

# Net2 Default System Engineer password - update



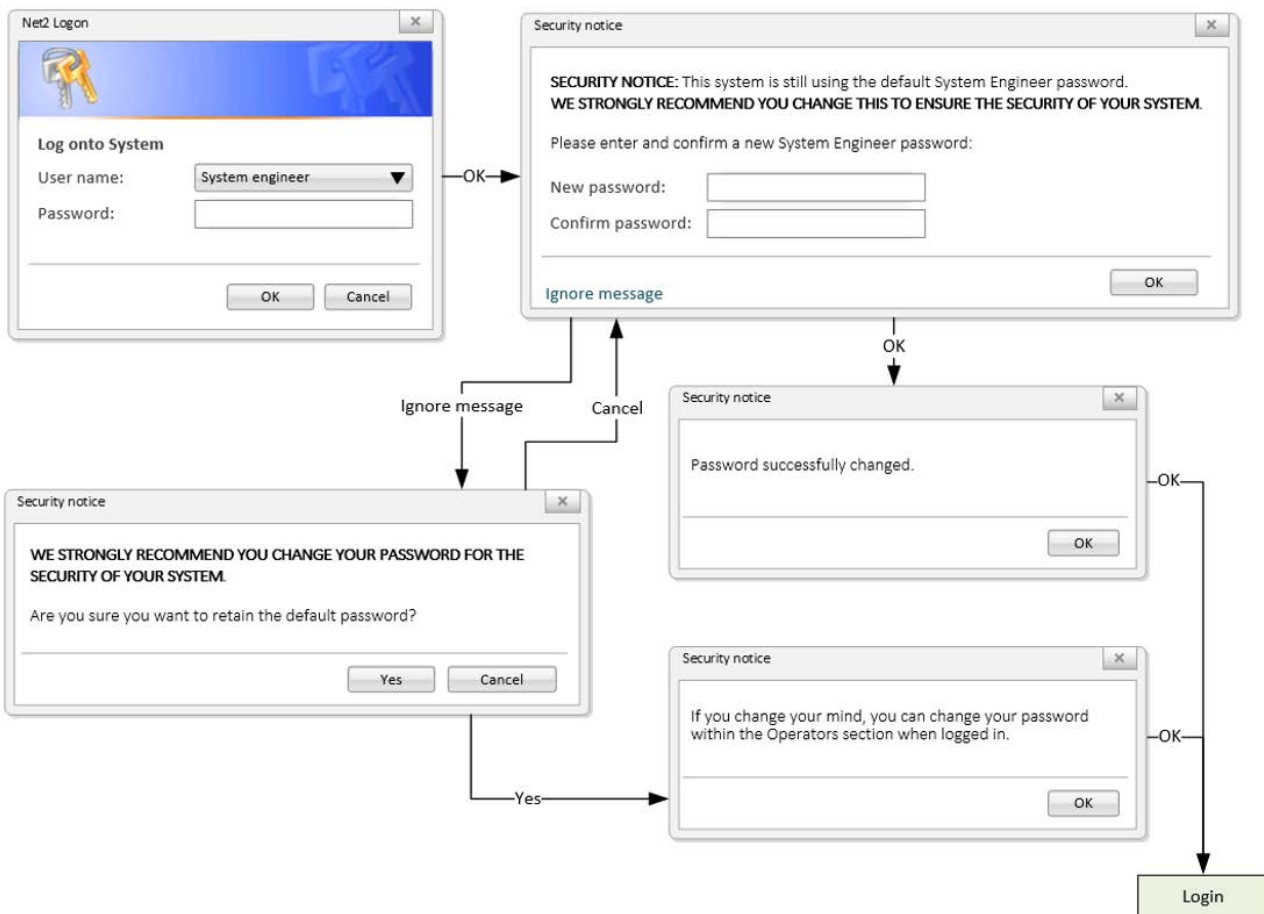
## Overview

Paxton's flagship access control system, Net2, has undergone some updates to further enhance the security of the system.

Net2 is supplied with a default password for the System Engineer account. To help prevent unauthorised access, Paxton have introduced a new method for this operator account, prompting you to update the system engineer password.

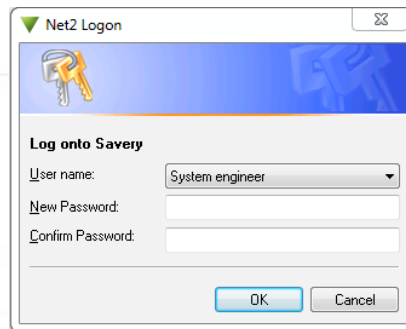
## Upgrades:

For existing systems that upgrade to v5.04 Service Release 2 and entering the default password.



## New installations

When installing Net2 v5.04 Service Release 2 for the first time you will see the following logon screen. Enter and confirm a System Engineer password, then click OK to continue:



**Note:** There are no restrictions on the password you wish to use other than it cannot be 'net2' including any use of capitalisation.

## Password Recovery

Paxton have also introduced an improved System Engineer password recovery system. This only affects the System Engineer operator account and any changes **must** be completed at the Net2 server PC. Other operator accounts can reset their password from within Net2 as usual.

Simply click '**Reset Password**' and follow the on-screen instructions.

When contacting us to reset the System Engineer password, Paxton support will perform some security checks to validate your identity. We will also contact the system owner to confirm you have permission to obtain a new System Engineer password. Once confirmed, you will be issued with a code that will allow you to set a new System Engineer password.

Enter the reset code in the password field of the Net2 logon screen to activate the password reset feature and enter a new password.

**Note:** Reset codes are set to expire after a set period and can only be used once. Should this time expire, you will need to contact Paxton support to obtain a new code.

