

Step 3.- How to use Soffid Break glass recovery tool?

If your system is working fine

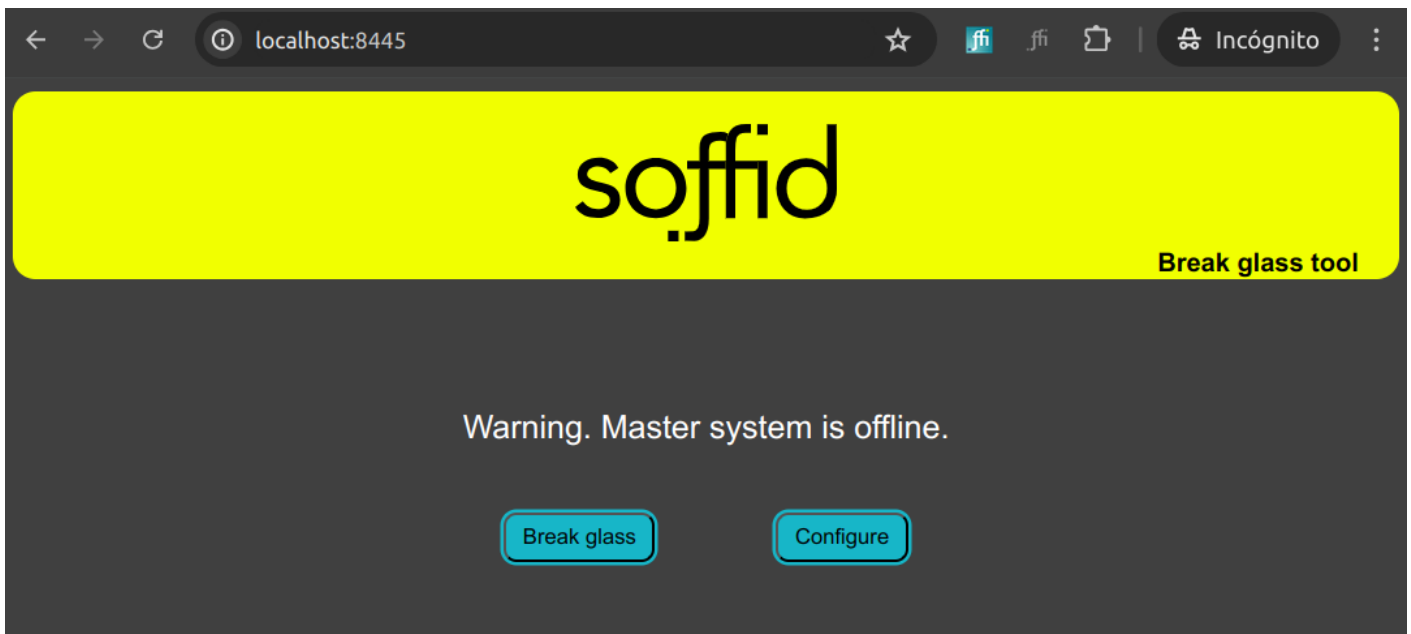
A window like this will be displayed:



If your system is broken

You could use Soffid break glass tool:

1. First of all, browse to your Soffid break glass tool URL



2. Soffid break glass tool offer you two options

- Break glass
- Configure

3. If you select the **Break glass** option:

3.1. Soffid will display a window with all the available backups:



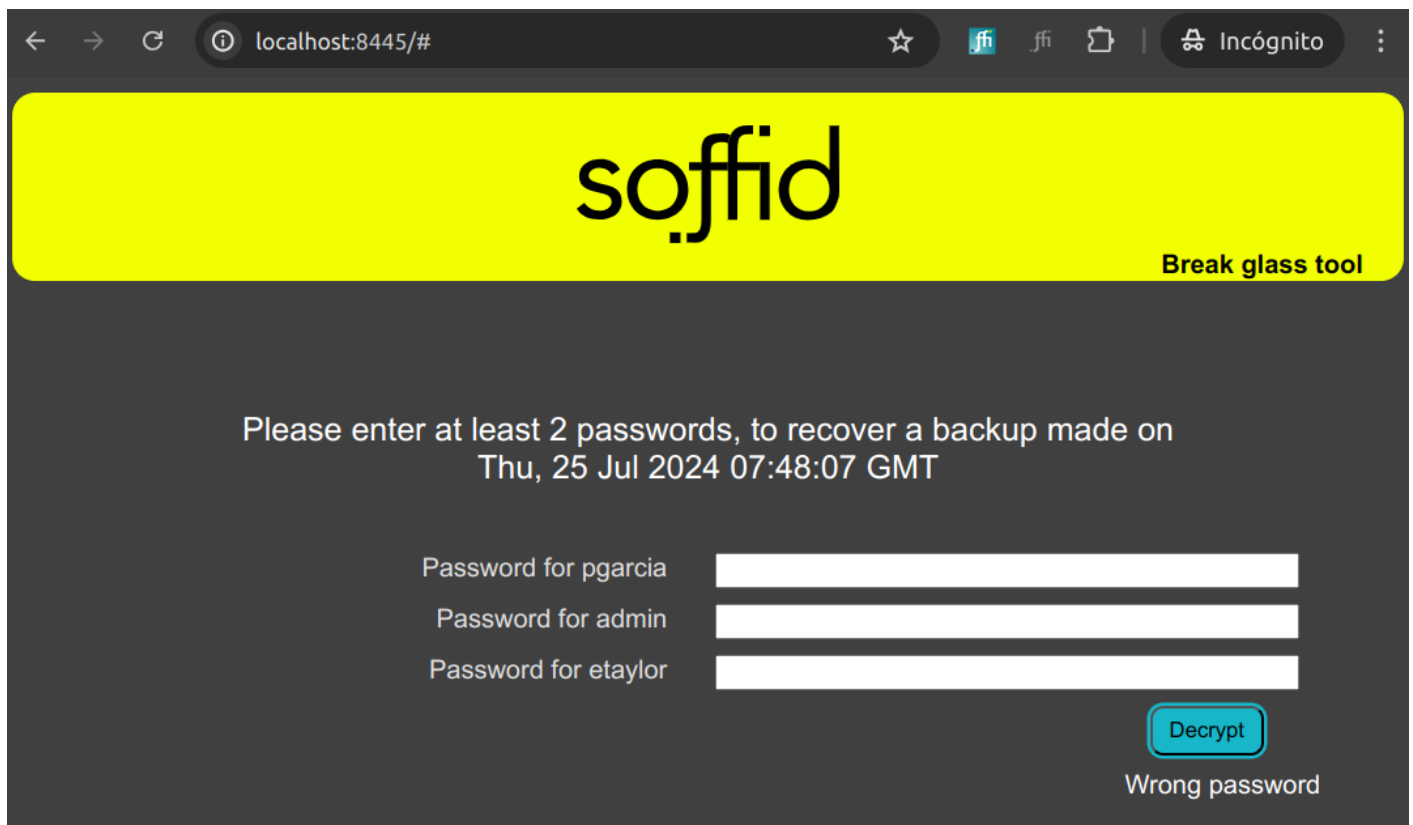
3.2. You can choose one of them by clicking on the link. Then Soffid will display a new window to retrieve the backup copy:



The screenshot shows the soffid Break glass tool interface. At the top, there is a yellow header with the word "soffid" in a large, black, lowercase font. To the right of the header, the text "Break glass tool" is displayed in a smaller, black, uppercase font. Below the header, the main area has a dark gray background. In the center, there is a white text prompt: "Please enter at least 2 passwords, to recover a backup made on Thu, 25 Jul 2024 07:48:07 GMT". Below this prompt, there are three white input fields for passwords, each preceded by a label: "Password for pgarcia", "Password for admin", and "Password for etaylor". To the right of the input fields, there is a blue button with the text "Decrypt".

3.3. Here you will need to enter the required passwords.

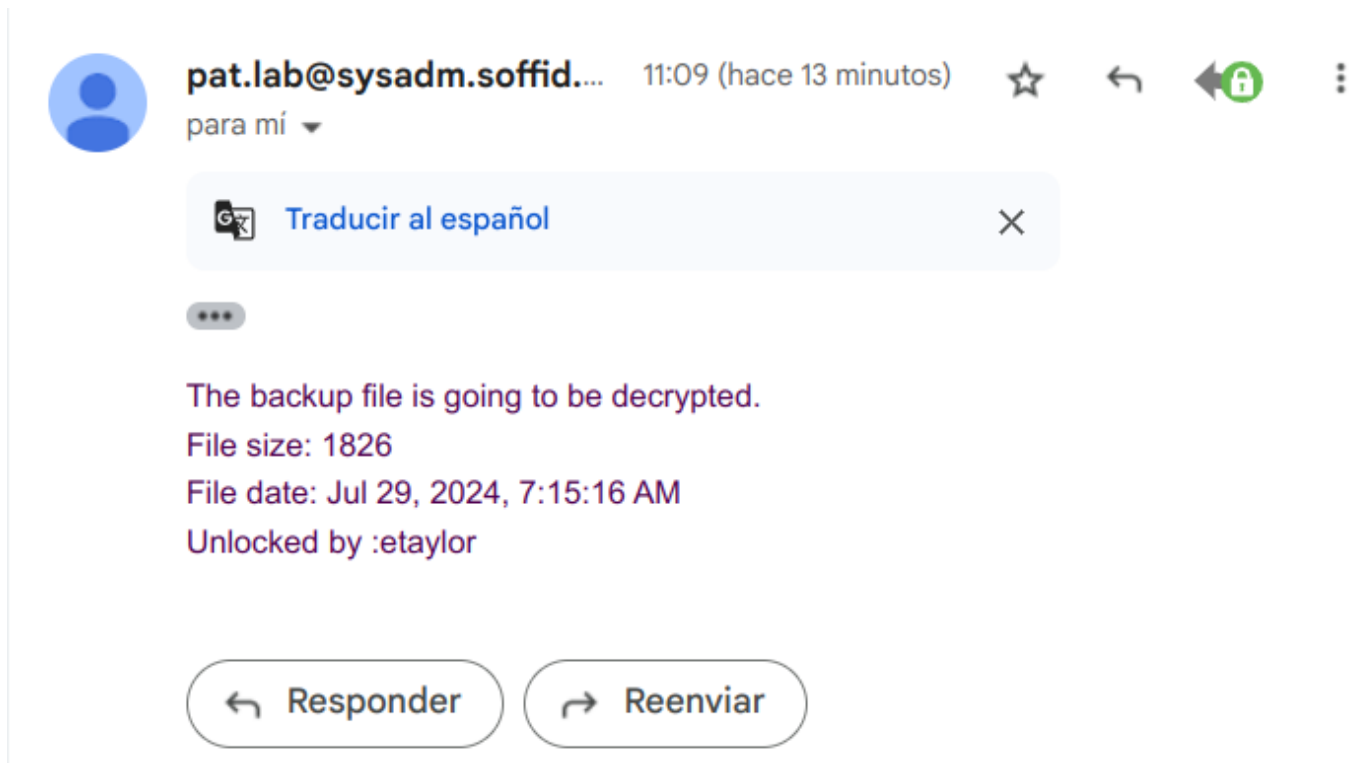
3.3.1. If there are any error with the passwords, Soffid Break glass tool will display an error message



The screenshot shows the soffid Break glass tool interface, similar to the previous one, but with an error message. The header and prompt are the same. However, the "Decrypt" button is now disabled and has a gray background. Below the button, the text "Wrong password" is displayed in a white font. The browser's address bar at the top shows "localhost:8445/#" and the page is in "Incognito" mode.

3.3.2. If you enter the passwords properly:

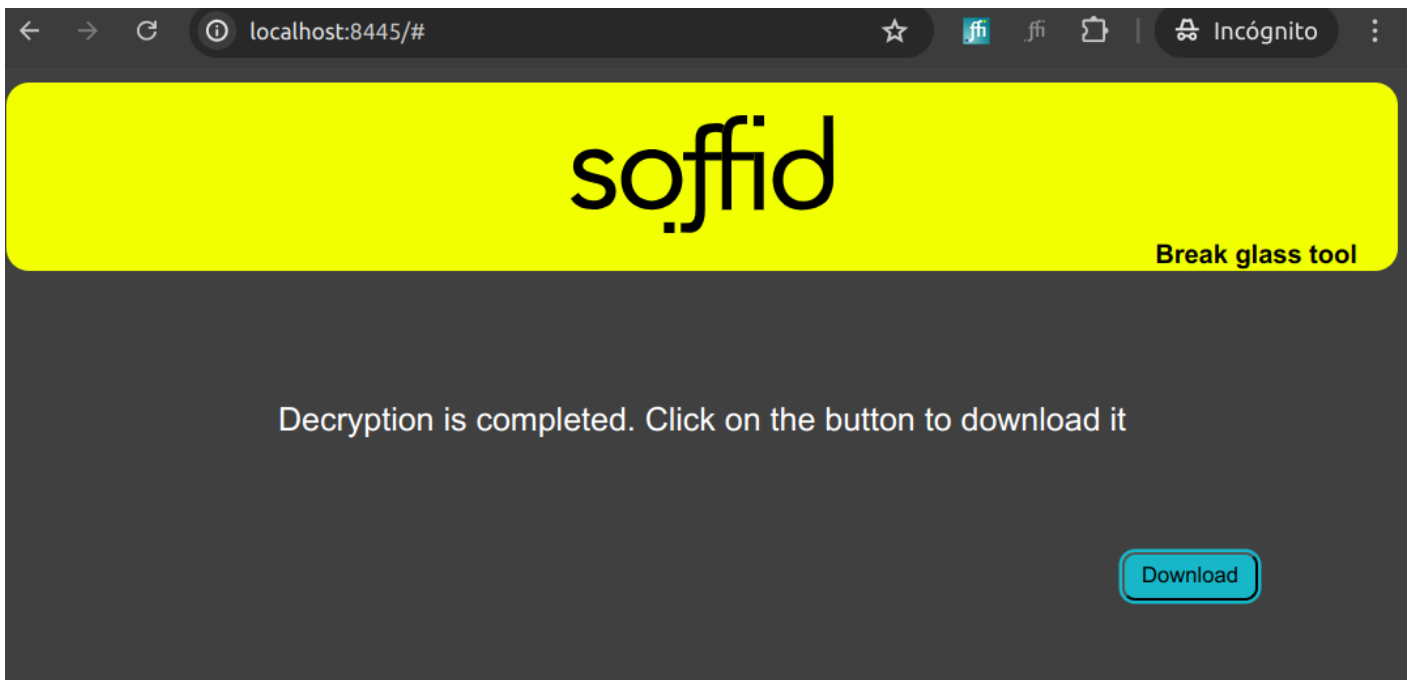
3.3.2.1. An email will be sent to the user indicated at the Break glass tool configuration



3.3.2.2. Soffid break glass tool will display a new window with the with the remaining time to download the backup



3.3.2.3. When the waiting time has elapsed, you will be able to download the backup. This backup will be a CSV file.



The file can be downloaded during the following 4 hours.

The tool will have to be reconfigured.

4. If you select the **Configure** option, Break glass tool will display the window that allows you to configure the Break glass recovery tool again.

A screenshot of the 'soffid Break glass tool' configuration page. The header is yellow with the 'soffid' logo and 'Break glass tool' text. The main content area is dark gray and contains the text 'Your break-glass tool is empty. Enter the following parameters to configure it:'. Below this text are several input fields for configuration: 'Sync server URL:', 'Authorization token:', 'Hours between downloads:' (with a value of 24), 'Email to notify errors:', 'Email to notify when the glass is broken:', and 'Minutes to wait after the glass is broken:' (with a value of 10). A blue 'Configure' button is located in the bottom right corner.

For more information about how to fill this form visit [the Step 2.- How to configure Break glass? page](#)

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