS, AF, AX, BX, or DX whose password has been lost or forgotten. Instructions are also provided for reformatting a Tenor's flash memory.

Requirements

Before you begin this procedure, you should be prepared with the following items:

- Tenor unit
Note: The Tenor AF does not have a **Reset** button. Where there are references in these instructions to pushing the **Reset** button, if you have a Tenor AF you should press and hold the **Diag** button while you unplug and then replug the power cord.
- Windows PC
- Terminal emulation software
- RS-232 cable (check your hardware manual for cabling instructions)

If you are going to reformat the Tenor's flash memory, you will also need the following:

- License.dat file obtained from Quintum (see **Reformat Flash** for instructions)
- Latest firmware for your Tenor, downloaded from <http://www.quintum.com/support>.

Password Recovery

The recovery procedures are different depending on your firmware version:

- P103 and above – follow the steps in the next section
- P102 and below – skip to the **Reformat Flash** section

Note

This procedure will wipe out any configuration you have done on the Tenor.

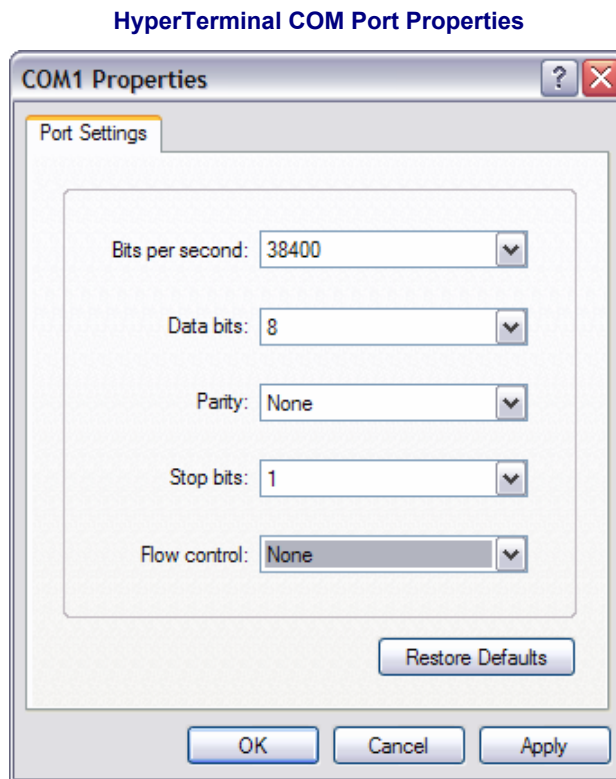
Firmware Version P103 and Above

If your unit is running P103 or higher firmware, you can reset the password from the console port upon reboot. Connect to your unit via a serial connection, and power cycle your unit. When prompted to do so, press 'r' to restore factory defaults on the unit. This changes your password back to the default (admin). Note that all configurations on the Tenor will be lost.

To start this procedure, you need to connect to your Tenor via an RS-232 serial connection, and then establish a terminal emulation session using your preferred software. The configuration should be 38400 bps, 8 data bits, no parity, 1 stop bit, no flow control.

As an example, follow these steps to start a HyperTerminal session (Windows native terminal emulation software):

1. Open the HyperTerminal program on your Windows PC. Click on *Start > Programs > Accessories > Communications > HyperTerminal*.
2. In the *Name* field, enter a name for this connection (such as Tenor) and click **OK**.
3. In the *Connect Using* field, select **Direct Connect to Com x** (using the Com port number to which you have connected the serial cable), and click **OK**.
4. Set the *Port Settings* as shown below and click **OK**.
 - Bits per Second – **38400**
 - Data Bits – **8**
 - Parity – **None**
 - Stop Bits – **1**
 - Flow Control – **None**



You are now ready to reset your password. Please note that you will lose all configuration settings on your Tenor.

1. Locate the **Reset** button on the Tenor. On the analog units it is located on the back, and on digital units it is located on the front.
2. Push and release the **Reset** button to reboot the Tenor. (With the Tenor AF, hold down the **Diag** button, pull the plug, and then plug it back in.) During the boot sequence, you will be prompted with the following string:

```
#####  
>> WITHIN 4 SECONDS, PRESS 'r' FOR FACTORY DEFAULTS OR 'i' TO SET STATIC IP <<  
#####
```

When prompted with this string, press 'r'. As shown below, you will then be prompted to confirm.

```
PRESS 'y' WITHIN 4 SECONDS TO CONFIRM.
```

Press 'y' to confirm you wish to set the Tenor to factory defaults. You will see the following confirmation message:

```
FACTORY DEFAULTS RESTORED.
```

Your Tenor password and configurations are now in a default state. Log in to your Tenor using the default password, "admin."

NOTE

We encourage you to change your password to something unique and store it in a safe place. Please see the following Help topic on how to change your Quintum password.

http://www.quintum.com/support/products/2G/tenor_2G/sysdoc/webhelp/password2.htm

Flash Memory Reformat

These instructions explain how to reformat the flash memory of the Tenor. This is the only method to reset a password on a Tenor with P102 or earlier firmware.

Please note that this will erase all configuration settings, help files, and your license file. If you are able to log in to the unit, please type '**sh -xc**' at any command prompt and save the output to a .txt file. This serves as a reference for configurations that are on your unit, and can be used to rebuild the system automatically.

Before you proceed, you should be prepared with the latest firmware files appropriate for your Tenor, downloaded from the Quintum website. You should also obtain a license file from Quintum Support.

Obtain Software/License File

To download the latest firmware, download the zipped file from the Quintum Support website. Follow the links appropriate for your model of Tenor.

To obtain a license file, you must contact Quintum Tech Support at service-ticket@quintum.com with the following information:

- Personal and Company Information
- Serial Number of Product
- Email Address

Quintum Support will email you a license.dat file.

Reformat Flash

1. Press and hold both the **Diag** and **Reset** buttons, then release **Reset** and continue to hold **Diag** until the unit boots to the Tenor prompt. (With the Tenor AF, hold down the **Diag** button, pull the plug, and then plug it back in.)
2. Type the command '**er 32 2**' (**Enter**) to reformat the flash.
3. At the Tenor prompt, type '**ftp -c**' to assign a temporary IP address to the unit. Enter your configuration at the following prompts:
 - IP Address
 - Subnet
 - Default Gateway
4. Type '**C**' to continue.

FTP the tnrsys.bin File

1. At the Tenor prompt, type '**ftp**', then press **Enter**. This sets up the box as an ftp server. **Note:** DO NOT press the carriage return again. The Tenor is now in ftp mode.
2. Change to the DOS command prompt. In Windows, click on the Start menu and select Run.

Note

This operation can **only** be performed through a DOS ftp session in binary mode. Do not use Internet Explorer for this!!

3. Type '**cmd**', and select **OK**.
4. Use the Change Directory (cd) command to change to the directory containing the tnrsys.bin file on your local hard drive (e.g., cd \p103).
5. Type '**ftp (IP address of unit)**' (**Enter**).
6. Log in with the default username/password: admin/admin.
7. Type '**bin**' (**Enter**).
8. Type '**hash**' (**Enter**).
9. Type '**prompt**' (**Enter**).
10. Type '**put tnrsys.bin**' (**Enter**).

Note

This file **must** be placed in the root directory of the Tenor.

Reset IP Addresses

After the file transfer is complete, restart the Tenor by pushing the **Reset** button on the back of the unit. On the analog units it is located on the back, and on digital units it is located on the front. (With the Tenor AF, hold down the **Diag** button, pull the plug, and then plug it back in.) The Tenor is now in a new default state.

```
#####  
>> WITHIN 4 SECONDS, PRESS 'r' FOR FACTORY DEFAULTS OR 'i' TO SET STATIC IP <<  
#####
```



Press 'i' when prompted during the boot to set the IP to static. Enter your configuration at the following prompts:

- IP Address
- Subnet
- Default Gateway

Accept these changes and the unit resets with your new settings.

Reload Software / Set License

1. Copy all firmware files that you downloaded from the Quintum website into the root directory of the Tenor.
2. With the license.dat file that you received from Quintum, follow the instructions provided for applying the license to the unit.
3. After the license file is transferred, restart the unit by pushing the **Reset** button. (With the Tenor AF, hold down the **Diag** button, pull the plug, and then plug it back in.)

Your unit is now restored and ready to be configured.