It is often a requirement to recover the Master password on a system. Many times it is a matter of the password being forgotten or accidently changed.

The most common password used is "Master". You should be sure to try this password before attempting the procedure.

You can also reset the password by editing the **values** file. This is a little riskier if you don't know what to look for.

If you have a modern version of Calypso (5.6 or higher), you will find the values file in the documents system. Browse to the following folder:
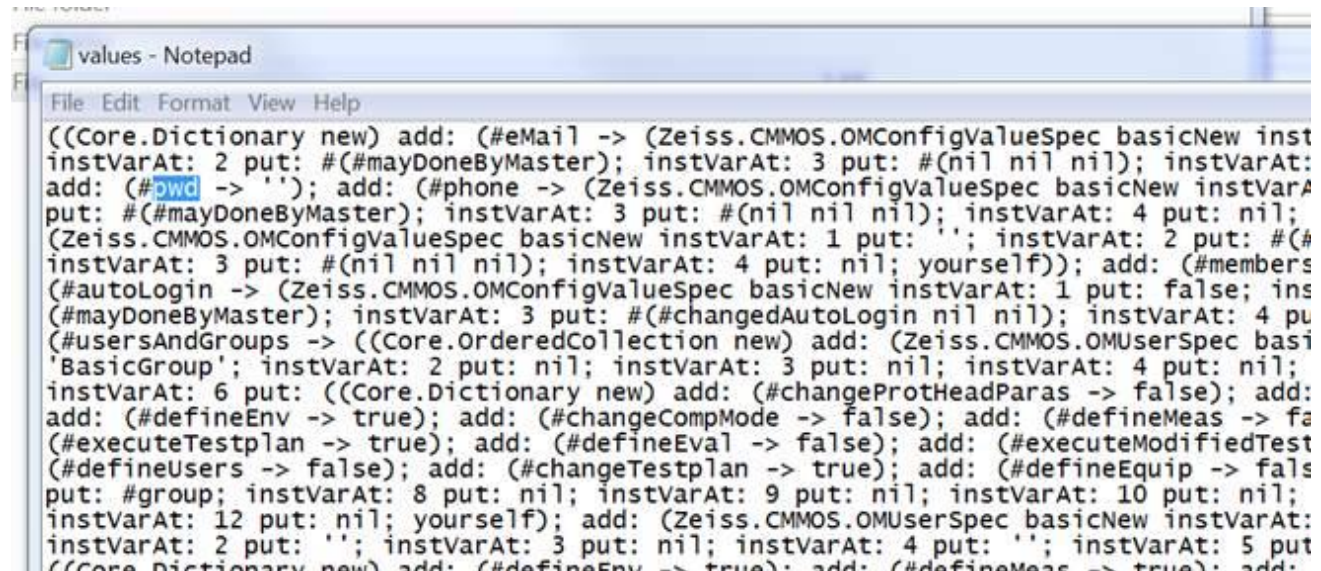
C:\Users\Public\Documents\Zeiss\CALYPSO\config

You may have a folder that includes the version like this…

C:\Users\Public\Documents\Zeiss\CALYPSO 6.0\config

That's okay. The values file would be found there instead.

You should see a file called "Values". This file contains some encrypted data, including the password for Master. Open this file with Notepad. Then do a search (ctrl+f) and look for pwd.

You will notice in my example it shows #pwd -> ''

Yours may look more like #pwd -> 'oLa5$' or something like that. That is the encrypted password (not the real password, but that's okay). Simply delete the items inside the quotes and leave it looking like my example. This will remove the password completely. You can then log into Calypso and just press Enter instead of a password.