

Reset password with xml file/QR code via SADP on computer

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## Preparation

- 1. Download SADP tool from Hikvision official website. <u>SADP for Windows</u> <u>SADP for mac</u>
- 2. The Hikvision device and the computer that have installed SADP should be on the same LAN.
- 3. Open SADP Tool to search online devices. Select the device and click Forget Password.
- 4. Check the situation and provide device label picture and xml file/QR code/Start Time & Full Device Serial Number to support team.

I ID	I Device Type	Status  Port  So	oftware Ver   Device Seria	il No. I IF	Pv4 Gate 1	HTTP P   Enhanced SDK Serv	ric   IPv4 Addre	ess   Subnet Ma	I MAC Address	Enable DHCP	
001	DS-K6600	Reset Password			× 04	Restore Default Password			-b0-40-ec	Enable Hik-Connect	
002	DS-D6043UN-B		01.0.000		04				-a5-9c-8f-f	Device Serial No.:	DS-K660020230704V02
003	DS-K1A340FW	Step 1: Click Export t file (OML file) or take	a photo of the QR code. Send		04				-24-b2-e7	IP Address:	10.25.204.120
		engineers.	ode photo to our technical	1		Restore Default Passw	ord			Port:	0
		Export		034848		Security Code:				Subnet Mask:	255.255.255.0
		G Step 2: Input the key	or import the key file received							Gateway:	10.25.204.254
		from the technical en for the device.	gineer to reset the password					Confirm Cancel		IPv6 Address:	
		Input Key	Import File							IPv6 Gateway:	
										IPv6 Prefix Length:	0
		New December 1								HTTP Port:	80
		New Password:									
		Confirm Password:									
		🧭 Reset Network Ca	meras' Passwords								
				Confirm Cance	el 🕴						
		Situation1	{			Situation2					
										Administrator Password:	

For situation 1, please refer to **Export Xml file or QR code** For situation 2, please refer to **Security code** 

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# Reset password with xml file/QR code on SADP

### Situation 1: Export Xml file or QR code

Run SADP on computer, SADP would search device on the same LAN.

Tick the device that you want to reset password, click Forgot Password button.

) S	ADP										© 0 \$
Total	numb	er of online devices: 26				Unbind Export	Refresh Filter		Q	Modify Network Parame	iters
.	ID	•   Device Type	Status	IPv4 Address	Port	Enhanced SDK Service Port	Software Version	IPv4 Gateway	/   HT	Enable DHCP	
		ALCONTRACTOR	10110	10000		101	1111111111	1000	-	Enable Hik-Connect	
		11.00103000000	1000	10000	-	10.0				Device Serial No.:	DS-2XM6522G0-IM/ND20220928
	-		1000	1000		10.0				IP Address:	10.9.97.26
	-	111.000.000.00.0	1000	1000						Port:	8000
						10.0			-	Enhanced SDK Service Port:	8443
	-	11.00				10.0		-		Subnet Mask:	255.255.255.0
						100				Gateway:	10.9.97.254
	-	10.00	-			14.5	10.000		-	IPv6 Address:	
						-			-	IPv6 Gateway:	
					-					IPv6 Prefix Length:	64
	011	DS-2XM6522G0-IM/ND	Active	10.9.97.26	8000	8443	V5.5.91build 210	10.9.97.254	80	HTTP Port:	80
			10.00	100000.000					-	Secu	rity Verification
				10000		-					
							-				
			-			100		-		Administrator Password:	
				10.00	-	100					
						100					Modify
										-	Forgot Password

According different devices and firmware, some devices would show Export and QR code button, you could choose one of them. Other devices would show Export button only.

Export: Click Export button to save xml file on your computer.

QR code: Click QR code button, then save the screenshot of QR code on your computer.

Send xml file or QR code to Hikvision support team with device label picture and wait for reply.

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SADP									\$30 _ □ ×
-									
_									
1.0			Reset Password						
			Mode:	Export/Import Se	ecret Ke	-	_		
1. 1010			Step 1: Click Export	to download the key requ	est file (XML file) or	87507	57		
			our technical engine	QR code. Send the XIVIL fil ers.	e or QK code photo to	2.94		100	
1.000		-	3 Export	OR code	\	2525		Contrast Prints	
-		-				Row Ba	2		
1.000									
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-									
			-						
						-			
						_	_		-
	DS-7608NI-K1(B)	V4.30.08	5build 220303 8000	Active	DS-7608N 10.9.	97.19 N/A	10		
and the second									Porgot Password

Input key or import encrypted file to reset password

## Steps:

- 1. Select Input Key/ Import File
- 2. Enter the code/ Click File icon and import Encrypted xml file
- 3. Set New Password
- 4. Click Confirm
- a) If you receive key, please follow steps to input and reset password.

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SADF				\$ O _ D >
1	. Select Input K	ey		and the second sec
2	. Enter the code			the state of the second second second
3	. Set New Passv	vord		And a state of the
4	Click <b>Confirm</b>			
N	lote. It is recomm	nended i	to tick Reset Network Cameras' Passwords	The second second second
			2 Step 2: Input the key or import the key file received from the technical	States 1
			engineer to reset the password for the device.	
			Input Key     Import File	
			New Password:	
			3	
		1000	Confirm Password:	
			Reset Network Cameras' Passwords  Note	
			4 Confirm Cancel	
012	DS-7608NI-K1(B)	V4.30.085	build 220303 8000 Active DS-7608N 10.9.97.19 N/A 10	
				Forgot Password

b) If you receive encrypted file, please follow steps to import and reset password.

SADP				\$® O _ □
1.	Select Import	File		Concernant and Concernant
2.	Click File icon a	and imp	ort <b>Encrypted</b> xml file	The start is an inclusion of the
3.	Set New Passy	vord		The second se
Λ	Click Confirm			100 and
4.	CIICK COIIIIIII		the second se	and the second second
No	ote: It is recomm	iended t	tick Reset Network Cameras' Passwords	and the second se
		100	2 Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device.	
		1000		
		-	Input Key     Import File	
		-		
		-		
		-	New Password:	
		-	Confirm Password:	
		-	Reset Network Cameras' Passwords	
		-		
		-	4 Confirm Cancel	
012	DS-7608NI-K1(B)	V4.30.085	ouild 220303 8000 Active DS-7608N 10.9.97.19 N/A 10	and the second se
				Forgot Password

### Attention:

The key or xml file is valid for 48 hours.

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If **reset failed**, please **reboot** Hikvision device and your computer to re-export the QR code/xml file, keep your device running. Do not reboot Hikvision device or re-export password QR code/xml file again before importing file.

#### **Situation 2: Security code**

You might see below pop-up requires a security code after you click Forgot Password.

Restore Defa	ult Password	
Security Cod	e: [	

Copy Start Time and Device Serial No., then send the information to Hikvision technical support

	SADP									\$\$O;
То	tal num	ber of online devices: <b>25</b>		Unbind	Export	Refresh	Filter	Q	Modify Network Paramet	ers
	ID	+   Device Type	Start Time	Device Serial No.	IPv4 Address	Status	Port	Enhanced	Enable DHCP	
	001	DS-M7508HNI/GW 1	2023-05-04 09:52:26	DS-M7508HNI/GW0820150914AAW	10.9.97.159	Active	8000	N/A		
	-	Co. operations		In second endowing the second	10000	1000		10.0	2 Device Serial No.:	DS-M7508HNI/GW0820150914AA
	-							144	IP Address:	10.9.97.159
	-	In second or carry.		In second of carry-managements.	1000	-		-	Port:	8000
	-					-	-	-	Subnet Mask:	255.255.255.0
	-	the second system.		In second during some		-	-	-	Gateway:	10.9.97.254
				-		-		144	IPv6 Address:	
	-		-				-		IPv6 Gateway:	
				-					IPv6 Prefix Length:	0
									HTTP Port:	80

team with device label picture, support team would send back security codes.

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After receiving security codes, please choose one code according to **device's current time**. Input security code then click **Confirm**.

2023-07-03:SeyqqeSS9R 2023-07-04:R9dQdzdqr 2023-07-05:rRdRReRQer 2023-07-06:RqSqdqdedQ 2023-07-07:RrqdrRzrez



### Attention:

If reset failed, please reboot the device and search on SADP, copy Start time and full device serial number to support team again.

