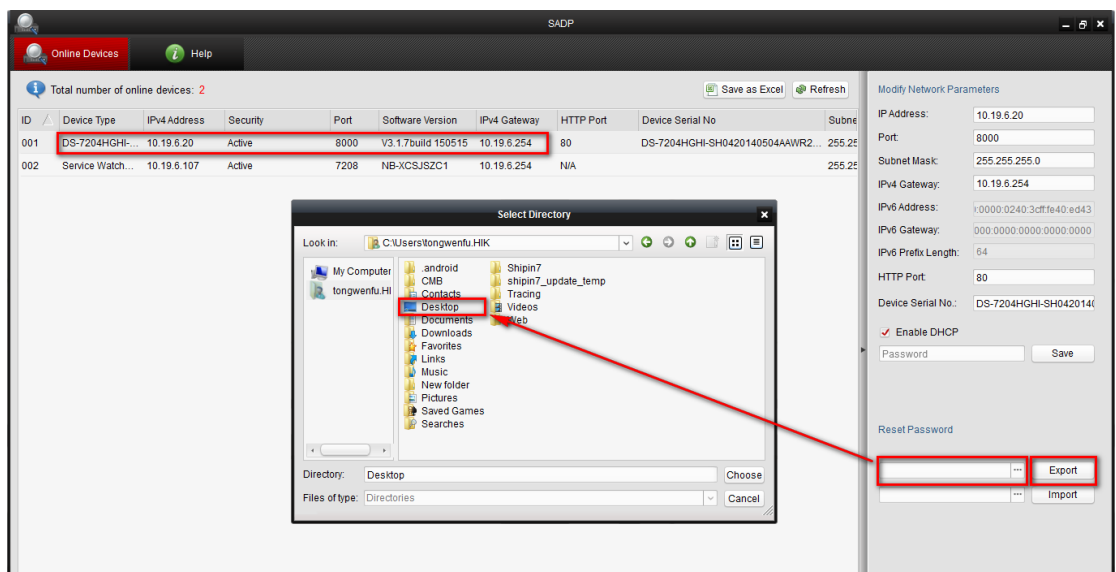


HIKVISION new password reset strategy

When first using HIKVISION 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

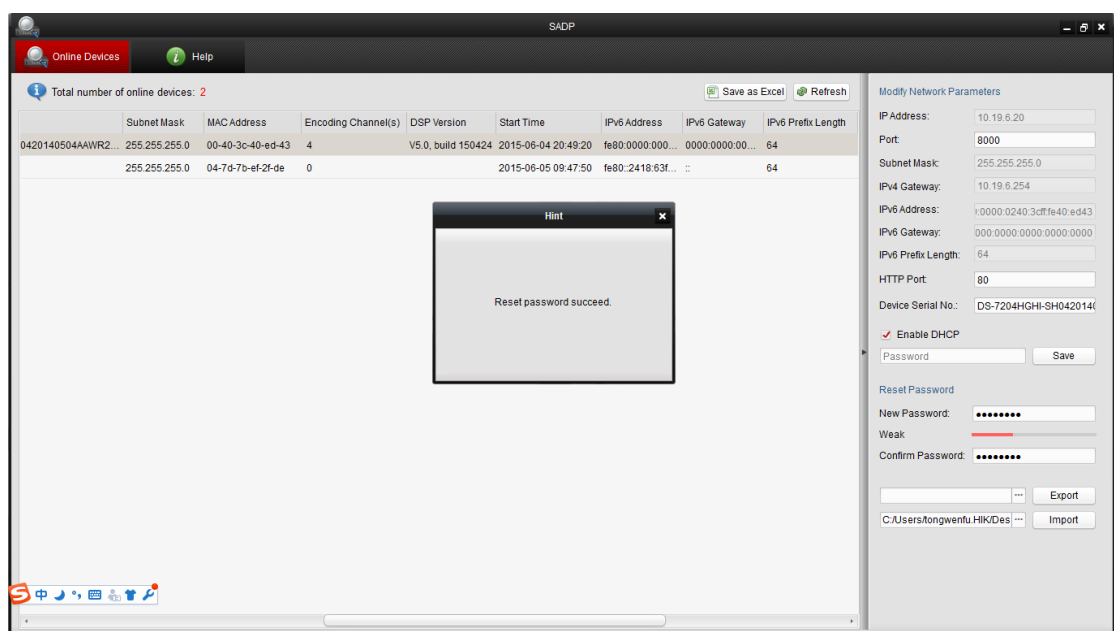
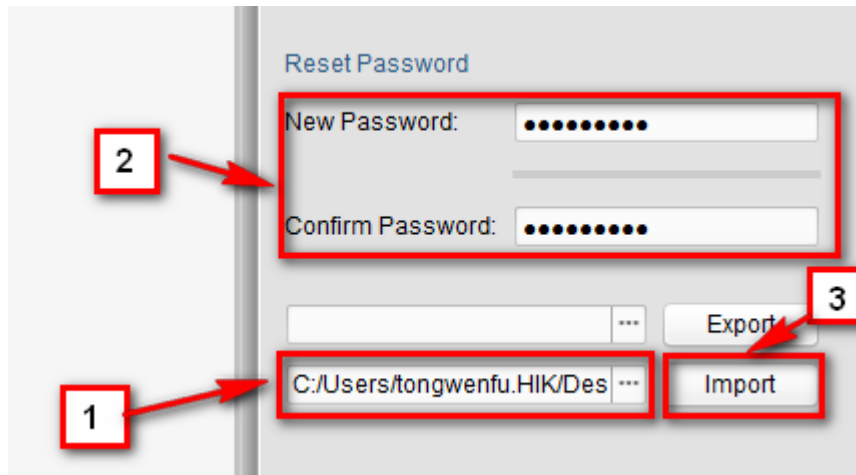
- a. Select one device in SADP list. Then export the DeviceKey file on SADP by clicking "Export",



- 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.



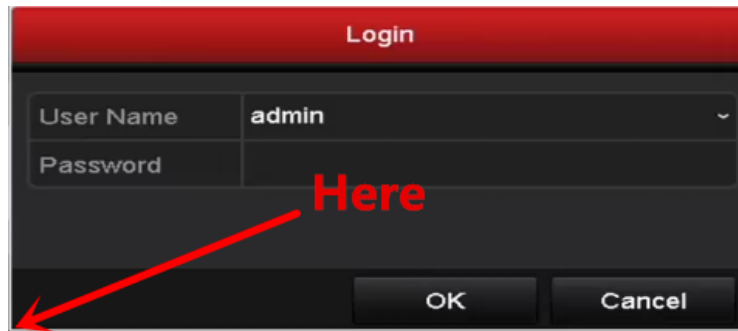
Notice:

- 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.

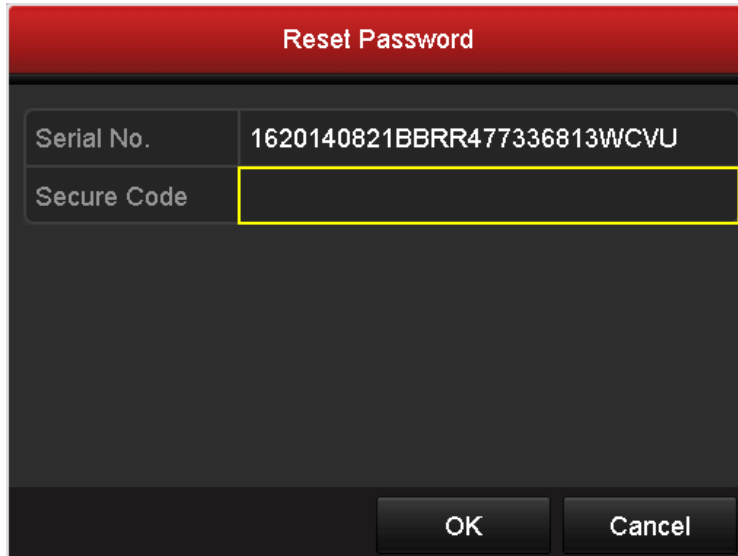
- a. NVR/DVR Login Window (double click the bottom-left corner)



The image shows a 'Login' dialog box with a red header. It contains two input fields: 'User Name' with the value 'admin' and 'Password' which is currently empty. A red arrow points to the Password field with the word 'Here' written in red. At the bottom, there are 'OK' and 'Cancel' buttons.

Login	
User Name	admin
Password	
OK Cancel	

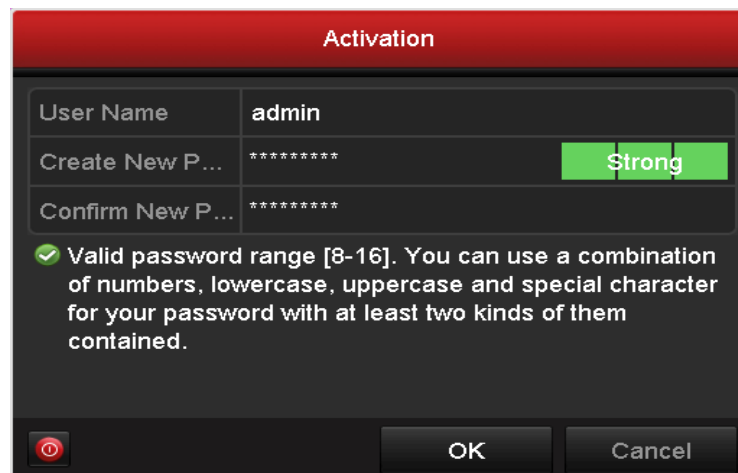
- b. Secure Code input window, input the secure code and click OK



The image shows a 'Reset Password' dialog box with a red header. It contains two input fields: 'Serial No.' with the value '1620140821BBRR477336813WCVU' and 'Secure Code' which is empty and highlighted with a yellow border. At the bottom, there are 'OK' and 'Cancel' buttons.

Reset Password	
Serial No.	1620140821BBRR477336813WCVU
Secure Code	
OK Cancel	

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



The image shows an 'Activation' dialog box with a red header. It contains three input fields: 'User Name' with the value 'admin', 'Create New P...' with a masked password '*****' and a green 'Strong' indicator, and 'Confirm New P...' with a masked password '*****'. Below the fields is a green checkmark icon and a message: 'Valid password range [8-16]. You can use a combination of numbers, lowercase, uppercase and special character for your password with at least two kinds of them contained.' At the bottom, there is a red power button icon, 'OK', and 'Cancel' buttons.

Activation	
User Name	admin
Create New P...	***** Strong
Confirm New P...	*****
✔ Valid password range [8-16]. You can use a combination of numbers, lowercase, uppercase and special character for your password with at least two kinds of them contained.	
⏻ OK Cancel	