

Application Note

Subject: Forget Password Recovery Procedures

Product: Internet VoIP Router

Models: UTG7104-224 2FXS/2FXO + 1WAN/4LAN VoIP Router

Models: UTG7104-S4 4FXS + 1WAN/4LAN VoIP Router

Models: UTG7104-O4 4FXO + 1WAN/4LAN VoIP Router

Date: 2004/8/19

The VoIP Router's Factory Default Setting as follows:

Default IP: 192.168.0.1

Username: eitg

Password: 123

If you had changed its IP address and password, but forget it now.

The procedures to recover is as follows:

1. Connect VoIP Router with RS-232 to a PC COM1, run Terminal Emulation program.
2. Setup your PC to run a "TFTP Server" software make it ready for firmware download.
3. Force VoIP Router boot up into "Download mode" by hardware. That means unplug the power adapter and press and hold the reset button in front panel, and plug power again.
4. Download a special [TEST] firmware np010601040_0104_nopass.imz
5. After [TEST] firmware download successfully and reboot, Change password.
6. Then download an latest version firmware to make it works with your new password.

Example step-by-step procedures as follows:

1. If you don't have a "TFTP Server" program, it is suggested to download from <http://solarwinds.net/> or other available Internet resources.
2. The [TEST] firmware "np010601040_0104_nopass.imz" can be downloaded from <http://www.eusso.com/> web download section.
3. The latest firmware of UTG7104-xx4 can be downloaded from EUSSO web site.
4. Put firmware files into your PC, and configure TFTP Server to point to this folder.
5. Connect PC's COM1 port to RS-232 of VoIP Router, execute Hyper Terminal program from Windows and set baud rate as: 19200, no parity, 8 data bit, 1 stop, no handshake.
6. Force VoIP Router boot up into "Download mode" by hardware. That means unplug the power adapter and press and hold the reset button in front panel, and plug power again.
7. You may see some message from Hyper Terminal, and you can issue command now.

```
Boot loader V1.01
Mem 32bit 16MByte/Bank
Testing memory 16MB.....
Loading s/w upgrade utility
Internet Telephony Gateway TFTP Loader Ver 1.01
LAN Parameters
  MAC address: 00-50-2d-00-6c-8c
  IP address: 192.168.1.4
  Subnet mask: 255.255.255.0
```

```
WAN Parameters
  MAC address: 00-50-2d-00-6c-8d
  IP address: 172.16.0.1
  Subnet mask: 255.255.0.0
  Default gateway: 0.0.0.0
```

ITGLoader>

←(Forced to download mode prompt)

8. In the ITGLoader> Command Prompt, please issue commands
ITGLoader>get (press enter key and then follow the interactive messages.)

```
ITGLoader>get                               ←(Upgrade firmware)
IP address of the TFTP server? [0.0.0.0] 192.168.1.146
File name? np010601040_0104_nopass.imz    ←(Assign no password firmware)
 1064K bytes read
Download complete, file size = 1093756
Gateway AP code downloaded successfully
Do you want to write downloaded image to flash EEPROM (y/n)? [y] y
Press <Enter> to start flash EEPROM programming
Flash EPROM programming on-going, BE CERTAIN NOT TO TURN POWER OFF...
Programming Gateway AP code
Sector 17 of 17 programmed
Flash programming completed
All sectors programmed successfully
ITGLoader>
```

```
ITGLoader>quit                               ←(Reset)
Do you want to restart the system now (y/n)? [n] y
Boot loader V1.01
Mem 32bit 16MByte/Bank
Loading application code.....
      Integrated Media Gateway [Test Release] Version: 1.06.010 99Old (0104)
***** Hardware Configuration *****
Flash:      type-Am29LV320DB 64 sectors  64 KB/sector
RAM:        16 MB, Bus Width: 32bits
WAN:        Link DOWN
TIM slot A: type-FXO2S2  DSP-C5409  codec-PEB2466  Diag-OK
DSP image:  C549/5409 ET-16  Ver 8.1.2.1.
Port 0:     FXO  status OK
Port 1:     FXO  status OK
Port 2:     FXS  status OK
Port 3:     FXS  status OK
*****
NV storage for coder/port parameters empty, load factory default values
Console[TEST]>
```

```
Console[TEST]>net set manager password 123 123    ←(Set new password)
OK
Console[TEST]>net store                        ←(Store new password)
Console[TEST]>show version
Integrated Media Gateway [Test Release] Version: 1.06.010 99Old(0104)
Boot Loader Version: 1.01
DSP Image Version: 8.1.2.1.
TSG Version:      R8.0 Gateway (Build 4)
```

```
Console[TEST]>download
Do you want to enter download mode now (y/n)? [n] y
Mem 32bit 16MBy
Internet Telephony Gateway TFTP Loader Ver 1.01
LAN Parameters
  MAC address: 00-50-2d-00-6c-8c
  IP address: 192.168.1.4
```

Subnet mask: 255.255.255.0

WAN Parameters

MAC address: 00-50-2d-00-6c-8d
IP address: 172.16.0.1
Subnet mask: 255.255.0.0
Default gateway: 0.0.0.0

ITGLoader>

ITGLoader>**get**

IP address of the TFTP server? [0.0.0.0] **192.168.1.146**
File name? **UTG7104-xx4_np4a106006.imz** ←(Upgrade to the latest firmware)
1064K bytes read

Download complete, file size = 1091924

Gateway AP code downloaded successfully

Do you want to write downloaded image to flash EEPROM (y/n)? [y] **y**

Press <Enter> to start flash EEPROM programming

Flash EPROM programming on-going, BE CERTAIN NOT TO TURN POWER OFF...

Programming Gateway AP code

Sector 17 of 17 programmed

Flash programming completed

All sectors programmed successfully

ITGLoader>

ITGLoader>**quit**

←(Exit download mode)

Do you want to restart the system now (y/n)? [n] **y**

Boot loader V1.01

Mem 32bit 16MByte/Bank

Loading application code.....

Integrated Media Gateway Version: 1.06.00600

***** Hardware Configuration *****

Flash: type-Am29LV320DB 64 sectors 64 KB/sector

RAM: 16 MB, Bus Width: 32bits

LAN port 0: Link DOWN

LAN port 1: Link DOWN

LAN port 2: Link DOWN

LAN port 3: Link UP

WAN: Link DOWN

TIM slot A: type-FXO2S2 DSP-C5409 codec-PEB2466 Diag-OK

DSP image: C549/5409 ET-16 Ver 8.1.2.1.

Port 0: FXO status OK

Port 1: FXO status OK

Port 2: FXS status OK

Port 3: FXS status OK

Password?**123**

Console>

(If you see Consoel> prompt, your password recovered to 123 successfully)

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