

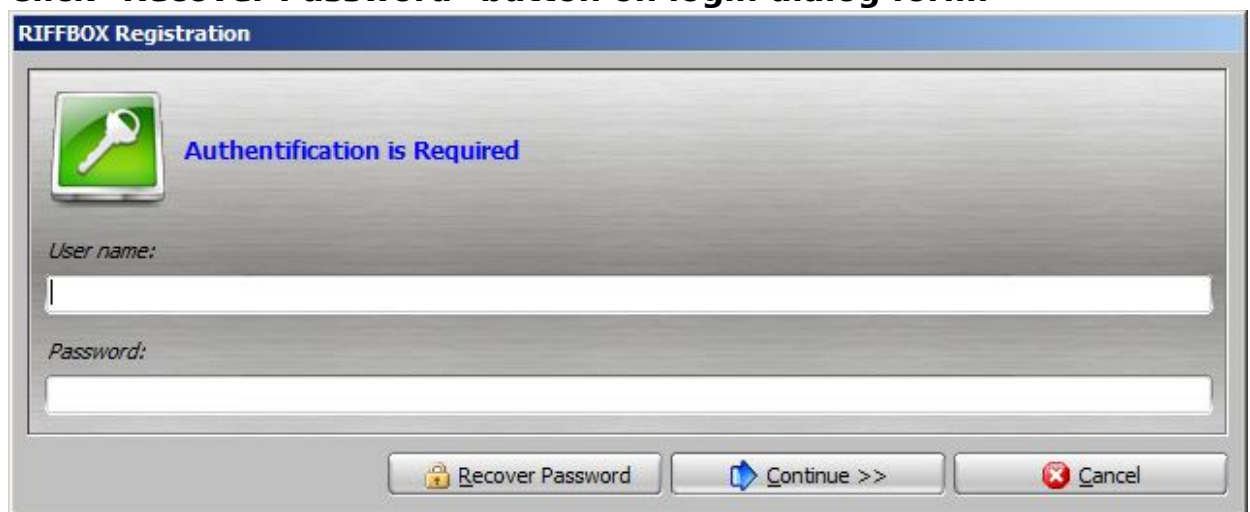
# RIFF JTAG Box setup

## How to recover RIFF Update Server password

If You, for any reasons, forget Your login/password for RIFF Box update server, You can recover it using "Recover Password" function:

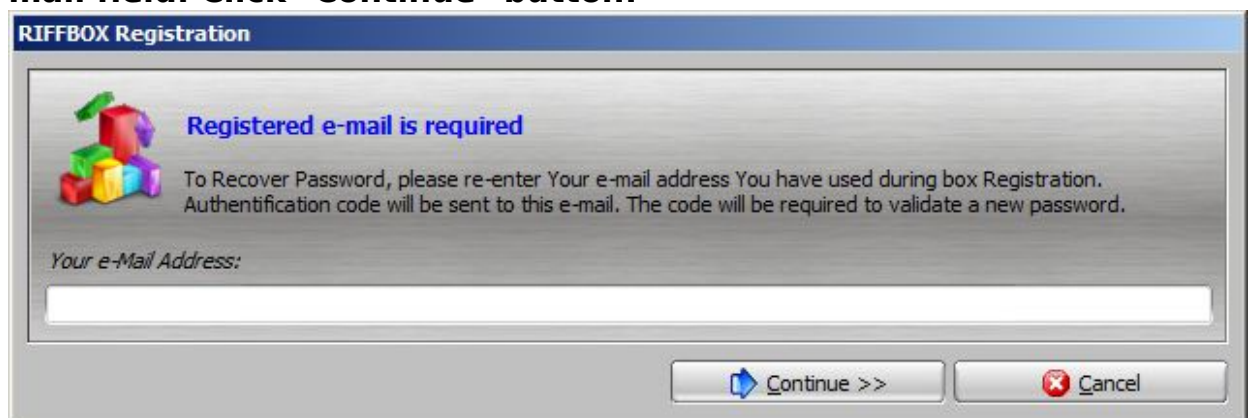
**In case that Your e-mail account is lost, You need to request account reset. You can do it on support forum, please read this [forum topic](#) to see how.**

- Download latest version of [RIFF JTAG Manager](#),
- Click "Recover Password" button on login dialog form:



The image shows a Windows-style dialog box titled "RIFFBOX Registration". It has a blue header bar. Below the header, there is a green square icon with a white key. To the right of the icon, the text "Authentication is Required" is displayed in blue. Below this, there are two input fields: "User name:" and "Password:". At the bottom of the dialog, there are three buttons: "Recover Password" (with a key icon), "Continue >>" (with a blue arrow icon), and "Cancel" (with a red X icon).

- Your registered e-mail address will be automatically inserted into e-mail field. Click "Continue" button:

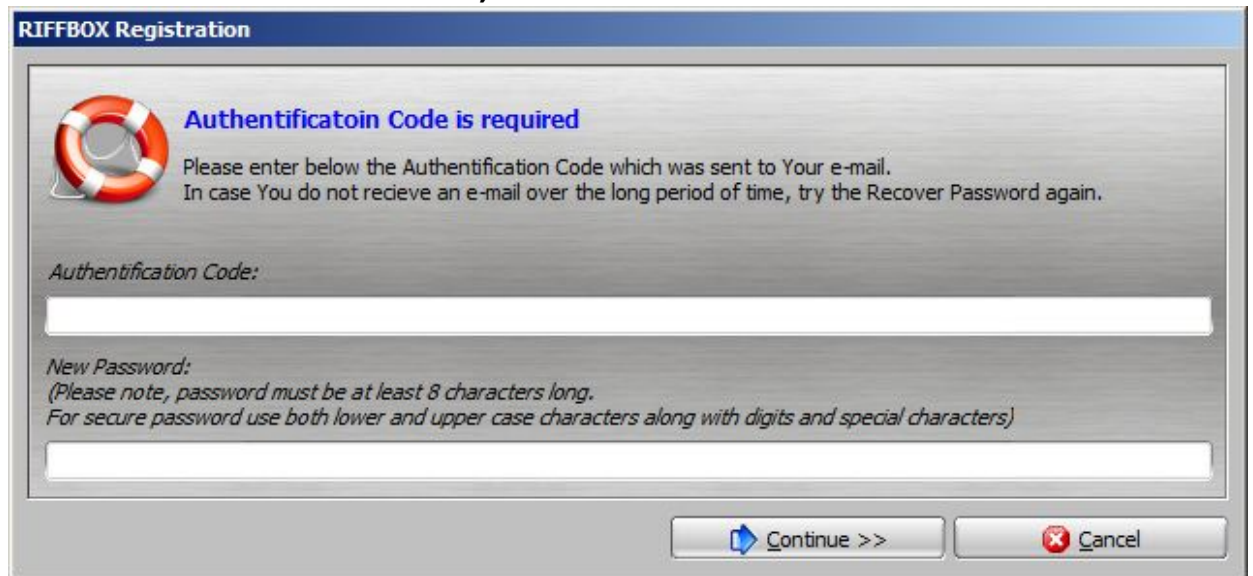


The image shows a Windows-style dialog box titled "RIFFBOX Registration". It has a blue header bar. Below the header, there is a colorful 3D cube icon. To the right of the icon, the text "Registered e-mail is required" is displayed in blue. Below this, there is a paragraph of text: "To Recover Password, please re-enter Your e-mail address You have used during box Registration. Authentication code will be sent to this e-mail. The code will be required to validate a new password." Below the text, there is an input field labeled "Your e-Mail Address:". At the bottom of the dialog, there are two buttons: "Continue >>" (with a blue arrow icon) and "Cancel" (with a red X icon).

- If e-mail address matches the one You used during registration, server will respond with confirmation and "Authentication Code" request form.  
This code is sent to Your e-mail, and You should check Your Inbox for new mail. **Note that, some e-mail providers can place this e-mail into spam/junk mail folder !**  
"Hi **yourusername**. Authorization Code for JTAG Manager: **FE3FC2CBD0ABE510**  
Enter the code into "Authentication Code" field, and new password

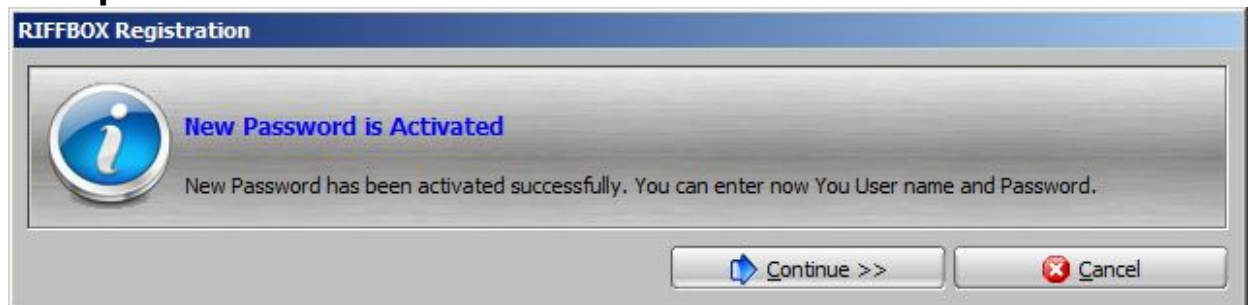
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into "New Password" field, then click "Continue".



The dialog box is titled "RIFFBOX Registration". It features a lifebuoy icon on the left. The main heading is "Authenticatoin Code is required". Below this, a message states: "Please enter below the Authentication Code which was sent to Your e-mail. In case You do not recieve an e-mail over the long period of time, try the Recover Password again." There is a text input field labeled "Authentication Code:". Below that is another text input field labeled "New Password:", with a note: "(Please note, password must be at least 8 characters long. For secure password use both lower and upper case characters along with digits and special characters)". At the bottom right, there are two buttons: "Continue >>" and "Cancel".

- New password will be activated and confirmed from server:



The dialog box is titled "RIFFBOX Registration". It features an information icon on the left. The main heading is "New Password is Activated". Below this, a message states: "New Password has been activated successfully. You can enter now You User name and Password." At the bottom right, there are two buttons: "Continue >>" and "Cancel".

Unique solution ID: #1068  
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