HIKVISION

How to Reset Password

Quick Guide

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

HIKVISION TECHNICAL SUPPORT TEAM

2016-10-24



Hikvision Support Team

http://overseas.hikvision.com/en/index.html

Requested Information

Thank you for purchasing HIKVISION products! With the form below you can apply for a password recovery. In order to proceed with the password recovery request, we need your information for security purposes. Please kindly complete the form below and sent it to Hikvision's Technical Support at: <u>support@hikvision.com</u> together with the ***.XML** file or ***.EXCEL** file previously exported from your device. After we received your email we will confirm the information and if everything is correct we will provide you with a ***.XML** file or reset codes within 1 working day except on weekends.

Customer Information	
Name*:	
Email: *	
Phone: *	
Company*:	
Address:	
Country*:	
Are you a distributor, professional installer, reseller, retailer	
or end-user?*	
Name of distributor, professional installer, reseller, retailer	
or website where you did purchased your product?*	
Purchasing channel* (from what company)	
Device Information	
Firmware Version*:	
Complete Device Serial Number*:	
(example:DS-72xxABCD-XY/SN123456789ABCD123456789ABCD)	
Current date on device* :	
(example: 2014-05-22)	
Device start time & date on SADP* :	
(example: 2014-05-22 1:11 PM)	

*Note: The items marked with * are required.*

NOTE: In order to fill in the form you'll need to download Adobe Acrobat Reader at: www.adobe.com

Click on **Fill & Sign** at the right side of Adobe Acrobat Reader menu to enter text into the digital form.

New to next password in New Edit View Window	er met hof 184, file pet - Netter Annotet Faader DC		
Home Tools	Comment devenous Comment newblads Comment devenous How to reast passes, X		🗇 🖬 Sign Ir
□	IQ @⊕ ≠≠ ► ♥ 00 === ₩ № № ♥ ₽ ₽ ₽		
	Thank you for purchasing HIKVISION products!		C EpertPOF
	For security reasons we need your information in order to proc complete the form below and sent it to Hikrision's Technical Sup the *.XML file previously exported from your device.		Adabe Expect PDF Convert RGF Hasta Word or Decid Online Notes that word or Notes that the second of the second of the second sec
			Carivat to
	Customer Information		Marsish Ward (1.600) *
	Name*:		DrgInh(U.S.) Change
	Email:		
	Contact Number:		Convert
	Company Name*:	· · · · · · · · · · · · · · · · · · ·	😷 Create PDF 🗸 🗸
	Company Address:		
	Country*:		Commont
	Type*: (End user, Installer, Distributor, etc.)		Combine Files
	Purchase from: (what company)*	Click on Fill & Sign to	CA FILA Sim
	Device Information	enter text on the form	Carp Countralis and Terror Countralis
	Firmware Version*:		- Send & Track
	Complete Device Serial Number*:		
	Start Date*:		Store and chore files in the Buccasset Cloud
	Note: The items marked with * are required.		Learnington

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, or you

can reset device password BY YOUR OWN.

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

If you want to watch the video, please kindly click here:

https://www.youtube.com/watch?v=YX8dFLpw7e8&feature=gp-n-y&google_comme

nt_id=z12jxvkwvx31up0te22pvn4xuy25s1hiz04

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

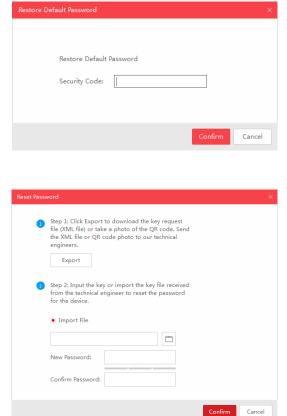
Connect the device to local network and open SADP Tool to search online devices.

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

🔵 SADP										0 _ 🗆 ×
Total numbe	er 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-IWS20150321B8
✓ 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
									Gateway:	10.9.5.254
									IPv6 Address:	::
									IPv6 Gateway:	
									IPv6 Prefix Length:	
									HTTP Port:	80
									s	
									Admin Password:	
									Admin Password:	
										Modify
4								•		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 Password	×
 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 Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device. 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 HIKVISION technical

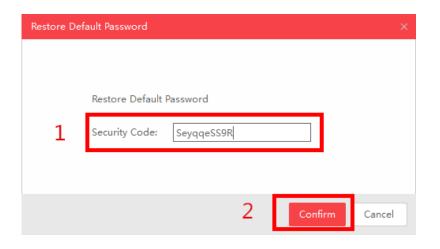
Support team, we will send back security codes or forward your request to local distributor.

C SADP	ļ									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**.

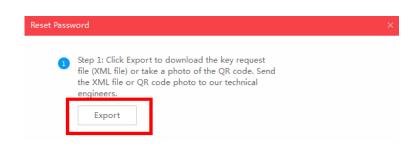
2015-11-27:RRrezeSezz 2015-11-28:RzzSRrRyzd 2015-11-29:zQeqz9yee 2015-11-30:qQRzed9ezR 2015-12-01:qe9ryzRQdy

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.		
	 Import File 		
1	C:/Users/daishengjie@hikvi	sion.com/De	
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) For -E/-K/-I series NVR with a higher firmware version than V3.4.90, new

password resetting strategy is available. With this strategy, customers would be able to reset device password by 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	User Management								
		Per Edit Delete								
🖧 Network	User Name	admin	- 📝 -							
🎄 Alarm	Old Password	*****								
∉ RS-232	Change Password									
9 R3-232	Password									
 Live View 	Confirm									
▲ Exceptions	Enable Unlock Pattern									
	Draw Unlock Pattern	*								
& User	Export GUID	æ								
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				
				© 2016 Hikvision Digital Technology Co., Ltd. All Rights Reserve

(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	h Disk 1-1	Disk 1-1		· .		~ Refresh				
	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		837.31KE	3 File	09-21-2015	18:30:22		Ť	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				
					© 2016 Hikvision Digital Technology Co., Ltd. All Rights Reserved

ecurity Question Configuration		ł
Security Question1	You father's name.	
Answer]
Security Question2	You mother's name.	ič bi 16
Answer	Your senior class teacher's name.	1
Security Question3 Answer	Your senior class teacher's name.	l
	ОК	Cancel

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

HIKVISION	English	~
	User Name Password Eorget password? Logn	
© 2016 Hikvision Digital Technology Co., Ltd. All Rights Re	served.	

(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]

© 2016 Hikvision Digital Technology Co., Ltd. All Rights Reserved.

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 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. 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.

First Choice for Security Professionals Hikvision Technical Support