

***VORSIS* Application Note**

AN2007-04

Unlocking the AP1000 Local or Remote Graphical User Interface When the Passcode Is Lost

December 2007 – Jeff Keith

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Background

In all AP1000 software versions prior to **Version 0.40.0** it was possible to inadvertently lock the AP1000 front panel or the remote PC-based Graphical User Interface without having first entered a passcode. This resulted in a situation where there was no way to gain operational access to the hardware or the PC-based GUI.

This software bug was corrected in Version 0.40.0 software. Now if the user clicks the Lock dialog button without first assigning at least one passcode, a warning dialog will remind the user that no passcode has been assigned and no lock will occur. Fortunately there is a relatively easy workaround for the bug for previous software versions.

Unlock Procedure

Note that if it is the GUI on your computer that is locked out and NOT the AP1000 front panel itself please use **only** steps 1-14 below.

1. Re-install the PC Remote GUI but this time into a NEW folder on your computer. DO NOT start up the GUI yet!!
2. Make sure that the AP1000 is connected to your network or your computer and that you know its HARDWARE IP address (you can use the command prompt PING command to make sure that your computer can “see” the AP1000 hardware). DO NOT PROCEED if you do not have network connectivity to the AP1000!
3. Start the new remote GUI on your computer but DO NOT click on the Connect button yet. Make VERY sure that you are not starting the old GUI instead of the new one!
4. Once the GUI is open click on the Devices button on the right hand side of the GUI.

5. In the Devices dialog that opens click the Add button.
6. The Edit Device window will open.
7. Enter a NEW name for your AP1000 but use the same hardware IP address that your unit currently has.
8. Click OK to close the edit device dialog.
9. In the Devices dialog highlight the new device you just created and click Select. The Devices box will close.
10. Now click on the Online/Offline button left of the Status window at the top of the GUI.
11. Once the GUI is online click on the SYSTEM tab. The System screen will open.
12. Click on GUI Access button (**DO NOT CLICK ON GUI LOCK!!!**). The GUI Access Code and Permissions box will open.
13. Carefully, and only once, click only the Clear Access Code button. Then click OK.
14. The GUI Access Code and Permissions box will close.

**STOP HERE IF YOU ARE ONLY UNLOCKING
THE REMOTE GUI!!**

Proceed to the next page and carefully follow steps 15 through 17 to unlock the AP1000 front panel Graphical User Interface if that is what is locked.

Note: Even if it is only the AP1000 front panel that is locked you must complete all of the previous 14 steps first!

15. Go to the AP1000 front panel and select a control that was causing the access code prompt to appear.
16. When the prompt reappears this time, DO NOT TRY TO ENTER A PASSCODE, just click OK. The password box should close.
17. Now, try to open another screen tab or move a control. The password prompt should not reappear again. The AP1000 should now be unlocked.

If these steps fail to resolve the problem and the local or remote GUI remains in a locked condition then some friendly assistance from our Vorsis technical support group might be required.