HIKVISION new password reset strategy

When first using HIKVSION device, customers have to activate the device by setting the password (IPC&PTZ from V5.3.0, Netra DVR/NVR from V3.3.0, Turbo DVR from V3.1.6). (No default password). In this case, related to those devices which are activated, the password reset strategy is also different. Here is a quick guide of how to do it.
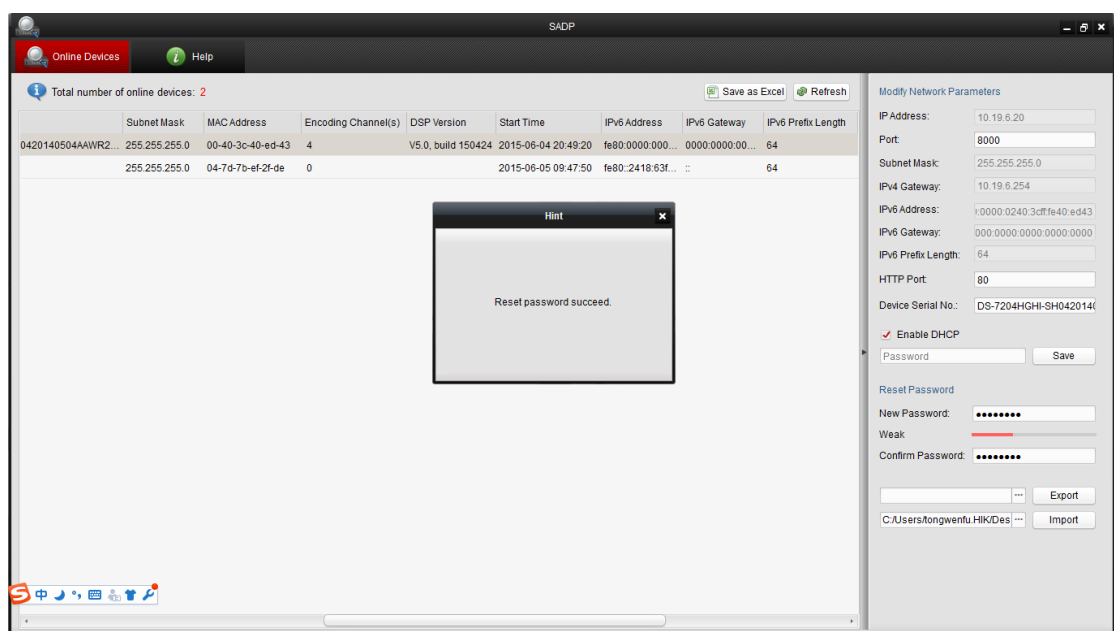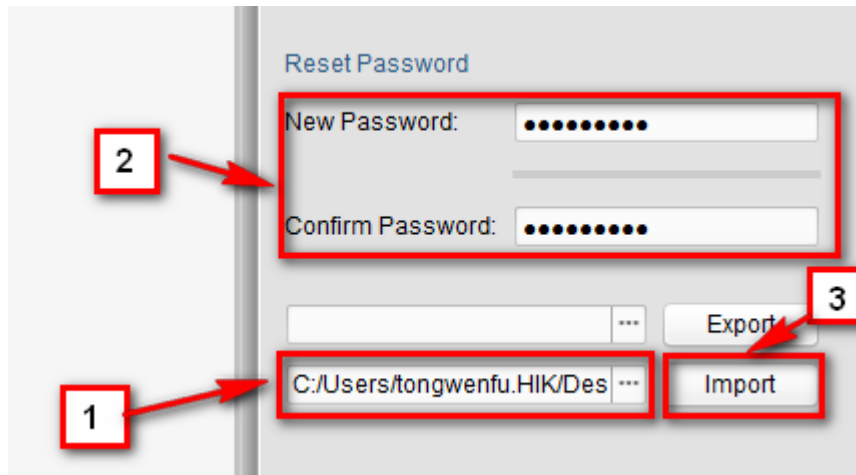
1. Via SADP
   a. Select one device in SADP list. Then export the DeviceKey file on SADP by clicking "Export",
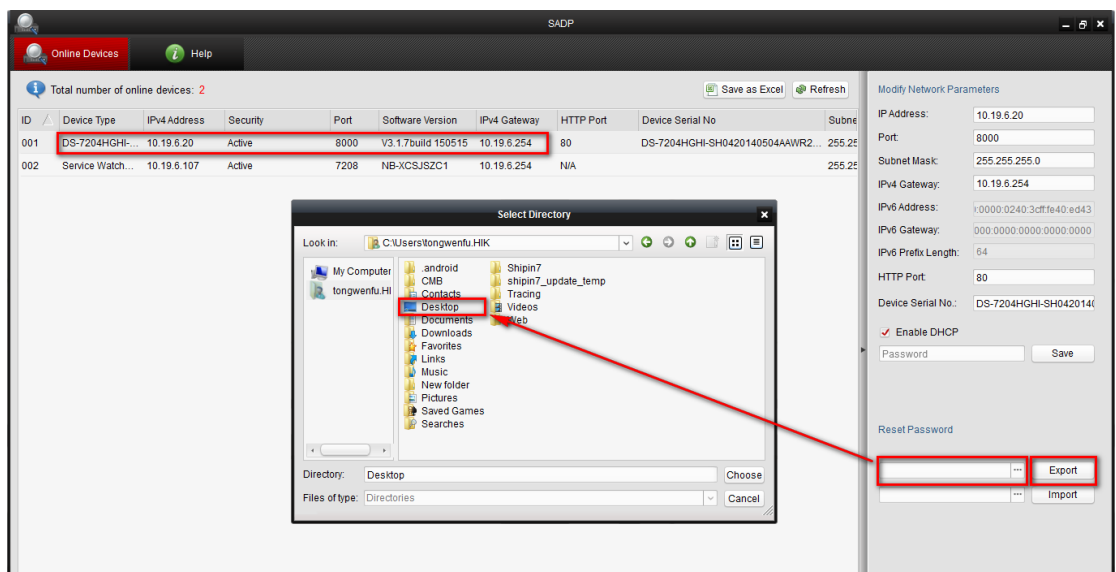
   b. Then send the DeviceKey.xml to HIKVISION technical support.

   c. Then HIKVISION technical support will send you Encrypt.xml .

   d. You load the Encrypt.xml file to SADP, and then you input a new password, confirm it and at last, click "Import", and password will be reset.
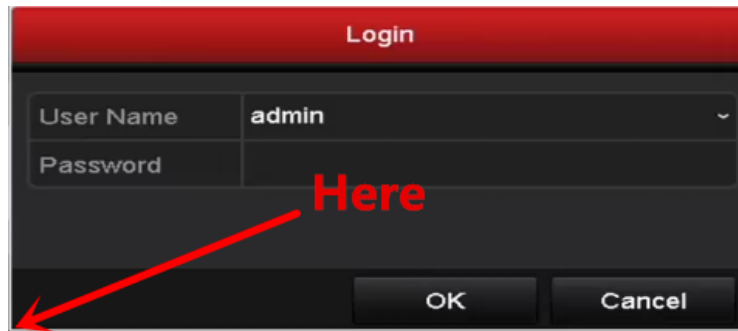
Notice:

a. **The password resetting procedure is valid for two days;**

b. **The device cannot reboot during the whole password resetting procedure.**

c. **SADP version V2.2.3.5 build 150408 support new password reset, old version doesn't.**

d. **Right now, only SADP support password resetting within LAN.**

2. Via local menu

In NVR/DVR local interface, user can reset password by double-click on the bottom-left corner of log-in window. Then the password resetting window will pop out. Input Secure Code and reset the password. In this case, the password reset strategy remains the same as before, customers send the series number and DVR current time, HIKVISION technical support send secure codes back and you input in the local menu to reset.
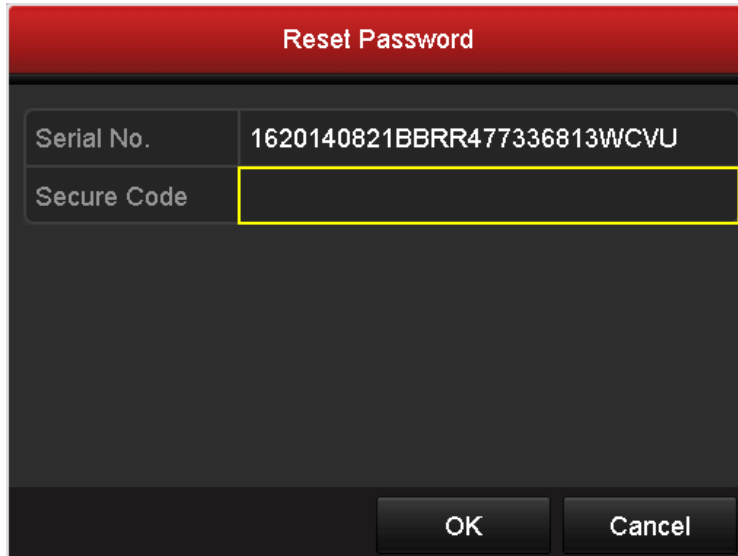
a. NVR/DVR Login Window (double click the bottom-left corner)
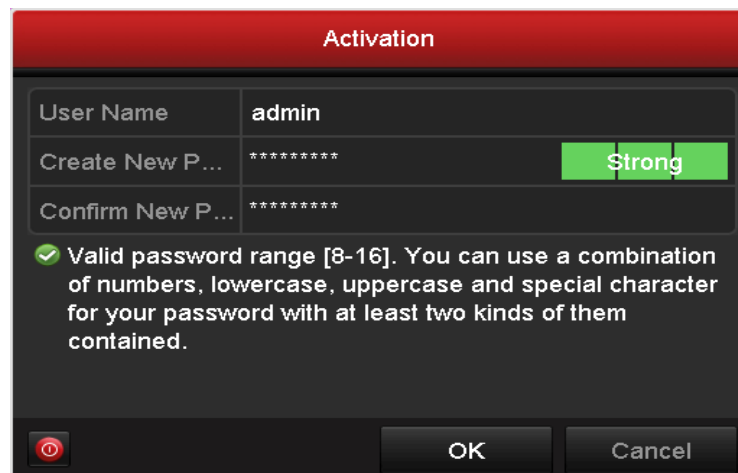
b. Secure Code input window, input the secure code and click OK

c. New password activation, here input new password and confirm.