HIKVISION

How to Reset Password

Quick Guide

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

HIKVISION TECHNICAL SUPPORT TEAM

2015-12-07

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.

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

1. Reset password by SADP Tool

Tool:

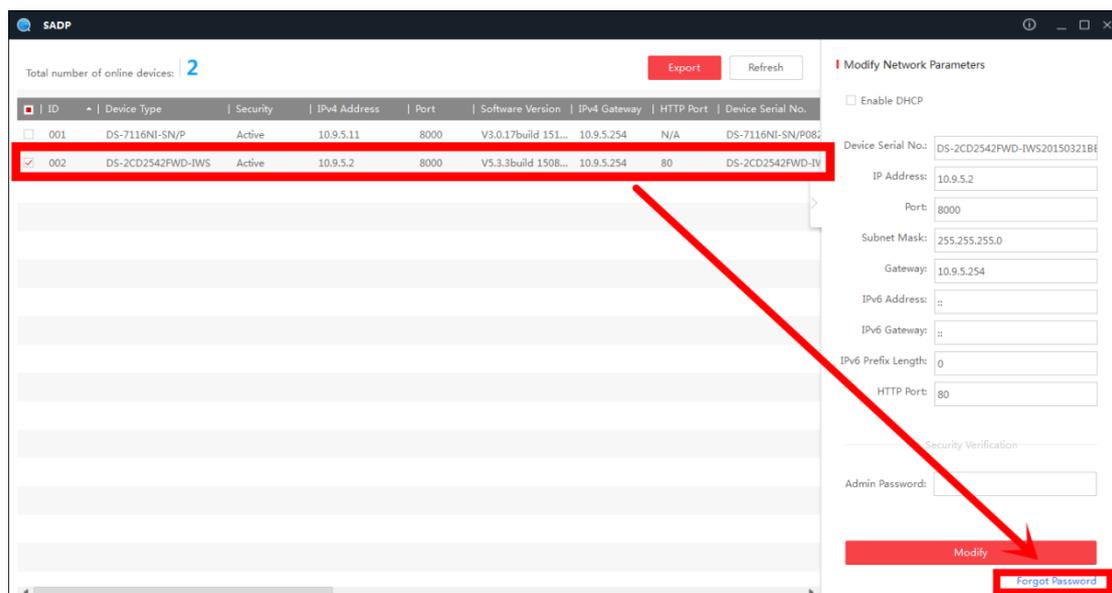SADP Tool   version: V3.0.0.2

Please follow the link to download the latest version of SADP:
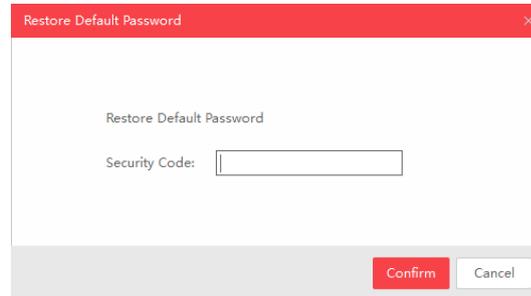
http://overseas.hikvision.com/en/tools_82.html

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

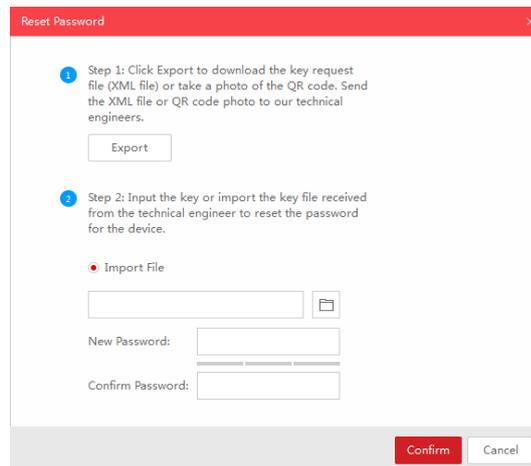Select the device and click **Forget Password**:
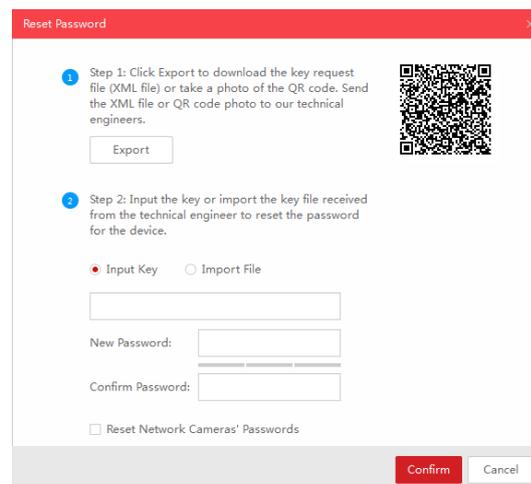
You might see one of the three pop-ups.

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

Restore Default Password

Restore Default Password

Security Code: [ ]

Confirm   Cancel

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

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.

● Import File

[ ]

New Password: [ ]

Confirm Password: [ ]

Confirm   Cancel

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

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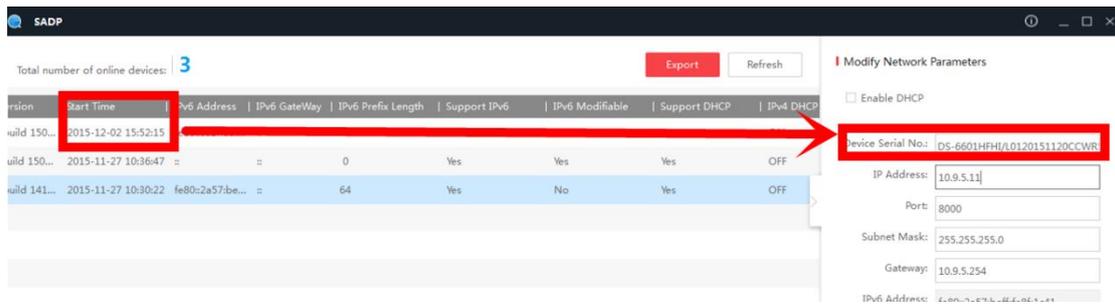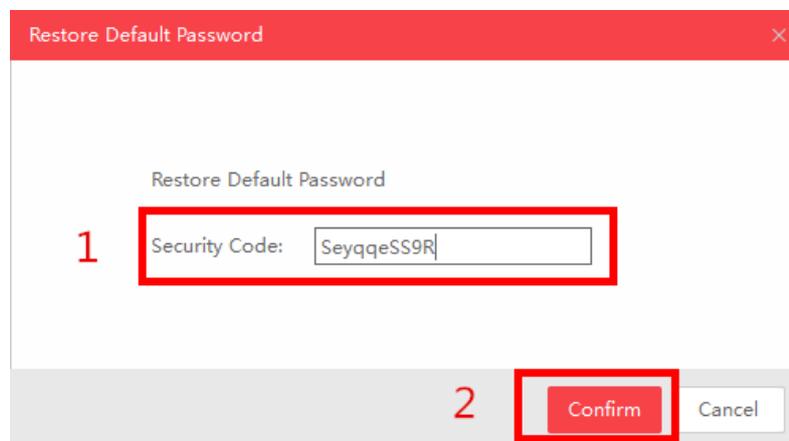
support team.

HIKVISION technical support team will return security codes. Please choose one

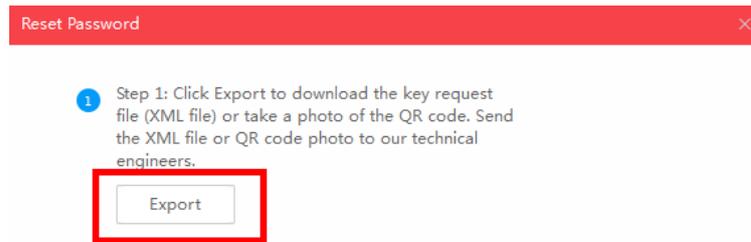according to your **device's current time**.

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

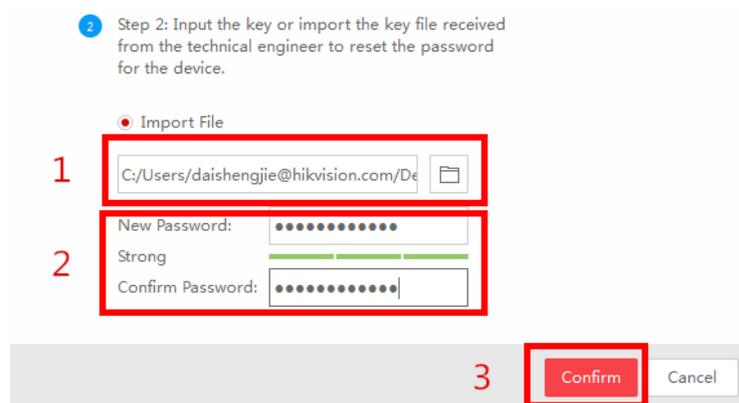Input security code and click **Confirm**. The password will be reset to 12345.

Method 2

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

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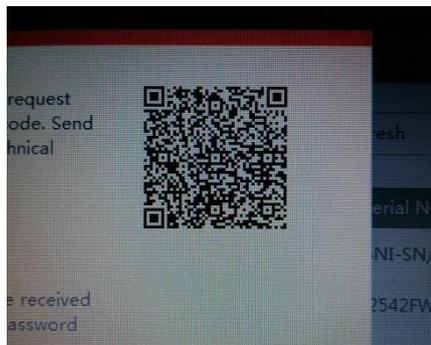

Note: Once you get the file, it will be expired after 24 hours.

Method 3

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).

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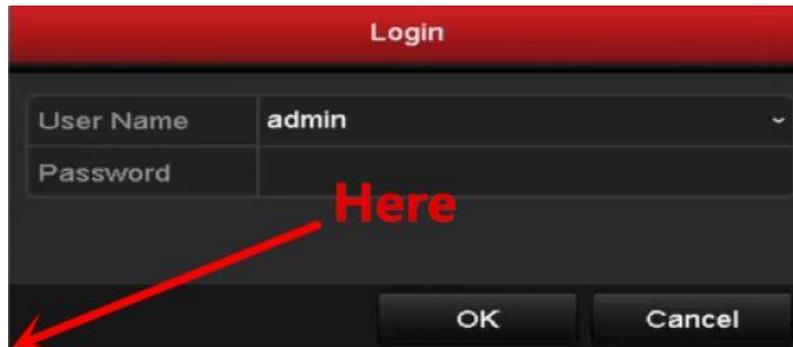

Note: If you want to reset your cameras' passwords at the same time, please choose "Reset Network Cameras' Passwords" option. Cameras' passwords will be the same with NVR's.
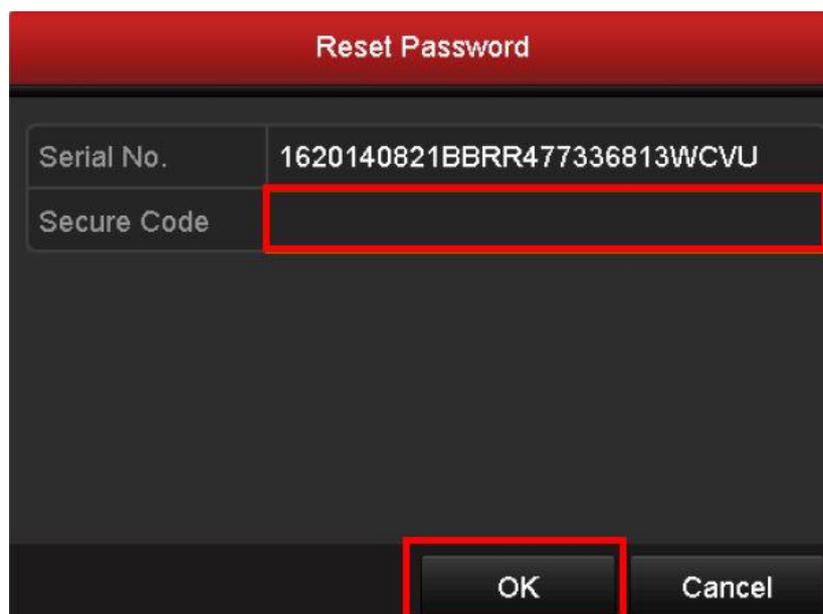
2. Reset password via NVR/DVR local menu

In NVR/DVR local GUI, you can double click the left bottom of login interface to pop
out password reset interface.

Please send **Device Serial No** and **Device start time**, HIKVISION technical support
team will return security codes.

Note: Please refer to method 1 to get Device Serial No and Device start time.

Input the corresponding security code and click **OK**.

Input user name and new password, click **OK**.

First Choice for Security Professionals
Hikvision Technical Support