Wheatstone Audio Processing
How to Reset a Lost or Forgotten Password

Local and/or remote access to Wheatstone audio processors can be password protected. If the password is lost or forgotten access to the unit will be blocked until such time as the password is found or the unit is manually unlocked using the following procedure. Before getting started we will need the following:

1. A Windows PC with an Ethernet port.
2. A Telnet client and Windows command prompt on the above PC.
3. The Windows PC configured to use a static IP address in the same network address range as the processor.
4. The processor's network IP address.
5. A straight through or crossover Ethernet cable.

Once the PC and processor are connected together with the Ethernet cable and both are powered up we'll test connectivity between the two before going further by using the common ping command:

1. Open a command prompt on the PC.
2. Type the following where xxx.xxx.xxx.xxx is the processor's IP address.

ping xxx.xxx.xxx.xxx (then hit Enter)

The processor should reply to the ping command – below we are pinging a local device on the IP address 192.168.1.160 to demonstrate what a *successful* ping looks like.

```
C:\Users\Lab>ping 192.168.1.160
Pinging 192.168.1.160 with 32 bytes of data:
Reply from 192.168.1.160: bytes=32 time<1ms TTL=64
Reply from 192.168.1.160: bytes=32 time<1ms TTL=64
Reply from 192.168.1.160: bytes=32 time<1ms TTL=64
Reply from 192.168.1.160: bytes=32 time<1ms TTL=64
Ping statistics for 192.168.1.160:
   Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
   Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\Users\Lab>
```

If the ping command was *not* successful the ping replies would appear as follows:

C:\Users\Lab>ping 192.168.1.160
Pinging 192.168.1.160 with 32 bytes of data:
Reply from 192.168.1.15: Destination host unreachable.
Reply from 192.168.1.15: Destination host unreachable.
Reply from 192.168.1.15: Destination host unreachable.
Reply from 192.168.1.15: Destination host unreachable.
Ping statistics for 192.168.1.160:
  Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),

C:\Users\Lab>

Note: In the above example the 192.168.1.15 address is the PC *originating* the ping.

If the ping test to the audio processor is successful we may proceed to the password reset task. If the ping test was *not* successful, the cause *must* be resolved before the password reset task can be performed. Please see Appendix A for troubleshooting suggestions.

1. Open a command prompt (cmd) on the local PC.
2. Open a Telnet session to the Wheatstone audio processor using its current IP address.
3. A prompt will appear asking for login credentials – use the following user name and password:

   user: knockknock
   password: whosthere (note there is no E in whose)

4. Once logged in, type the word help and hit enter.
5. A list of available commands will be shown; one of those commands will be clear_pw or some variant (different processor models may use a slightly different command).
6. Type that command and hit enter.
7. The unit should respond with a message that the password is cleared and that a reboot is required.
8. Power cycle the unit, after which security will be off (no password).

APPENDIX A

The following are commonly used troubleshooting suggestions for when the audio processor does not respond to a ping command.

1. DISABLE WIRELESS:
   If the PC is a laptop make sure that its wireless interface is disabled for the ping test. When the wireless interface is enabled on Windows laptops the operating system often assumes that it is the primary network interface. Turning off wireless forces the laptop to use its wired Ethernet interface instead, the interface being used to ping the processor and also reset its password.

2. VERIFY THE PC's NETWORK CONFIGURATION
   Wireless interfaces use dynamic addressing by default, as do most off-the-shelf PCs unless otherwise configured by the user. When the ping command fails it is always a good idea to recheck the PC's network configuration to ensure that it is (1) using a static IP address, (2) the address is in the same network address range as the processor, and (3) that it is *not* the same IP address as the processor.

3. DOUBLE CHECK THE PROCESSOR'S IP ADDRESS
   All Wheatstone products equipped with an Ethernet interface are shipped with a sticker on the outside of the unit showing its assigned IP and MAC addresses. If the unit's network configuration has not been changed by the user then it should still be set to use its default address. Please see Appendix B for a list of default network configurations for each processor model.

4. CHECK THE ETHERNET CABLE:
   It never hurts to try another cable if a ping test fails. Because the processor's Ethernet interface is Auto-MDIX (as are most modern PCs) a crossover cable is not required although using one should still work.

5. USE AN ETHERNET SWITCH BETWEEN THE PC AND AUDIO PROCESSOR
   The Ethernet interfaces on Wheatstone audio processors are 10 or 100-BaseT and can't communicate with a PC with a Gigabit interface if the two are directly connected with a cable. The fix is to insert an Ethernet switch between the PC and processor and let the switch negotiate the network speeds. Most modern Ethernet switches are Gigabit capable and also have the capability to down-shift a port speed when it is connected to a slower device.

APPENDIX B

Product	Hardware Address	Front Panel Address	TCP Port Used
AM-5	192.168.1.190	N/A	55893
AM-10	192.168.1.211	N/A	55895
AM-55	192.168.1.155	N/A	55905
AP-3	192.168.1.191	N/A	55888
AP-1000	192.168.1.200	192.168.1.201	55888
AP-2000	192.168.1.220	192.168.1.221	55896
AirAura thru X3	192.168.1.200	192.168.1.201	55899
Aura1IP/Aura8ip	Blade ID +100	N/A	55901
FM-4	192.168.1.194	N/A	55987
FM-5	192.168.1.194	N/A	55892
FM-10	192.168.1.210	N/A	55894
FM-2000	192.168.1.230	192.168.1.231	55897
FM-25	192.168.1.125	N/A	55903
FM-55	192.168.1.155	N/A	55986
FM-531	192.168.1.240	N/A	55900
HDP3	192.168.1.191	N/A	55889
M1	192.168.1.190	N/A	55891
M2	192.168.1.192	N/A	55898
M4	Blade ID + 100	N/A	55902
SG-192	192.168.1.192	N/A	55985
VP-8 All Models	192.168.1.198	N/A	55890
AirAura X1	192.168.1.210	192.168.1.211	55906
AirAura X5	192.168.87.2	192.168.87.3(L) / 192.168.87.4 (R)	55907
ACI Port (All) 55775	UDP Port Used 60000 through 60010		*Revised* *4/21/2020 - JAK*