# **HIKVISIO**N

## How to Reset Password

## **Quick Guide**

(How to reset password of IPC/PTZ/DVR/NVR)

HIKVISION TECHNICAL SUPPORT TEAM

2016-10-24

### How to reset password

HIKVISION different devices share different password strategies. At this stage you can reset your password by SADP, or NVR/DVR local GUI, <u>or you</u> <u>can reset device password BY YOUR OWN.</u>

Here's a quick guide for how to reset password for different devices.

#### 1. Reset password by SADP Tool

Tool:

SADP Tool



version: V3.0.0.100

Please follow the link to download the latest version of SADP:

http://overseas.hikvision.com/en/tools\_82.html

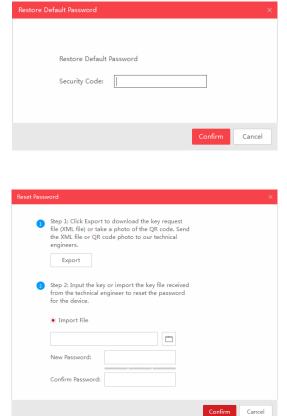
Connect the device to local network and open SADP Tool to search online devices.

Select the device and click **Forget Password**:

🔵 SADP										0 ×
Total number	r of online devices: 2						Export	Refresh	Modify Network	Parameters
ID	•   Device Type	Security	IPv4 Address	Port	Software Version	IPv4 Gateway	/   HTTP Port	Device Serial No.	Enable DHCP	
001	DS-7116NI-SN/P	Active	10.9.5.11	8000	V3.0.17build 151		N/A	DS-7116NI-SN/P082	Device Serial No.:	DS-2CD2542FWD-IWS20150321BE
✓ 002	DS-2CD2542FWD-IWS	Active	10.9.5.2	8000	V5.3.3build 1508	10.9.5.254	80	DS-2CD2542FWD-IV	IP Address:	10.9.5.2
									Port	8000
									Subnet Mask:	255.255.255.0
										10.9.5.254
									IPv6 Address:	
									IPv6 Gateway:	
									IPv6 Prefix Length:	
									HTTP Port:	80
									s	ecurity Verification
									Admin Password:	
										Modify
										Forgot Password

You might see one of the three pop-ups.

**1**. If the pop-up requires a security code, please turn to **method 1**.



**2**. If the pop-up requires encrypt file, please turn to **method 2**.

**3**. If the pop-up requires encrypt file or key, please turn to **method 3**.

Reset Passw	vord ×
3	Step 1: Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers.       Image: Click Comparison of the CR code of the QR code of the CR code o
	Input Key     Import File
	New Password:
	Confirm Password:
	Reset Network Cameras' Passwords
	Confirm Cancel

#### **Method 1 Device Information**

Copy the Start Time and Device Serial No and send them to your local Hikvision technical

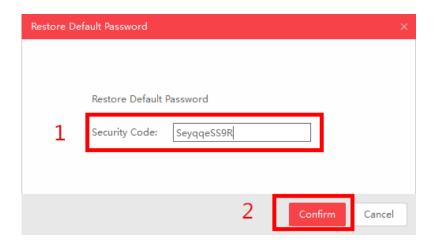
Support team, we will send back security codes or forward your request to local distributor.

C SADP										0 _ 🗆 ×
Total num	ber of online devices:	3					Export	Refresh	Modify Network	Parameters
rsion	Start Time	∿6 Address	IPv6 GateWay	IPv6 Prefix Length	Support IPv6	IPv6 Modifiable	Support DHCP	IPv4 DHCP	Enable DHCP	
wild 150	2015-12-02 15:52:15							$\rightarrow$	Device Serial No.:	DS-6601HFHI/L0120151120CCWR
uild 150	2015-11-27 10:36:47	=		0	Ves	Yes	Yes	OFF	IP Address:	
uild 141	2015-11-27 10:30:22	fe80::2a57:be	. :	64	Ves	No	Yes	OFF	Port	
									Subnet Mask:	255.255.255.0
									Gateway:	10.9.5.254
									IPv6 Address:	1.00.0.27.L.1.1.01.1.41

After receiving security codes, please choose one according to your **device's current time**.

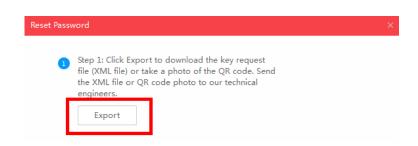
2015-11-27:RRrezeSezz 2015-11-28:RzzSRrRyzd 2015-11-29:zQeqz9yee 2015-11-30:qQRzed9ezR 2015-12-01:qe9ryzRQdy

Input security code and click **Confirm**. The password will be reset to 12345.



#### Method 2 XML File

Click **Export** to save XML file, send the XML file to HIKVISION technical support team.



HIKVISION technical support team will return encrypt file or forward your request to local distributor. Choose the path of the encrypt file, input your new password and confirm, click **Confirm** and your password will be reset.

2	Step 2: Input the key or imp from the technical engineer for the device.		
	<ul> <li>Import File</li> </ul>		
1	C:/Users/daishengjie@hikvi		
2	New Password: Strong Confirm Password:	•••••	

Note: Once you get the file, it will be expired after 24 hours.

#### Method 3 QR CODE

With this method you can export the XML file or take a photo of QR code.

If you export the XML file, please refer to method 2 to reset password.

You can also take a photo of QR code and send it to HIKVISION technical support team.



HIKVISION technical support team will return key which consists of number and letter (8 bytes) or forward your request to local distributor.

Input the key, type in the new password and confirm. Click **Confirm** and your password will be reset.

2		y or import the key file r ngineer to reset the pass			
	◉ Input Key 🛛 🔾	Import File			
1	5b449116				
2	New Password: Strong Confirm Password:	•••••			
note	🗹 Reset Network C	ameras' Passwords			
			3	Confirm	Cancel

*Note:* If you want to reset your cameras' passwords at the same time, please choose "Reset Network Cameras' Passwords" option. Cameras' passwords will be the same with NVR's.

#### 2. New password resetting strategy

#### Note:

(1) New password resetting strategy is available for <u>-E/-K/-I series NVR from</u>

V3.4.90, and Turbo 3.0 DVR (DS-HG/HQ/HUHI-F series) from V3.4.80. With this

strategy, customers would be able to reset device password on their own.

(2) All password resetting strategies below are only valid in local area network.

Local GUI, SADP, iVMS-4200, and Web client support new password resetting strategy.

(3) The security code resetting strategy (enter by double click left bottom corner of login interface) is removed from this version.)

#### Method 1 GUID File

(1) User can export the GUID file **in advance** and reset the password by importing the GUID file when needed. Remember to key in the old password before exporting the GUID file. Please notice that if the admin password is changed or GUID file has been used, GUID file will be invalid.

		Configuration	
츟 General	User Management		
		Edit User	Per Edit Delete
🖧 Network	User Name	admin	- 📝 -
🎄 Alarm	Old Password	*****	
∉ RS-232	Change Password		
9 R3-232	Password		
<ul> <li>Live View</li> </ul>	Confirm		
▲ Exceptions	Enable Unlock Pattern		
	Draw Unlock Pattern	*	
& User	Export GUID	<b>æ</b>	
īo POS	User's MAC Address	00 :00 :00 :00 :00 :00	
		-16]. You can use a combination of numbers, lowercase, haracter for your password with at least two kinds of them OK Cancel	
▲ Live View		Add	Back

HIKVISION	Live View	Playback	Picture Co	Configuration
🖵 Local	User Manageme	online Users		
System	User List		Security Questi	tion Export GUID File Add Modify Delete
System Settings	No.	User Name	9	Level
Maintenance	1	admin		Administrator
Security				
Camera Management				
User Management				
Network				
Video/Audio				
🔝 Image				
Event				
Storage				
R Vehicle Detection				
Co VCA				
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(2) When you forget your device password, enter new password resetting interface by clicking **Forget password**.

Login								
User Name	admin		ř					
Password								

(3) Find the exported GUID file, then import it to reset device password.

NO	Reset Password									
	Device Name	USB Flas	h Disk 1-1			*.*	•	Ref	resh	
	Name		Size	Туре	Edit Date			Delete	Play	^
K	🗢 GHO			Folder	06-13-2016	17:00:36		Ť	-	
	GUID_5394515	75_20161	128E	3 File	10-24-2016	11:00:00		1	۲	
	ch18_20160624	4190209.txt	27.23KE	3 File	06-24-2016	19:29:38		Î	۲	
	cn_windows_set	erver_200	3118.84ME	3 File	05-23-2016	16:43:02		Ť	۲	
	hi_tcpdump		837.31KB File		09-21-2015 18:30:22			â	۲	
<	ipcCfg_201607;	28164431	22.00KE	3 File	07-28-2016	16:44:30		Î	۲	
	tcpdump_l		807.17KE	3 File	01-21-2016	11:38:34		Ť	۲	~
	Free Space		4326.20MB							
K					New Folder	· Impo	rt	Ba	ack	

#### Method 2 Validation Question

(1) User can set validation questions and reset the password by answering the pre-set questions when needed.

HII	VISION	Live View	Playback	Picture Co	onfiguration
Ţ	Local	User Managemen	t Online Users		
	System	User List		Security Question	on Export GUID File Add Modify Delete
	System Settings	No.	User Name		Level
	Maintenance	1	admin		Administrator
	Security				
	Camera Management				
	User Management				
Ð	Network				
<u>Q.</u>	Video/Audio				
1	Image				
圁	Event				
B	Storage				
Fo	Vehicle Detection				
6	VCA				
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ecurity Question Configuration		
Security Question1	You father's name.	
Answer		
Security Question2	You mother's name. ▼	
Answer	Your senior class teacher's name.	
Security Question3 Answer	Your senior class teacher's name.	
	ОК	Cancel

(2) When you forget your device password, enter new password resetting interface by clicking **Forget password**.

HIKVISIO	N	English	~
	Image: set of the set of		
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(3) After answering all the questions correctly, you'd be able to change your device password.

/erify Identification	Set New Password	Complet
Verification Mode	Security Question Verification	
Security Question1	You father's name.	)
Answer		]
Security Question2	You mother's name.	)
Answer		
Security Question3	Your senior class teacher's name.	]
Answer		]

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#### Troubleshooting:

In case that you do not succeed and still having problems to reset the password check following steps:

If you get the error message: Reset password failed.

Reset Password X		
3	Step 1: Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers. Export	
2	Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device Reset password failed. (• Import File C:/Users/install/Downloads/Password/E	
	New Password:	
	Confirm Password:	
	Confirm Cancel	

- Make sure that all your devices (computers, cameras, recorders, switches, etc.) are connected to same IP range in your LAN (Local Area Network).
- If you are using a laptop which is connected to same switch via a network cable, not WIFI connection, make sure that your WIFI adapter is disabled. Then restart SADP tool and try again. If you make any changes to your IP address while SADP is on, then you'll need to restart SADP for the changes to apply.
- Kindly keep your device online after sending the \*.xml file or \*.excel file to us.

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