Galaxy Control Systems

RE: Case-sensitive Operator Passwords in SG v11.8.4.1 (or higher)
Date: 26 MAY 2023

Subject: **System Galaxy 11.8.4.1 (or higher) now enforces case-sensitive operator passwords.**

In prior versions of System Galaxy, passwords were not case-sensitive, therefore "Password", "password" and "PASSWORD" were all treated like the same word/spelling. In the new release, these will be unique passwords.

Once the SG Software is installed or upgraded, every operator must remember the *exact case-sensitive spelling of their password* to use it. If an operator forgets their password, the administrator can reset it.

Stipulations
- Passwords must be spelled correctly using the exact spelling (upper / lower case) as created.
- A password should be easy to remember and difficult to forget.
- Galaxy does not recommend using "password" as your password.
- Passwords can be changed from the File menu: File > Change Password
- If you have forgotten the exact spelling (case) of your password, you can change your password before the upgrade to something you will remember.
- After the upgrade, the Admin must reset forgotten passwords in the Operator Programming screen.
- System Galaxy passwords are not "*remembered*" or *visible* anywhere in the system.

What does this mean for NEW SYSTEMS?

NEW SYSTEMS: The new SG Operator will create case-sensitive passwords.
The *SG Administrator* will create the new operator profile and enter a *temporary password* in the Operator Programming screen. The new *Operator* must change the temporary password to something case-sensitive the first time they sign-in. This is done from the File menu in System Galaxy.

What does this mean for EXISTING SYSTEMS?

SYSTEM UPGRADES: **The SG Operators will need to know the case-sensitive spelling of their password.**
The *SG Administrator* should instruct all *Operators* to change their passwords to a new, case-sensitive spelling before the system is upgraded. This is done from the File menu in SG. The operator must remember the password after the upgrade is finished. The admin can reset the password if needed.

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Change the Password from the Menu

If the operators do not remember the *case-sensitive spelling* of their existing password, they can recreate a new password and pay attention to the *case-sensitive spelling* that they choose.

TIP: Changing the password before the *system upgrade* will allow the Operator to create a new case-sensitive password while the old password still works in the system.   When the operator enters the new password, they should pay attention to the new case-sensitive spelling. After the upgrade, only the new case-sensitive password will work. Otherwise the Admin can reset the password after the install– see next section for those instructions.

## Change Operator Password from the Menu (before system upgrade)

1. Before you upgrade System Galaxy to the latest version (v11.8.4.1 or higher), launch System Galaxy from the desktop icon.

2. Sign-in using your operator password as usual.
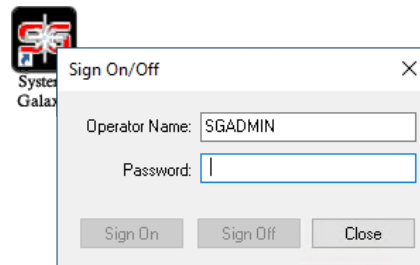
3. When System Galaxy opens, select the File menu, and choose 'Change Password' option.
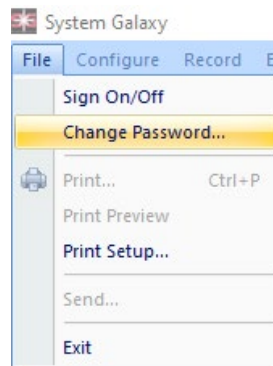
4. When prompted, enter your current password.

5. Enter & re-enter a new password – *being careful to remember the case-sensitive spelling*.

6. Click OK to save the new password.
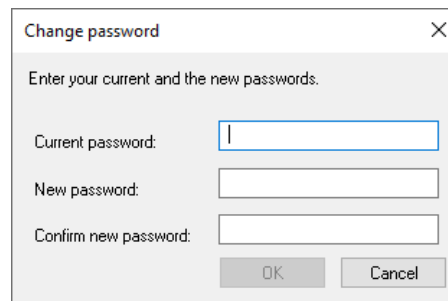
7. Close out of System Galaxy completely.

8. Launch SG from the desktop icon and sign-in with your new password to verify your password is working.

9. Repeat these steps for all operators before you upgrade the SG Software.
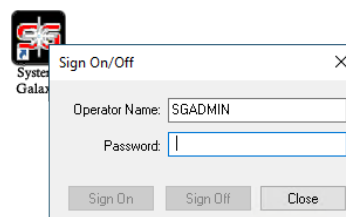
Set/Reset a Temporary Password from the Operator Screen

If the operator does not remember their case-sensitive password after the upgrade (or if this is a new system installation), the SG Administrator can create a temporary password from the Operator Programming screen. The Administrator can add a temporary password for the operator and then ask the operator to sign-in and change their password through the File menu option.

Set a Temporary Password (after system install or upgrade)

1. Install (or upgraded) System Galaxy to the latest version (v11.8.4.1 or higher).

2. Launch System Galaxy from the desktop icon.

3. Sign-in using an ADMIN password.
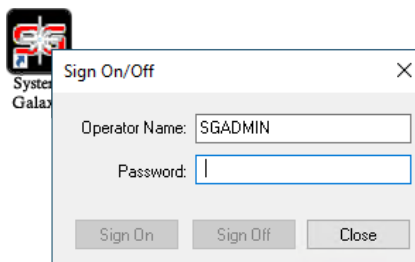
4. From the System Galaxy menu, select the Configure > System > Operators.

5. When the *Operator Screen* opens, either create a new operator or modify an operator ....

   - **NEW OPERATOR**: Click ADD NEW button – to add a new Operator Name.

   - **EDIT EXISTING OPERATOR**: Select an existing Operator Name and click EDIT. Add a space in the *Name field* and **remove the space** - to wake up the password fields.
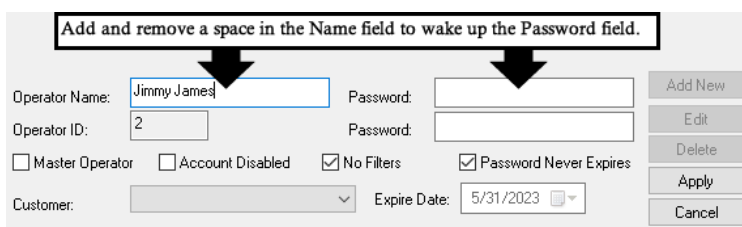
6. Enter a matching *temporary password* in both password fields – *being careful to remember the case-sensitive spelling*.

7. Click OK to save the new password.

8. Close out of System Galaxy completely.

9. Launch SG from the desktop icon.

10. Allow the operator to sign-in with their *temporary password*.
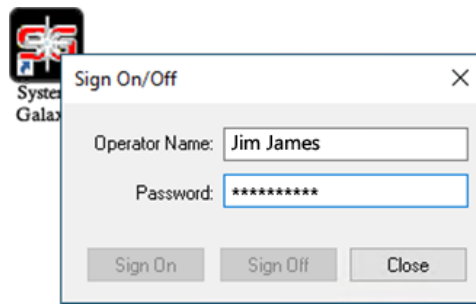
11. From the File menu, select *Change Password* option

12. Allow the operator to enter their desired case-sensitive password.
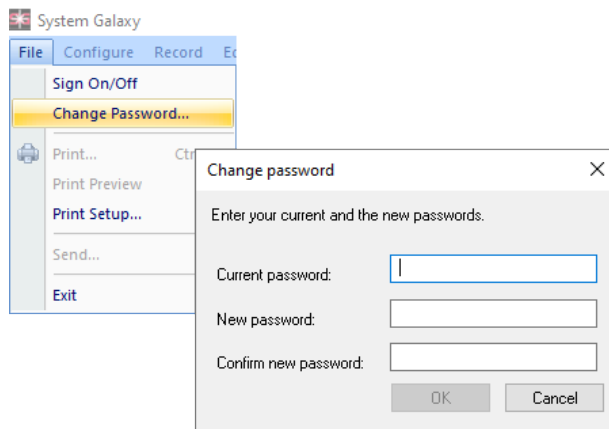
13. Sign-out of System Galaxy and close the software.

14. Launch System Galaxy and allow the operator to test/verify their new case-sensitive password is working.
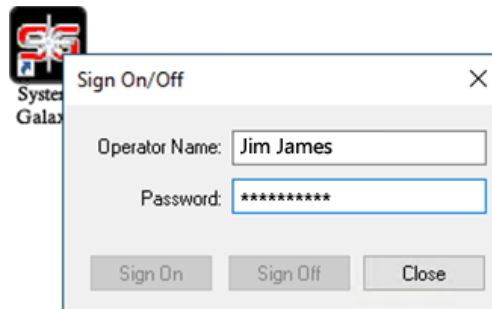
15. Repeat these steps for any operator who forgets their password, or any time you add a new operator.