

# Horizon<sup>®</sup> 1.8.0 Software Service User Password Fix

**Product  
Bulletin**

**No. 111**

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## Summary

Horizon Software versions 1.8.0 and higher contain a fix for the “service” user password. Prior to this release of software, user passwords were limited to only eight significant characters, whereas now they can be up to 16 characters in length. This affects the default “service” user’s password, which is nine characters in length, and may affect the site-specific password if one was entered. Codonics strongly recommends setting a non-default “service” user password for security reasons. This can be accomplished by following the instructions in this bulletin.

## Bulletin Details

Horizon Software versions 1.8.0 and higher contain a fix that alters the maximum password length from eight to 16 characters. This is particularly significant because the default password for the “service” user, as published in the Horizon User’s and Technical Manuals, is nine characters in length. This password, documented as “codonics!”, is in fact set to “codonics” due to the eight character limit of previous software versions. Because of the nature of this limitation, any password that begins with these eight characters is accepted, including the intended password (“codonics!”).

This fix is also significant if the “service” user password has already been altered, and a password of more than eight characters was chosen. If this is the case the password is actually set to the first eight characters, rather than the entire password (although as noted above, the complete password does work for logging in).

Because of this fix, and because the default password is published in user documentation and is easily guessed, it is recommended that the “service” user password be changed to a more secure site-specific password. This can be accomplished using the following procedure:

- ◆ Establish a login session with the printer via a serial console connection or a telnet connection as described in the Horizon Technical Manual.
- ◆ At the login prompt, enter: `service`. When prompted for the password, enter the appropriate value. If no site-specific password has been configured, then enter: `codonics!`.
- ◆ To change the password for the “service” user, enter the following command: `passwd service`.
- ◆ When prompted, enter a new password. You will be prompted to enter it twice to ensure that you entered it correctly. (Note that the password you enter will not be displayed on your console as you type, for security reasons.)
- ◆ Logout and reboot the printer via the Control Panel Power key, so that the new password is safely stored on the Smart Card.

This final step is important, because having the password on the Smart Card ensures that it is preserved across reboots, as well as equipment swaps and software upgrades.

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