TOSHIBA	Technical Support Bulletin	TSB0602YG0000R01

BIOS Password Remove with Challenge and Response Code by Toshiba EFI BIOS

Document details:

- **Product:**   Tecra A11, Tecra S11, Satellite Pro S500, Portege M780, Tecra M11, Portege R700, Satellite R630, Qosmio F60
- **Model No.:**   PTSE0E, PTSE1E, PTSE3E, PSSE0E, PPM79E, PTME3E, PTME0E, PTME1E, PPM78E, PT310E, PT311E, PTSE7E, PT31LE, PQF65E
- **Operating System:**

    more details...

Issue:

How to delete a BIOS Password with the Challenge and Response Code mode by Toshiba Notebooks with Toshiba BIOS?
How to clear a BIOS Password with the Challenge and Response Code mode by Toshiba Notebooks with Toshiba BIOS?

Summary:

Note: The Challenge and Response Code makes it possible to bypass the BIOS password. Clearing must be done in the System Setup (BIOS).

1. Switch on the notebook, when the boot logo appears press **[F2]**.
   "Password=" will be display.
2. Press keys in the order **[CTRL], [TAB], [CTRL]** and **[ENTER]**.
   The Serial number and Challenge code will be displayed.
3. Fill out the Excel sheet and send it to
   the responsible password delete contact person.

   Please do not mix up "0" and "O" or "C" and "G" or "8" and "B".

   Use the Challenge code which is displayed on the screen. Write the PC Serial No. displayed on the screen in the field "Serialnumber on screen" and the PC Serial No. on the label in the field "Serialnumber on label".
   The PC Serial No. label is on the Bottom of the Notebook.

   The Excel file will be checked if all necessary information are correct and completely.

   Note: Do not switch off the machine in this state because the challenge code will change if you enter the key combination a second time!

   Note: Requests for "Response Code" will only be answered if the Excel sheet is filled out correctly and completely. "Challenge Code?s" which are send in a other from as in the Excel sheet will not be accepted.

4. You will receive the "Response code"
5. Enter the Response code (do not mix up "0" and "O" or "C" and "G" or "8" and "B")
   and press **[ENTER]** key.
   The "TOSHIBA Setup Utility" (BIOS) appears.
6. Go to the "Securtiy" tab by pressing the cursor right key **[->]**.
7. Check if the line "User Password Registered" is marked.
8. Press **[ENTER]** then **[space bar]** and **[ENTER]** key three times to set the password to **"Not Registered"**.
9. Press **[F10]** key to save the changes and confirm this by pressing the **[Y]** key.
10. The BIOS Password is deleted.

Resolution:

To remove a User BIOS Password with the Challenge and Response Code mode is very difficulty.
We recommended to read this instruction first very carfully and then start to go through step by step.

> **_Please Note:_**
> _The Challenge and Response Code makes it possible to bypass the BIOS password only one_
> _times._

1. Switch on the notebook, when the boot logo appears press **[F2]**.
   "Password=" will be display.

```
Password =
```

2. Press keys in the order **[CTRL], [TAB], [CTRL]** and **[ENTER]**.
   The Serial number and Callenge code will be displayed.

```
PC Serial No.    = 43830625G
Challenge Code = ARM4K-DH6WQ-DT63V-T2V1W-J3PNY
Response Code =
```

> **_Please Note:_**
> _For some reasons it could happen that no PC Serial No. and Challenge Code will_
> _displayed instead of "Not Certified" appears._
> _In this case remove the AC-adapter and the battery for a short time and try it again._
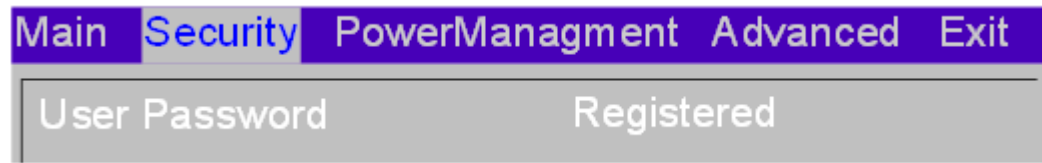
- You will receive the "Response code".
- Enter the Response code (do not mix up "0" and "O" or "C" and "G" or "8" and "B")

```
PC Serial No.    = 43830625G
Challenge Code = ARM4K-DH6WQ-DT63V-T2V1W-J3PNY
Response Code = UP77M-ZM0WN-DNXT6-3U91C-EB1HX
```
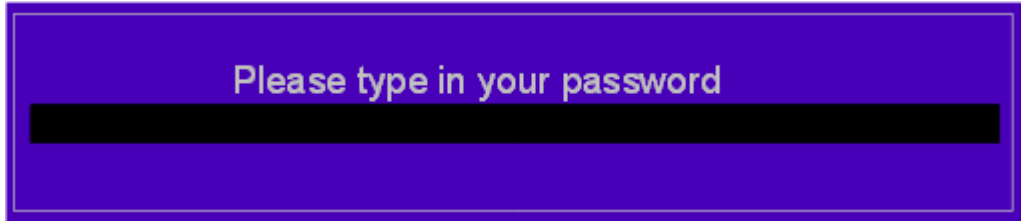
Press **[ENTER]** key.
The "TOSHIBA Setup Utility" (BIOS) appears.
- Go to the "Securtiy" tab by pressing the cursor right key **[->]**.
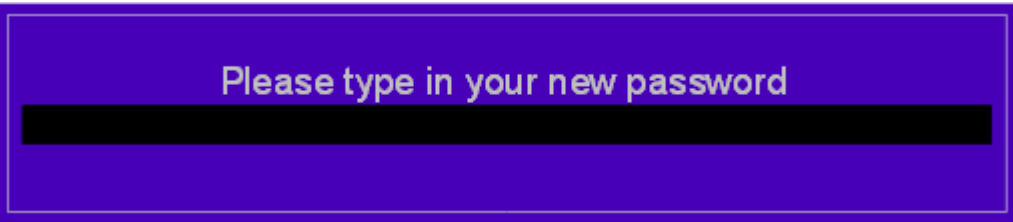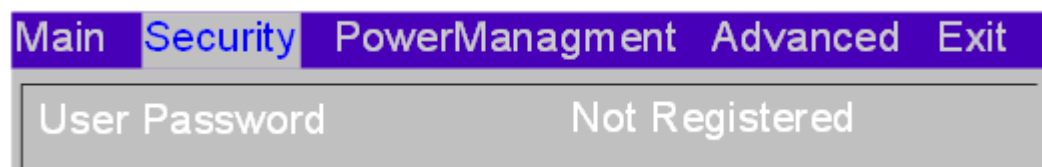- Check if the line "User Password Registered" is marked.

| Main | Security | PowerManagment | Advanced | Exit |

| User Password | Registered |

- Press **[ENTER]**.

Please type in your password

- Press **[space bar]**.

Please type in your password
*

- Press **[ENTER]** first time.

Please type in your new password

- Press **[ENTER]** second time.

Confirm

- Press **[ENTER]** third time.

| Main | Security | PowerManagment | Advanced | Exit |

| User Password | Not Registered |

The User Password is set to "Not Registered".
- Press **[F10]** key to save the changes and confirm this by pressing the **[Y]** key.
- The BIOS Password is deleted.

> **Please Note:**
> *If the PC serial no. on screen was different to the serial number on the label please correct the DMI settings.*