



How to recover Password on a PaketShaper

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If you forget the touch password, you can use the password recovery method to access the unit and then reset the password. To ensure that security is not compromised, this feature works only when you are directly connected to the unit's CONSOLE port.

1. Connect the null-modem cable (included with your unit) from the unit's CONSOLE port to the serial port on your PC or workstation.
2. Open a terminal emulation program (such as HyperTerminal).
3. Verify that you have configured the program with the following values to communicate with the unit's CONSOLE serial port:

9600 bps, 8 data bits, 1 stop bit, no parity, hardware flow control

If you are using a modem connected to the serial port, the modem must be set to: 9600 bps, 8 data bits, 1 stop bit, no parity, auto-answer (usually ATSO=1 in the standard Hayes command set), and DTR always on (usually the command AT&DO or a DIP-switch setting). Check the modem manual for details.

4. Power cycle the Packeteer unit. If your unit doesn't have a power switch, unplug the power cord and then plug it back in.
5. When the terminal emulation program prompts for the password, type touchpwd= within thirty seconds, and press Enter. You will then be prompted for a new password.
6. Enter a new password.

If you can't get the above method to work (for instance, if you are using a pre-4.0 PacketWise version), contact Customer Support. After you provide them with your serial number, they will generate a default password you can use to access your unit via the command-line or browser interface.



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