

757 Labs

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D-Link DKVM-8E password reset instructions
by: Tele Monster (Ethan)

WARNING ! WARNING ! WARNING !

This document deals with opening your DKVM-8E unit. This will VOID THE WARRANTY! Also, if this procedure is done incorrectly there is risk of damage to your DKVM-8E and possibly to the PS/2 connections on computers attached to the switch (shorting out the 5VDC power connection to host computers would be bad). If you do not fully understand this document, it is suggested that you seek professional assistance in resetting the password. 757Labs and Tele Monster are not responsible for any inaccuracies, problems, or damage that arises from the use of this document. While it has been tested a number of times over, I must say USE AT YOUR OWN RISK!

The D-Link DKVM-8e is a rack mountable 8 port keyboard/video/mouse switch. It features on screen display, keyboard control, and can be daisy chained with other units. Fairly decent units.

All of my equipment is rack mountable, and I dig the aesthetics of these KVM switches. I personally own two, and have used a number of them (over 12) at various work places. They are economical, and in environments where you have well configured UNIX based machines IPKVM capability becomes less important. Often times these switches show up on the surplus market very cheap as well, making it even more economical!

But there is one issue. If the password is set on the switch, there is no way to reset it. D-Link will tell you that you need to mail the unit back to them. If the unit is out of warranty they will reset the password and mail the unit back for a fee. This fee was above \$30 as I recall, and that doesn't include the postage fees for getting the switch to them and back to you!

But I'm about to save you this money! **So if you find these instructions useful, and I get you out of a bind, feel free to send me money via Paypal!! (paypal ID telmnstr@757.org).**

This is the FIRST TIME this information has been published (that I know of!!)

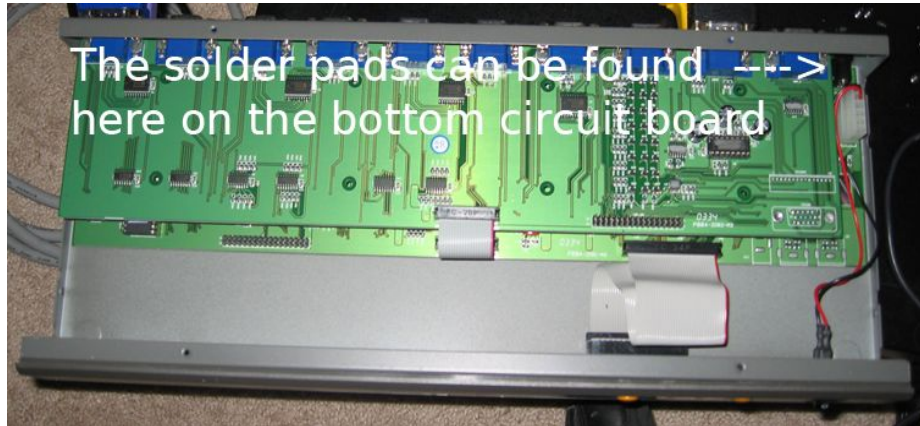
DKVM-8E password reset instructions:

The unit has to be opened, and this procedure has to be done with the power supplied to the unit. Note that the unit will get power from any one of the 8 keyboard connections to host computers, or from the proper power supply brick supplied with the unit.

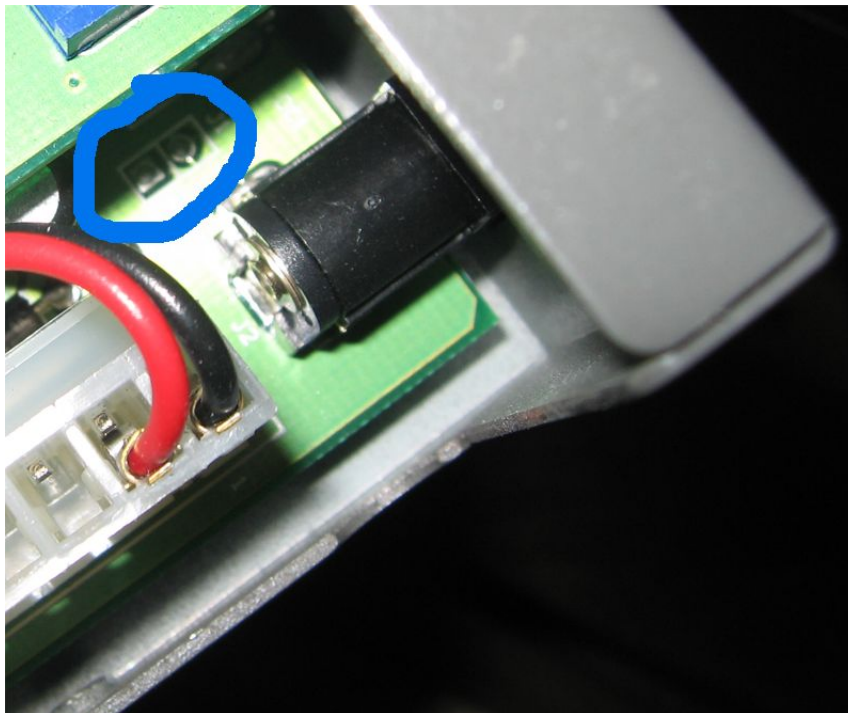
First step, remove the rack ears if attached.

Second step, remove the 4 black phillips head screws on the top, 2 on the left and two on the right.

Third step, lift off the cover. You need to locate two solder pads close to the rear near the power connector. They are located on the bottom circuit board:



Fourth, with power applied (by computer or Dlink power supply). You must short out the two nearby solder pads near the rear power connector. **MAKE SURE YOU DO NOT TOUCH THE METAL CASE, or ANY OTHER METAL PART** while shorting these! I used a smaller flat tipped screwdriver to bridge these two while the unit was on. The pads are circled in blue in the photo below:



That's it! The unit should now be reset to password "00000000" !

Your descriptions of computers will remain if they are programmed in. This reset does not clear all of the memory in the unit.

To "reboot" the unit you hold down both buttons on the front for a few seconds and let them up. Great way to sync up multiple units since the power switch doesn't work when any attached computer is on.

Observations about the unit:

The ICs are mostly scrubbed. The factory ground off the part numbers of the chips.

The extra connectors that are not used may be to support stacking of boards, perhaps for the 16 port model known as the D-Link DKVM-16E.

There appear to be solder pads to support a different layout with front panel connectors.

One unit I purchased from eBay was "defective." Upon opening it up, one of the ribbon cables was plugged into the wrong connector. Simply moving it to the proper connector fixed it!

The daisy chain cable... using cheaper KBM cables doesn't seem to work for daisy chaining them. The supplied cables work fine, I assume the cheaper cables don't have all pins wired and the units talk through a pin that is often not wired on cheaper cables. I do not know if this is in the keyboard/mouse or the video cable.

Enjoy! Don't forget about that Paypal address!!