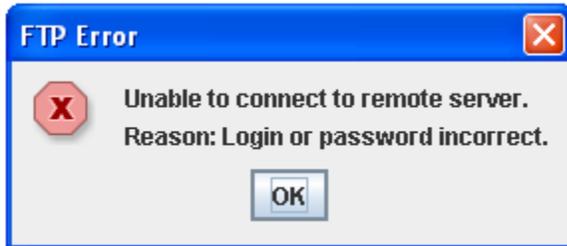


Resetting the Superloader 3A Password for the FTP client

Issue:

The FTP client will not let me login and provides this error message: "Unable to connect to remote server. Reason: Login or password incorrect."



Solution:

1. Telnet to the IP address of the FTP client of the Superloader 3A using a terminal session, Hyperterminal, or other terminal program.
2. Once connected to the FTP client with telnet, the following prompt appears:

A-Series Management Interface

Password:

3. Login in using the admin password for the A-Series (default is *admin*). The following menu appears:

1 A-Series Management ->

r Restore all previous values

s Save all changes

b Reboot

q Logoff

Enter option: 1

4. Select option **1**. This will bring you to the A-Series Management.

A-Series Management

0 Setup

1 Change Admin Password

2 Versions

m Main menu

u Previous menu

r Restore all previous values

s Save all changes

b Reboot

q Logoff

Enter option: 0

5. Select option **0**. This will guide you through the A-Series Setup menu. During the following prompts you will have the FTP Server Root Password: This line will let you change the password for the FTP Client.

Use DHCP [n]:

Hostname [A-Series]:

IP Address [10.20.28.86]:

Netmask [255.255.252.0]:

Broadcast Address [10.255.255.255]:

Default Gateway [0.0.0.0]:

SNMP Manager [0.0.0.0]:

FTP Server Timeout (minutes) [0]:

FTP Server Root Password:

Enable Jumbo Frames [n]:

Enable Syslog Messages [y]:

Disable Bonjour [n]:

Enable MXF Archive Processing [y]:

The configuration has been changed and will only take effect when the device is rebooted.

6. After entering information you will be brought back to the A-Series Management menu.

A-Series Management

0 Setup

1 Change Admin Password

2 Versions

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q Logoff

Enter option: q

7. After changing the information you will need to reboot the FTP server. Select either **q** for quit or **b** for reboot.

The device needs to be rebooted for the changes to take effect. However, rebooting now may result in data loss. To ensure the directory is updated first select **Eject** from the popup menu for stand-alone drives, or select **Prepare for Magazine Unload** from the popup menu for SuperLoaders. Finally, enter **y** (yes) in the *Reboot Now* field.