

在 Reset Token 功能未出现之前，如果客户 JACE8000 的 Passphrase 或者 Platform 用户名密码忘记，或者 owner 变化，出于安全考虑，只能是对 JACE8000 恢复出厂设置，JACE 里的 station 文件会完全擦除，会造成一些不便；在 Niagara4.4 及以上版本，Reset Token 功能可以避免该问题，即通过与 tech support 的邮件交互，互相发一串验证码即可重新设定 Platform 的用户名密码和 Passphrase；

Occasionally a situation will arise where you have a functional JACE-8000 controller but no valid credentials or system passphrase. This could be due to a change in building ownership or control contractors. In Niagara 4.4 and later, the Platform Account Recovery feature provides you with a secure method of regaining access to the JACE-8000 without losing station data and configuration.

步骤：

Steps:

Mini USB 串口连接 JACE8000，打开 putty，上电，在启动过程中按 ESC 进入以下选项，选择 8

- A USB-to-micro USB cable (same cable as that used to connect a smart phone to a computer) connects the controller to your PC.
- A terminal emulator (system shell) program, such as PuTTY, is installed on your PC.
 1. Power off the controller.
 2. Using the serial shell program on your PC, open a serial connection to the controller.
 3. Power up the controller and during the boot sequence, press **ESC** to enter the recovery mode which presents alternate boot options.
 4. While viewing the Alternate Boot Options menu in the serial shell window, enter **8** to select the option to “Reset Platform Credentials”, and when prompted to confirm that you intend to reset platform credentials and system passphrase, enter **Y** to continue.

COM7 - PuTTY

```
starting I2C driver...
Starting RTC driver
fs crypt subsystem started successfully!

Press ESC to choose alternate boot options...
Boot Options:
-----

Only skip options if you know what you are doing. There
may be undesirable side effects.

NOTE: Options that are not already skipped that are
selected here will not persist on reboot.

1. Skip network initialization
3. Skip starting NTP daemon
4. Enable NTP daemon debugging
5. Skip starting niagara daemon
6. Skip SRAM option card mount
7. Format SRAM option card before mount
8. Reset Platform Credentials

c. continue with boot

Enter choice: 8
This will reset platform credentials and system passphrase
Confirm if you want to continue [Y/n] ?y
```

继续选择 yes, 进入下面的生成 token, 请将 HostID 和 Token [发给](mailto:tsupportap@tridium.com)
tsupportap@tridium.com;

The Platform Access Recovery screen displays the controller's hostId, and OS version, as well as a randomly generated token and additional instructions, as shown above.

Send the HostID/Token/OS version to tsupportap@tridium.com

Note: Please keep the putty connect and J8000 running before reset token finished.

```
*****
**** Platform Access Recovery ****
*****

Token generation in progress...

host id   : Qnx-TITAN-C22A-2FF6-D83C-069D

Token     : 4DD2-E41B-1683-CF54

OS Version: 4.6.96.8 built on 2018-06-19 16:38:40

Contact technical support and provide them with the hostId and token
Please enter the key within 24 hours; else the system will abort the process

Would you prefer to enter key in:
1) Single line      (best when key is copied from email)
2) Multiple lines  (best when receiving key over voice)

Enter choice: █
```

Tsupportap 会生成 key，并发送您，请在 24H 内在以下步骤输入 key:

Tsupportap will send you the key, you need enter as following:

```
*****  
**** Platform Access Recovery ****  
*****  
  
Token generation in progress...  
  
host id   : Qnx-TITAN-C22A-2FF6-D83C-069D  
Token    : 4DD2-E41B-1683-CF54  
OS Version: 4.6.96.8 built on 2018-06-19 16:38:40  
  
Contact technical support and provide them with the hostId and token  
Please enter the key within 24 hours; else the system will abort the process  
  
Would you prefer to enter key in:  
1) Single line      (best when key is copied from email)  
2) Multiple lines  (best when receiving key over voice)  
  
Enter choice: 1  
Enter Key: GBDA-EIIA-U7BC-F6LM-6NMB-ECWS-7TDM-CSUD-NSJU-2UEY-LUSE-AWU6-SPNU-U7CB-672A-EIIA-Y64Q-HVCU-SISH-LCNZ-M7UJ-FQSR-ILDG-2NI6-2M3X-ZBPC-QBPC-5
```

再输入 v 确认:

key enter v to verify it:

```
COM7 - PuTTY

*****
**** Platform Access Recovery ****
*****

Token generation in progress...

host id   : Qnx-TITAN-C22A-2FF6-D83C-069D

Token     : B0D4-73F8-2974-BFE0

OS Version: 4.6.96.8 built on 2018-06-19 16:38:40

Contact technical support and provide them with the hostId and token
Please enter the key within 24 hours; else the system will abort the process

Would you prefer to enter key in:
1) Single line      (best when key is copied from email)
2) Multiple lines  (best when receiving key over voice)

Enter choice: 1
Enter Key: GBCQ-EIIA-UUEX-NGTD-A4IX-AV27-F52K-C6QM-CUQO-YOBQ-TBSU-CWBB-2HDU-3IE
5-ZNAQ-EIBY-35GA-IADH-W4J4-IIXX-LDMW-A6VH-I73R-M3IA-JG2C-XJHD-5CTY-IKB7-JQ

Please check the key & edit it if necessary

1) Edit key: GBCQ-EIIA-UUEX-NGTD-A4IX-AV27-F52K-C6QM-CUQO-YOBQ-TBSU-CWBB-2HDU-3
IE5-ZNAQ-EIBY-35GA-IADH-W4J4-IIXX-LDMW-A6VH-I73R-M3IA-JG2C-XJHD-5CTY-IKB7-JQ
v) Verify key
Enter choice: v

Verification Passed

System user credentials are reset
Shutdown in 10 seconds
█
```

等待重启。

Waiting restart.

输入 tridium/niagara, 进入以下 reset 界面:

COM7 - PuTTY

Change Platform Defaults Wizard

Before you can use this platform, the following tasks must be completed:

- Change the system passphrase
 - Create new platform account
 - Remove the default platform account
-

Press ENTER to continue █

根据提示分别进行 passphrase 和 platform 用户名和密码的设定。

Make a serial or platform connection to the controller. On detecting default credentials, the system prompts you to change the default credentials and default system passphrase before completing the platform connection.