

SIEVERS* Instruments

technical tip

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title: Multiple Products Password of the Day Instructions

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bulletin topic:

This bulletin describes the procedure for requesting the password of the day, and the steps necessary to use the Password of the Day to change the password in Sievers TOC analyzers and DataPro software. These procedures should only be used when the administrator has become locked out of the analyzer or DataPro software.

details:

Product/Model: Sievers M500, M500e 500RL, 500RLe, 900, 5310C, M9, M9e, M5310C, 900 DataPro, 5310C DataPro, DataPro2

Requesting the Password of the Day

Prepare a letter on your company's letterhead, addressed to Veolia WTS Analytical Instruments technical support requesting the Password of the Day. The letter must contain the following information:

1. Date
2. Model and serial number of the analyzer
3. *Key code from analyzer or DataPro software.
4. Specify if the requested password is for the analyzer or DataPro software.
5. Specify if the analyzer or DataPro software is activated with DataGuard.
6. A brief explanation of why the Password of the Day is required.
7. Your name, job title, and contact information.

*note:

- The Key code for model 500, 900, and 5310C analyzers is located in the System Information screen. If you cannot access the System Information

menu screen, please power cycle the analyzer and it will display on the front screen.

- The Key code for M-Series analyzers is displayed in the Login pop-up window.
- The Key code for DataPro/DataPro2 software is located in the Help > About menu.
- The Key code for the M500/M500e series is displayed in the Login pop-up window.

Scan and email a copy of the letter to Veolia WTS Analytical Instruments technical support in your region:

The Americas:	sievers.techsupport@veolia.com	Or fax to (303) 444-9543
Europe/Middle East/Africa:	sievers.techsupportemea@veolia.com	Or fax to +44 (0) 161 864 6829
Asia/Pacific:	sievers.techsupportapac@veolia.com	

A technical support representative will process your request and provide you with the Password of the Day by phone or email.

Using the Password of the Day for 900 & 5310C DataPro Software

1. Login to DataGuard Administration in the DataPro software using the Login and Password provided by Veolia WTS Analytical Instruments technical support. The Login ID and Password are case sensitive, will only work one time, and will only work for the date that the Password of the Day was issued.
2. The DataGuard Administration window will open. Highlight the Admin account by mouse clicking the Admin account in the User List table.
3. Click Edit User
4. The Edit User screen will open. Create a new password and update the Password fields with the new password.
5. Ensure that the User Status is set to Active.
6. Uncheck the box “User must change password at next login”, unless you want to change your password at the next login.
7. Click OK
8. Click the Logout button in the lower right hand corner of the DataGuard Administration screen.
9. Test your new password by logging into DataGuard Administration using the Admin Login ID and the new password created in step 4.

Using the Password of the Day for DataPro2 Software

1. Login to the DataGuard Menu (Lock icon) in the DataPro2 software using any valid User ID and the Password of the Day provided by Veolia WTS Analytical Instruments technical support. It is recommended to use a User ID with an Administrator Access Level so that User can then facilitate any additional password changes for other users. The User ID and Password are case sensitive and will only work the date that the Password of the Day was issued.
2. A window will pop up prompting to reset the password for the User ID which was used to log in.
3. After entering a new password for that User ID, click OK.
4. Ensure that the User Status is set to Active.

Using the Password of the Day for TOC 500, 900, & 5310C Analyzers with DataGuard (Instrument Only)

1. Login to the analyzer using the Login ID and Password provided by Veolia WTS Analytical Instruments technical support.
2. Press Menu button.
3. Press the DataGuard button.
4. Press Edit User
5. Use arrows on screen to highlight the Admin account.
6. Ensure the Password Expired value is set to False.
7. Press the Password button.
8. Create and enter a new password.
9. Verify the new password.
10. Logout.
11. Test your new password by logging into the Admin account using the Admin Login ID and the new password you created in step 8.

Using the Password of the Day for TOC 500, 900, & 5310C Analyzers without DataGuard (Instrument Only)

to change the password:

1. Call Veolia WTS Analytical technical support at 1-888-245-2595 from a phone near the analyzer, as this process is time sensitive and will require you to provide a second Key code from the analyzer. Technical support will guide you through this process over the phone.

to disable the password feature:

1. Login to the analyzer using the Login ID and Password provided by Veolia WTS Analytical Instruments technical support.
2. Press the DataGuard button.
3. Press the Disable Password button.
4. Confirm password disable by pressing OK button.

Using the Password of the Day for M-Series Analyzers with DataGuard (Instrument Only)

1. Login to the analyzer using the Password provided by Veolia WTS Analytical Instruments technical support. No Login ID is required (leave blank).
2. After logging in, select/highlight the user with the forgotten password.
3. Select Edit.
4. Enter a new password in the “Password” and “Confirm Password” fields.
5. Ensure that the user is “Active.”
6. Select “Okay” to save changes.
7. It is recommended to ensure that there is an active Administrator with known password at this time.

Using the Password of the Day for M-Series Analyzers without DataGuard (Instrument Only)

1. Login to the analyzer using the Password provided by Veolia WTS Analytical Instruments technical support.
2. Navigate to the Security menu (lock icon).
3. Either:
 - a. Enter a new password or
 - b. Disable the password by de-selecting the box next to “Enable Password.”
4. Select “Save” to apply and save changes.

Using the Password of the Day for M500/M500e Analyzers with DataGuard

1. Login to the analyzer using the Password provided by Veolia WTS Analytical Instruments technical support.

2. After logging in, navigate to the DataGuard screen (lock icon), select the User List tab, then select/highlight the user with the forgotten password.
3. Select Edit User.
4. Enter a new password in the “Password” and “Confirm Password” fields.
5. Ensure that the user is “active.”
6. Select “Save User” to save changes.
7. It is recommended to ensure that there is an active Administrator with known password at this time.

Using the Password of the Day for M500/M500e Analyzers without DataGuard

1. Login to the analyzer using the Password provided by Veolia WTS Analytical Instruments technical support.
2. Navigate to the Security menu (lock icon).
3. Either:
 - a. Enter a new password or
 - b. Disable the password by de-selecting the box next to “Enable Password.”
5. Select “Save” to apply and save changes.