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										• ×
Total num	ber 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	10.9.5.254	N/A	DS-7116NI-SN/P082	Device Serial No.:	D5-20025420MD_IN/C2015022184
✓ 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
							\mathbf{N}		Subnet Mask:	255.255.255.0
									Gateway:	10.9.5.254
									IPv6 Address:	
									IPv6 Gateway:	
									IPv6 Prefix Length:	0
									HTTP Port:	80
									5	ecurity Verification
									Admin Password:	
										Modify
4			_					•		Forgot Password

You might see one of the three pop-ups.

	Restore Default Password X
1 . If the pop-up requires a security code, please turn to method 1 .	Restore Default Password Security Code: Confirm Cancel
2 . If the pop-up requires encrypt file, please turn to method 2 .	Rest Password X Image: Sep 1: Click Export to download the key request file (XML file or take a photo of the QR code. Send to segme a click a
3 . If the pop-up requires encrypt file or key, please turn to method 3 .	Reet Pressond × • • •

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.

🔵 SADF										0 _ 🗆 ×
Total nun	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:	10.95.11
wild 141	2015-11-27 10:30:22	fe80::2a57:be		64	Ves	No	Yes	OFF	Port:	8000
									Subnet Mask:	255.255.255.0
									Gateway:	10.9.5.254
									IPv6 Address:	1.00.7.57.L.8.1.011.41

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 from the technical er for the device.	/ or import the key file receiv ngineer to reset the passwor	ved d	
	 Import File 			
1	C:/Users/daishengji	e@hikvision.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	Step 2: Input the key or import the key file rece from the technical engineer to reset the passwo for the device.	eived ord		
	● Input Key 🛛 Import File			
1	5b449116			
2	New Password: Strong Confirm Password:			
note	🖉 Reset Network Cameras' 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	*****	
	Change Password		
98 RS-232	Password		
 Live View 	Confirm		
A Exceptions	Enable Unlock Pattern	2	
	Draw Unlock Pattern	æ	
ß User	Export GUID	*	
In POS	User's MAC Address	00 :00 :00 :00 :00 :00	j
	Valid password range [8- uppercase and special cl contained.	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

HIKVISIO	/ Live	View	Playback	Picture	Configura	ition		
🖵 Local	Use	er Managemen	t Online Users					
System		User List		Security Que	stion	Export GUID File	Add Mod	ify Delete
System Set	ings	No.	User Name				Level	
Maintenand	•	1	admin			Ad	Iministrator	
Security								
Camera Ma	nagement							
User Mana	ement							
Network								
Video/Audio								
Mimage								
Event								
Storage								
R Vehicle Det	ction							
Co VCA								
					@ 201	6 Hildrision Digital T	ochnology Co. Ltd	All Pights Poson

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

	Logii	1	
User Name	admin		•
Password			
Forget Pa		ок	Cancel

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

		R	eset Password				
Device Name	USB	Flash Disk 1-1		*.*	~ Ref	fresh	
Name		Size Type	e Edit Date		Delete	Play	^
🚔 GHO		Fold	er 06-13-2016 1	17:00:36	Ť	-	
GUID_539	51575_20161	I 128B File	10-24-2016 1	11:00:00	ŵ	۲	
📕 ch18_2016	0624190209.t	xt 27.23KB File	06-24-2016 1	19:29:38	Ť	۲	
📒 cn_window	s_server_200	3118.84MB File	05-23-2016 1	16:43:02	Ť		
🗏 hi_tcpdum		837.31KB File	09-21-2015 1	18:30:22	Ť	۲	
ipcCfg_20	60728164431	22.00KB File	07-28-2016 1	16:44:30	Ť	۲	
🔲 tcpdump_l		807.17KB File	01-21-2016 1	11:38:34	Ť	۲	~
Free Space		4326.20MB					
			New Folder	Import	Bi	ack	

Method 2 Validation Question

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

HII	KVISION	Live Vie	w	Playback	Picture	Config	guration
Ţ	Local	User M	anagement	Online Users			
	System	U	ser List		Security Que	estion	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						
	Storage						
Fo	Vehicle Detection						
6	VCA						

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Security Question1	You father's name.	•
Answer		
Security Question2	You mother's name.	T
Answer		
Security Question3	Your senior class teacher's name.	•
Answer		

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

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

Identification	Set New Password		Complete
Verification Mode	Security Question Verification	٣	
Security Question1	You father's name.	۲	
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 y	ou get	the	error	message:	Reset	password	failed.
------	--------	-----	-------	----------	-------	----------	---------

Reset Passv	vord			×
8	Step 1: Click Export file (XML file) or tak the XML file or QR o engineers. Export	to download the key request e a photo of the QR code. Send code photo to our technical		
2	Step 2: Input the key from the technical e for the device Import File C:/Users/install/Dow New Password: Strong	y or import the key file received ngineer to reset the password Reset password failed. wnloads/Password/E	×	
	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.