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How to Reset Password

Quick Guide

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

HIKVISION TECHNICAL SUPPORT TEAM

2016-10-24

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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: support@hikvision.com 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.

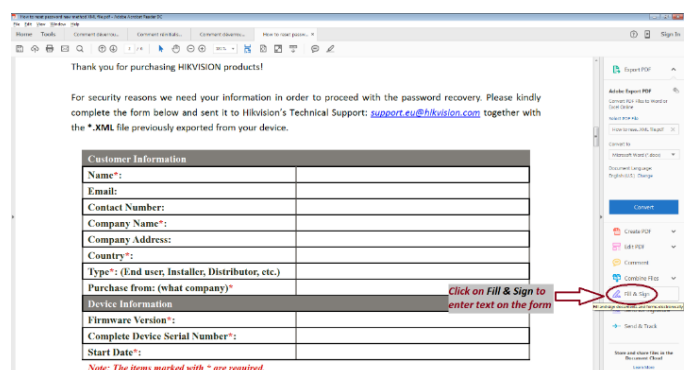
NOTE: In order to fill in the form you'll need to

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.

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

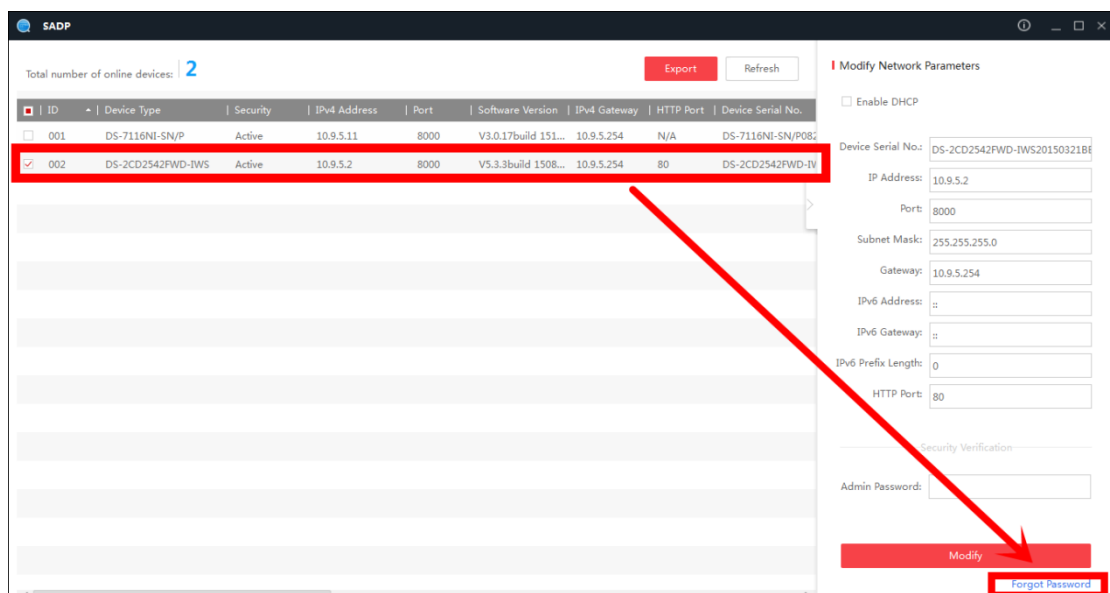
version: V3.0.0.100

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.

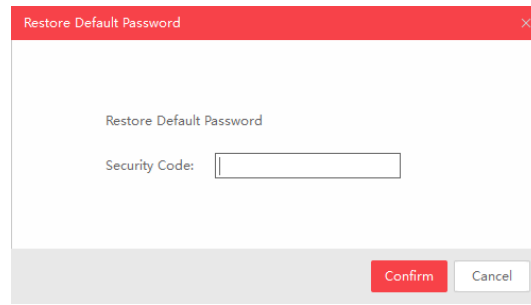
Select the device and click **Forget Password**:



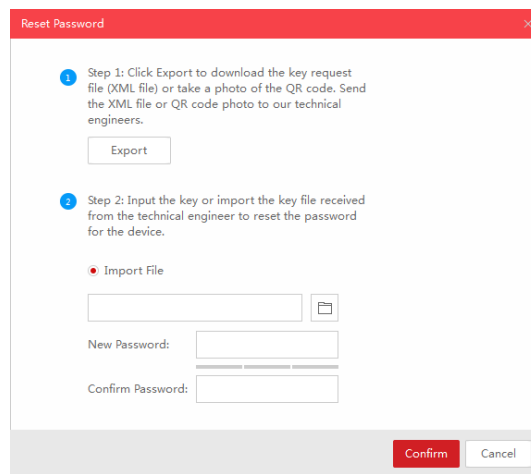
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You might see one of the three pop-ups.

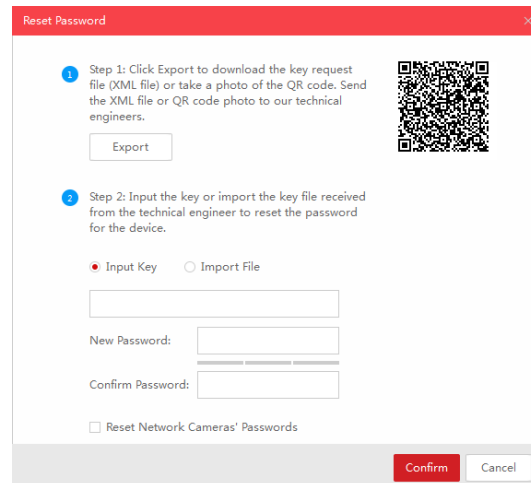
1. If the pop-up requires a security code, please turn to **method 1**.



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**.

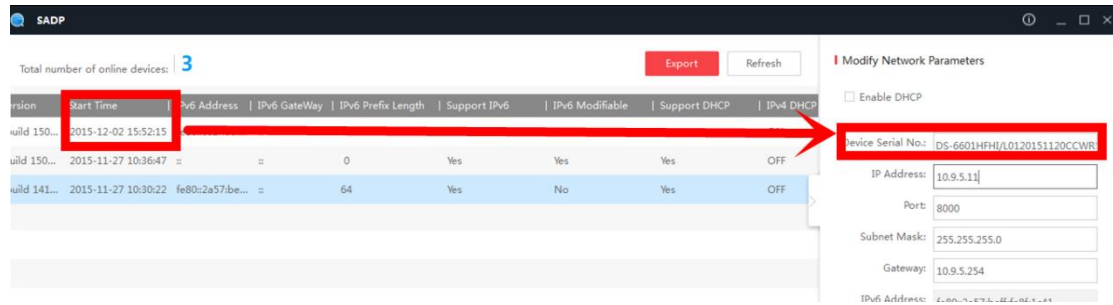


Method 1 Device Information

Copy the **Start Time** and **Device Serial No** and send them to HIKVISION technical

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



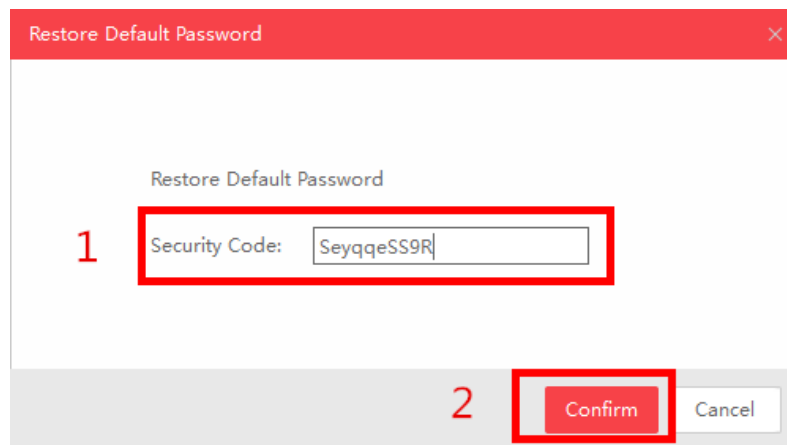
After receiving security codes, please choose one according to your **device's current time**.

```

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

```

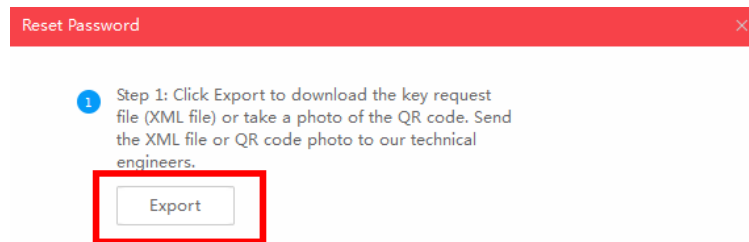
Input security code and click **Confirm**. The password will be reset to 12345.



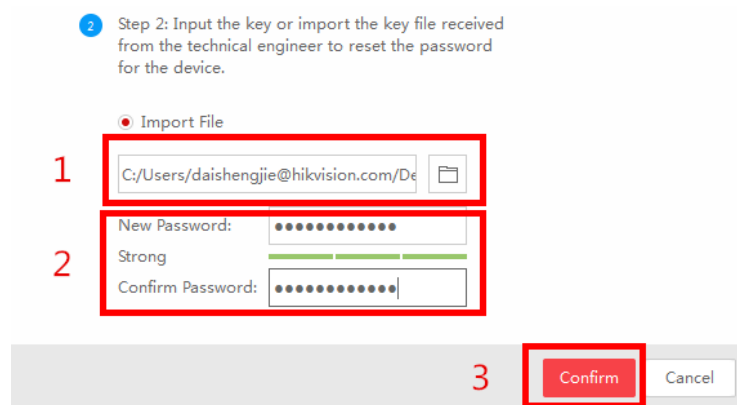
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Method 2 XML File

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.



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

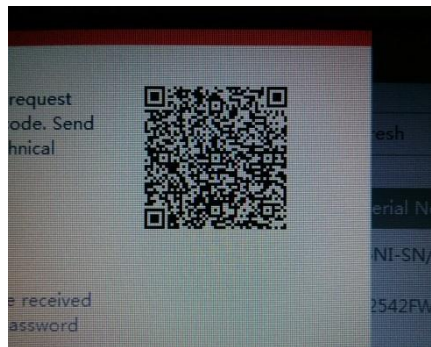
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Method 3 QR CODE

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 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

1

2 New Password:

Strong

Confirm Password:

note Reset Network Cameras' Passwords

3

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.

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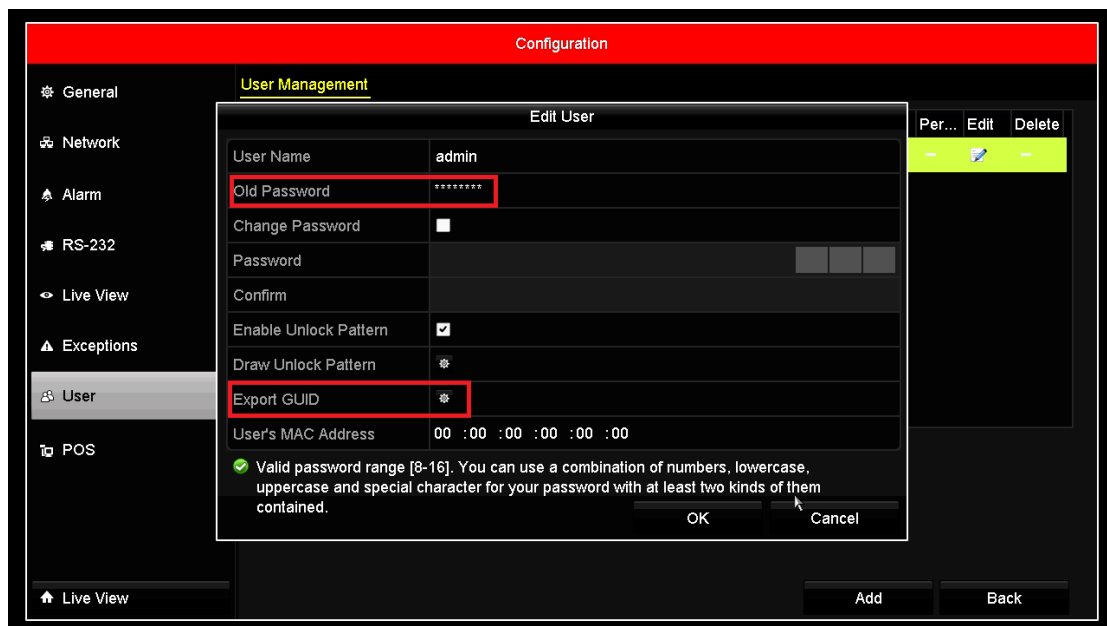
2. New password resetting strategy

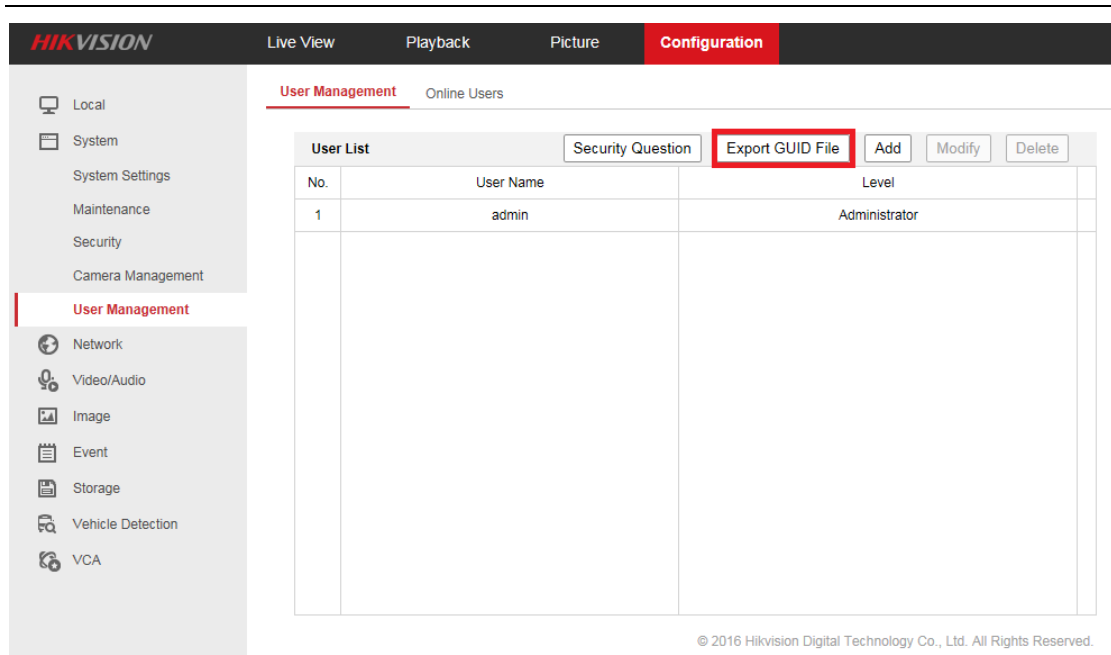
Note:

- (1) New password resetting strategy is available for **-E/-K/-I series NVR from 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.)**

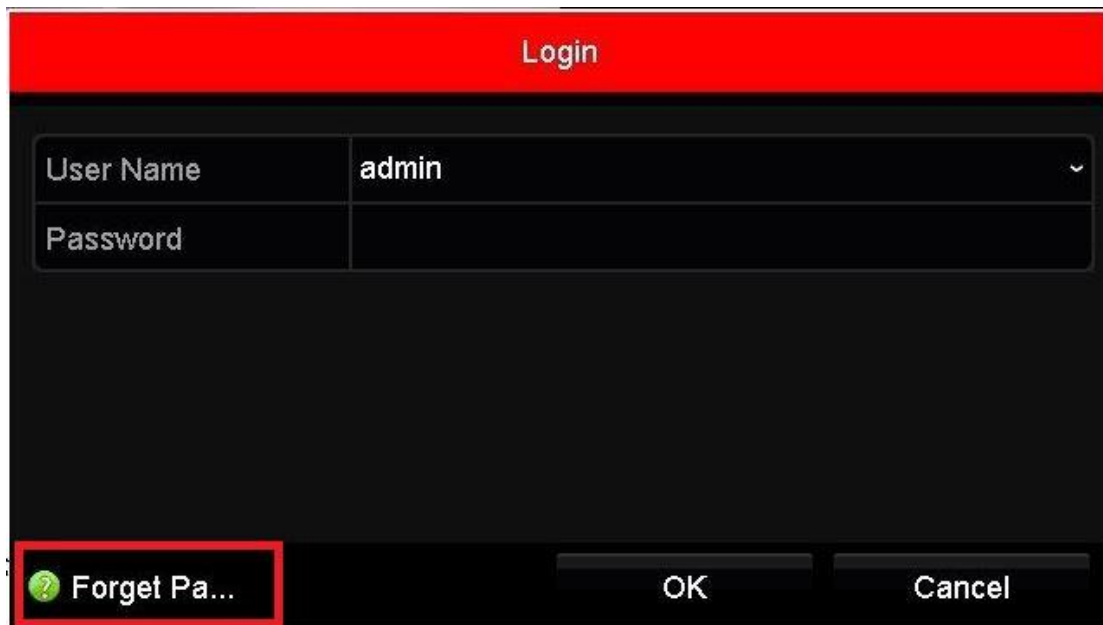
Method 1 GUID File

- (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.

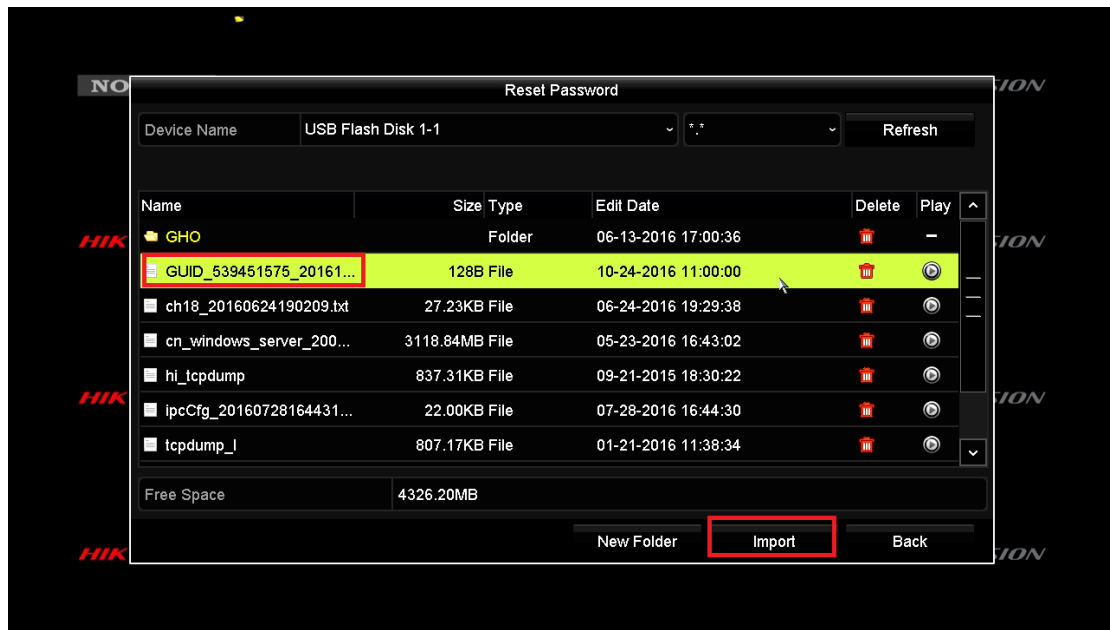




(2) When you forget your device password, enter new password resetting interface by clicking **Forget password**.

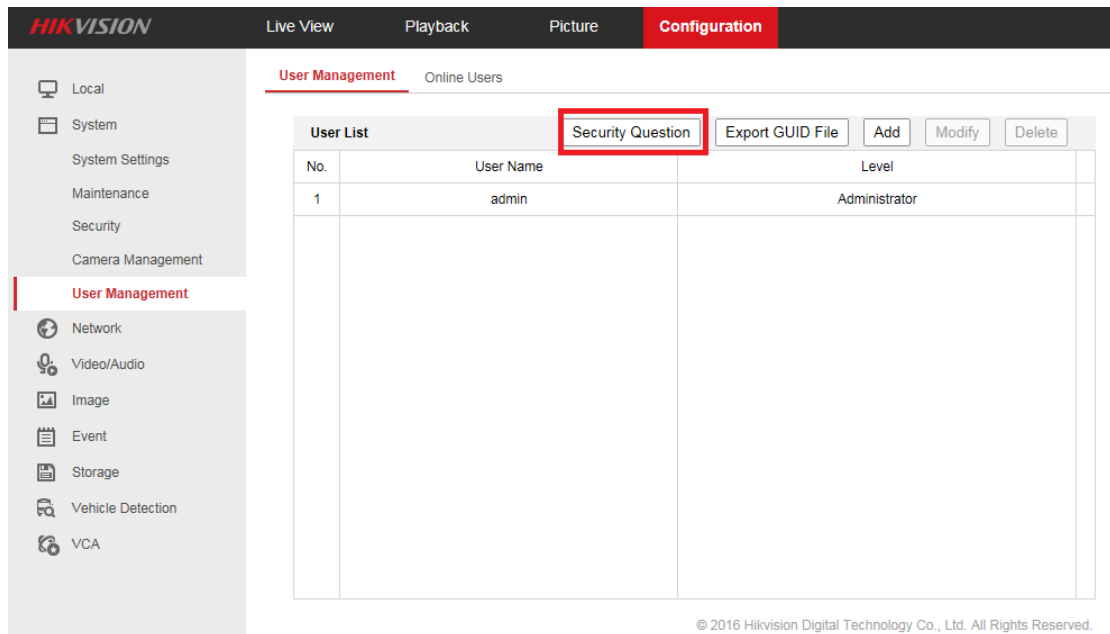


(3) Find the exported GUID file, then import it to reset device password.



Method 2 Validation Question

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



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Security Question Configuration
✕

Security Question1

Answer

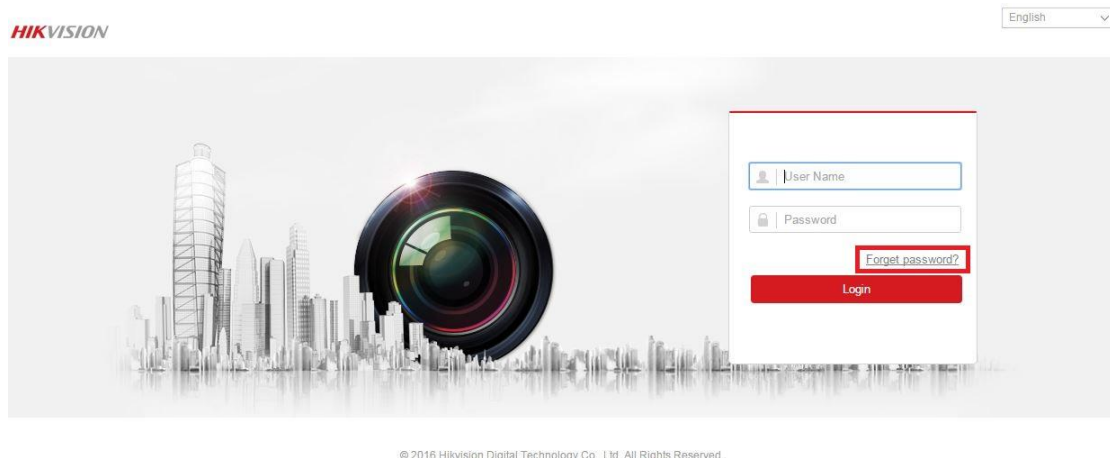
Security Question2

Answer

Security Question3

Answer

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



(3) After answering all the questions correctly, you'd be able to change your device password.

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1 ————— 2 ————— 3

Verify Identification Set New Password Complete

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. ▼

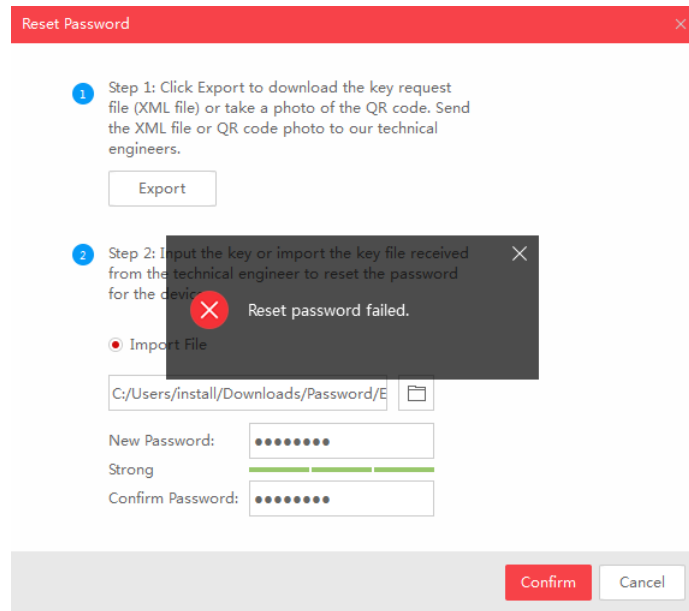
Answer

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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.**



- 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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