

NetComm SHDSL Modem Router (NB702/4)

Password Recovery Procedure

The following document describes how to discover the administrator password of the NetComm NB702 & NB704 using Windows HyperTerminal, should the password have been changed and forgotten.

Note: Please be careful when performing this procedure as if you run into difficulties the unit may need to be returned to NetComm and a charge incurred.

Steps:

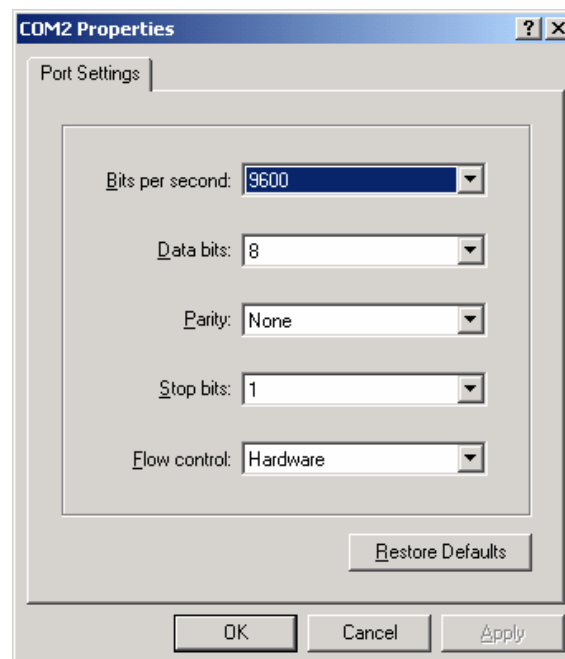
1. Power the NB702/4 OFF then connect the unit to a COMport on your PC using the RS232 serial interface (console port).
2. Load HyperTerminal and create a new connection. Start by giving the connection a name then selecting OK.



3. Select the COMport on your PC that you have attached the SHDSL unit to then select OK.



4. Adjust the port settings as indicated in the image below then select OK



5. Whilst holding down the SPACE BAR power the SHDSL unit ON until the **]** prompt appears. Once you have this prompt enter the following command

] **configflash flashfs emergency** *[press enter]*

6. Once the previous command has finished, power cycle the SHDSL unit to enter emergency mode. Once the unit has booted you will be presented with a prompt similar to the following **00:01:38:29:93:6A>**

Once you have this prompt ensure that you enter the following commands precisely

```
00:01:38:29:93:6A> reset [press enter]
00:01:38:29:93:6A> ip [press enter]
00:01:38:29:93:6A ip> config [press enter]
```

You will be presented with output similar to the following that will display the LAN IP of the SHDSL modem.

```
device add bridge ether //bridge 192.168.0.10
```

```
00:01:38:29:93:6A> home [press enter]
00:01:38:29:93:6A> fm [press enter]
00:01:38:29:93:6A fm> default flashfs [press enter]
00:01:38:29:93:6A fm> cat snmpinit [press enter]
```

You will be presented with output similar to the following that will display the password that was previously set.

```
access read public
access write "PASSWORD" ← Your password should be displayed
here
```

7. At this point power OFF the SHDSL modem then whilst holding down the SPACE BAR power the modem back ON until the **]** prompt appears again. Once you have this prompt enter the following command.

] **configflash flashfs auto** *[press enter]*

Once this command is complete power cycle the SHDSL unit to return the unit to it's normal mode.