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How to Restore Default Password

User Manual

(used for restore default password of DVR's, NVR's and IP Cameras)

Name:	SADP tool
Publisher:	HIKVISION EUROPE B.V.
Type:	Executable file
Version:	2.00.00.03 Build20120503
File:	SADP_Setup.exe

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Introduction

The SADP tool and iVMS4200 client software (Fig. 1) can be used for restore default password (**12345**) of DVR's, NVR's and IP Cameras. In case of the *administrator-admin* password has been missed or forgotten you may contact us at supporteuro@hikvision.com for a Security Code. Following instruction presents the method to restore device's password. Please follow the steps below:
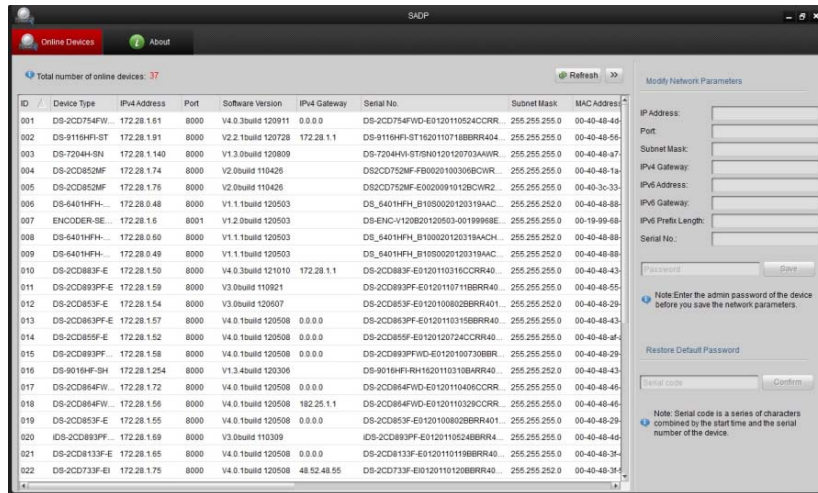

Fig. 1

*** This program is used for restore default password of DVR's, NVR's and IP Cameras.

Using SADP tool

Step n1.

Power on the device and SADP will detect it (Fig. 2). Click in the **Hide/Show** option (yellow arrows) to show or hide more information regarding the Serial Number and Start Time.
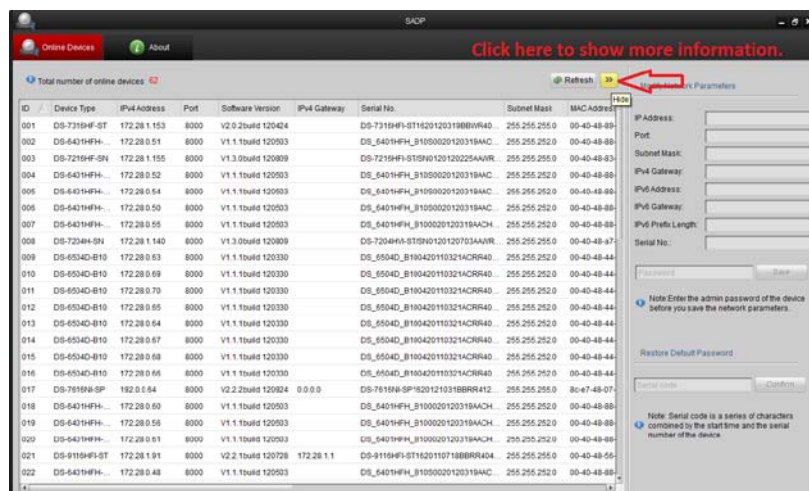

Fig. 2

*** Power on the device and SADP will detect it. Click in the **Hide/Show** option.

Step n2.

Please write down the **Serial Number** and **Start Time** information (Fig. 3) and send them to us via email at supporteuro@hikvision.com so that we can provide you with the Security Code.

Fig. 3

*** Please write down the **Serial Number** and **Start Time** information.

Note: with the Device Serial No. and Start Time information we can create a particular Security Code for you. This is a series of characters combined by the Serial No. and the Start Time of the device. However for security reasons the Security Code will be only valid during the same day of Start Time.

Step n3.

After you get the Security Code from us, select the device you want to restore, **Copy/Paste** the code in the edit box *Restore Default Password* and click on the *Confirm* button (Fig. 4)

Fig. 4

*** Select the device, **Copy/Paste** the code in *Restore Default Password* box and click *Confirm* button.

Step n4.

If all previous steps have been carried out correctly you will get a pop-up window with the following message: **Password recovery success** (Fig. 5). The device's password has been restored to the default (**12345**) so now you can close the window.
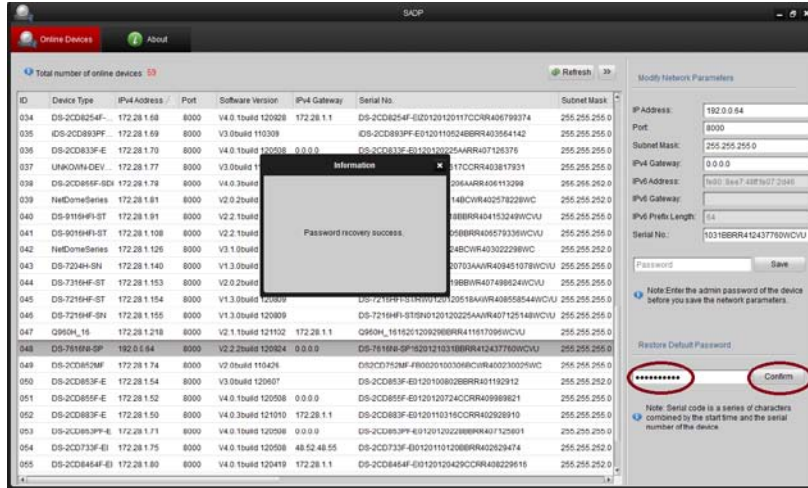
Fig. 5

*** You will get the following message: **Password recovery success.**

Using iVMS4200 software

Step n. 1

You also can restore the password by using our iVMS4200 client software (Fig. 6). The procedure is very similar and is as follow:

1. Open iVMS4200 and click on **Import Camera** icon.
2. Select **Add Device** and click on **Show Online Devices**.
3. Please now you can refer to Step n2 and follow same instructions.
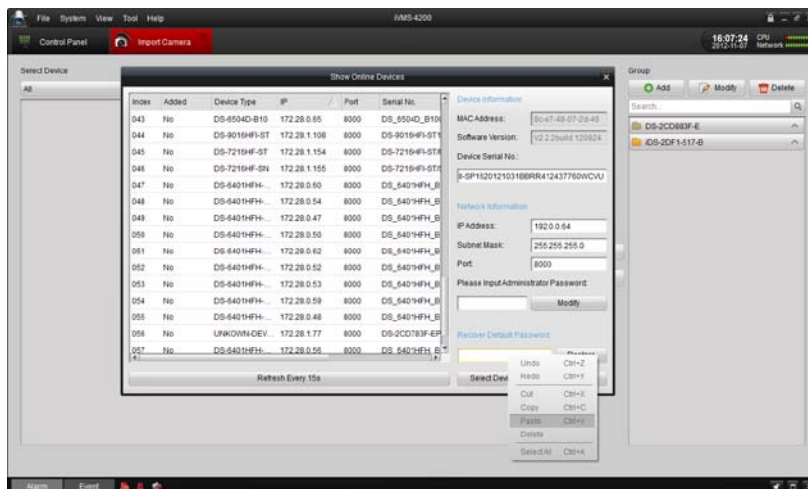
Fig. 6

*** Click on **Import Camera**, **Add Devices** and **Show Online Devices**.

Installing SADP tool

Step n1.

The SADP tool is available on our FTP server at: www.hikvision.com/portal

Following path: **Technical Materials/Software & Development Tools/Software Tool Package/SADP Tools/**

Now you can download and save the file **SADP_Setup.exe** at one location of your PC (Fig. 7)
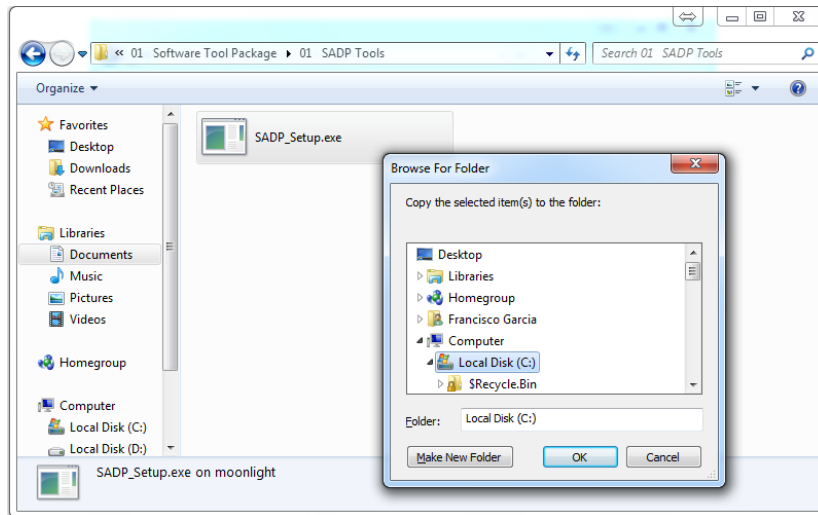
Fig. 7

*** Download and Save the file at one location of your PC.

Step n2.

Connect the IP device that you are going to restore to the power outlet and to your PC or laptop by using a cross-over network cable (Fig. 8). You can also connect the device with a cross-line cable or with a switch.

Note: if you do not have a cross-over network cable follow the instructions in page 12 to make one.
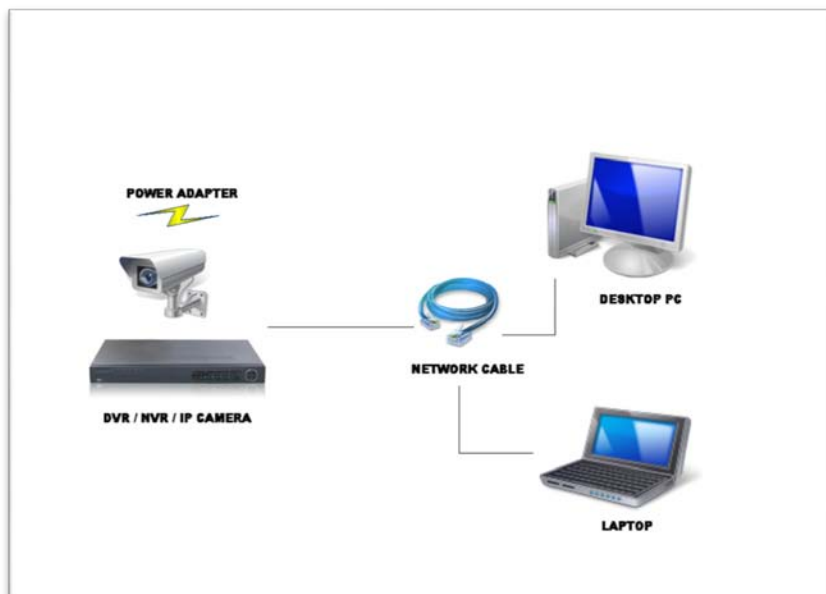
Fig. 8

*** Connect the IP device to the power outlet and to your PC or laptop.

Step n3.

Double click the file <**SADP_Setup.exe**> to start the installation wizard (Fig. 9). Next screen allow the program to make changes on the computer by clicking **Yes**.
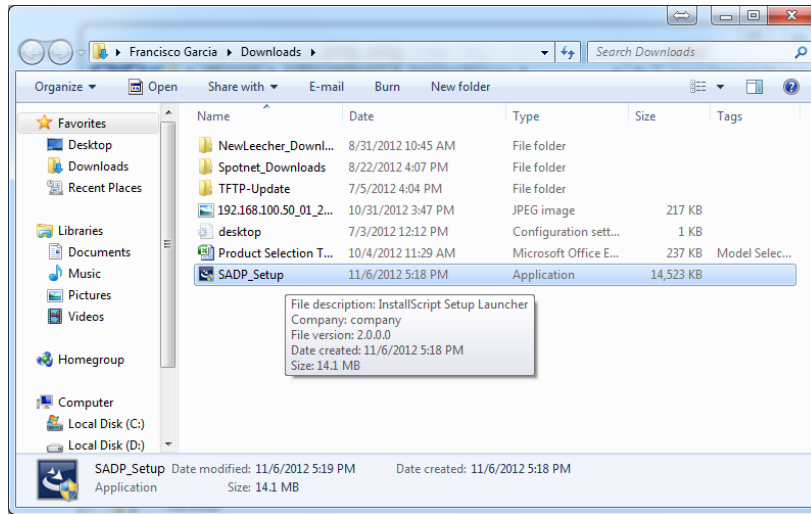
Fig. 9

*** Double click the file <**SADP_Setup.exe**>.

Step n4.

Click **Next** to continue with the wizard and follow on screen instructions (Fig. 10)
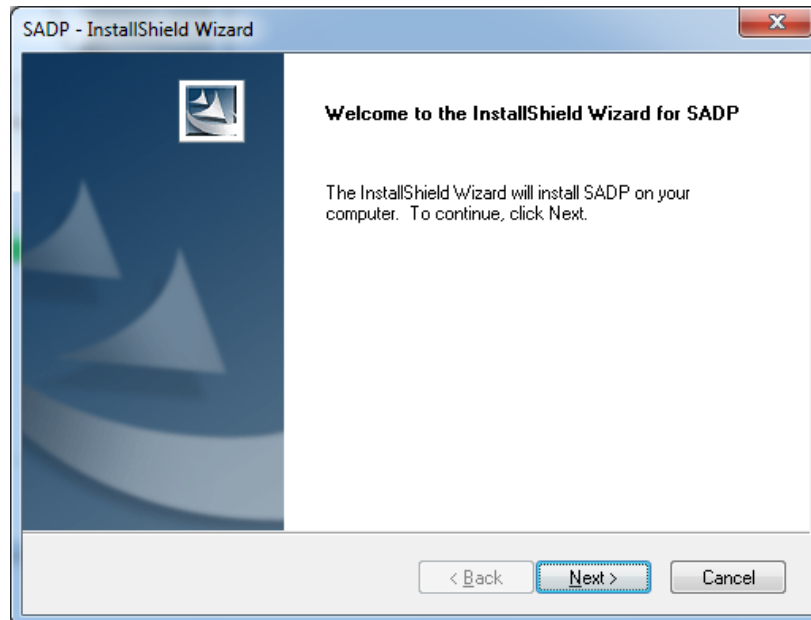
Fig. 10

*** Click **Next** to continue with the wizard.

Step n5.

Now you can select the language you want to install and select *Next* to continue (Fig. 11)
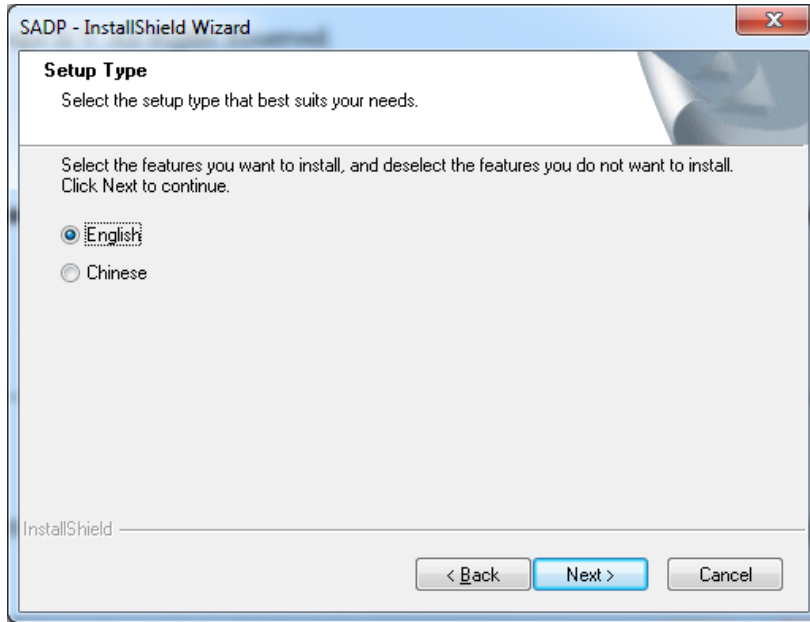
Fig.11

*** Select the language you want to install and click *Next*.

Step n6.

Select the features you want to install and deselect the ones you do not need but we do recommend to have them all selected (recommended). Click *Next* to continue (Fig. 12)
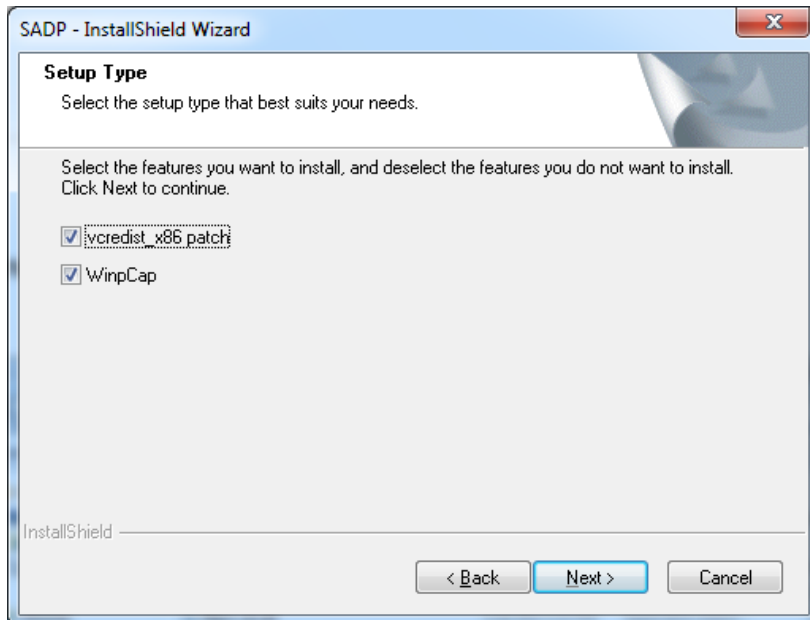
Fig. 12

*** Select the features you want to install and click **Next**.

Note: You do need to install Microsoft Visual C++ 2008 Redistributable package. Otherwise you will get a new window with the installation wizard. If you already have it installed in your computer you can cancel it.

1. Click **Next** to continue (Fig. 13)
2. Select the option **I have read and accept the license terms.**
3. Click **Install.**
4. When setup is complete you can click **Finish** (Fig. 14) and *WinPcap* installation will begin.

Fig. 13
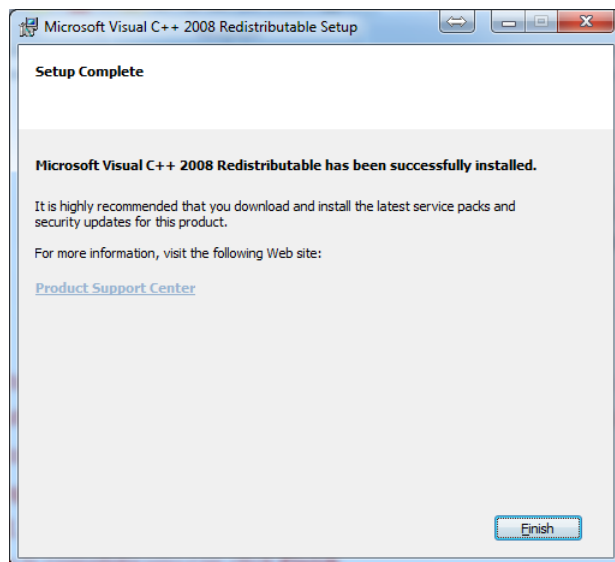
Fig. 14

Step n7.

At this moment the *WinPcap* software installation will begin. Click **Next** to continue (Fig. 15)

Note: This tool needs to be installed.
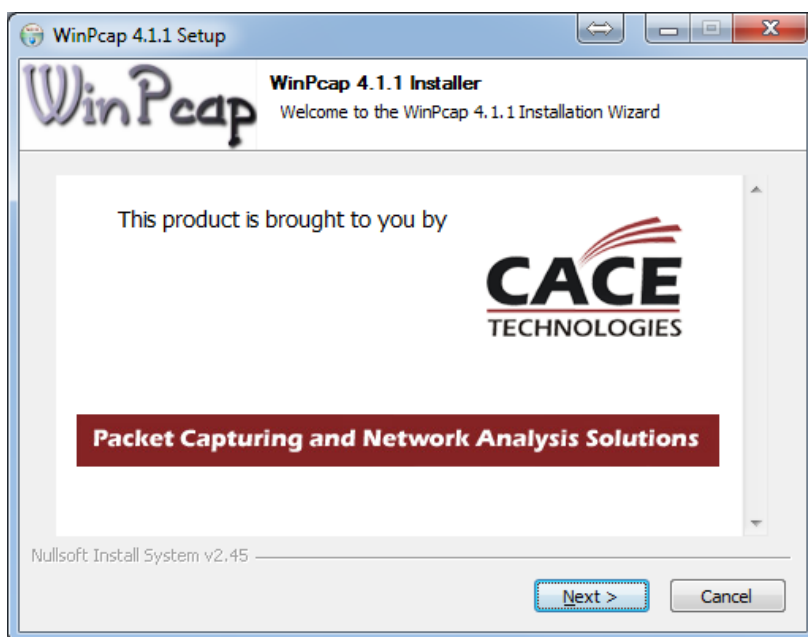
Fig. 15

*** The *WinPcap* software installation will begin. Click **Next**.

Step n8.

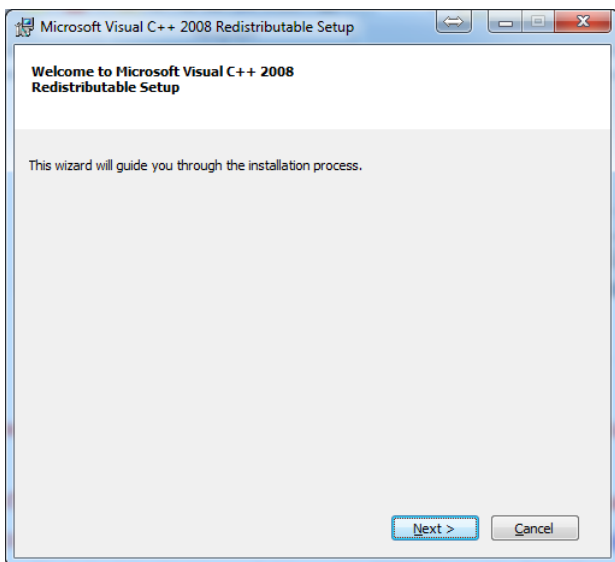Now the Setup Wizard is ready to install the program WinPcap. Click **Next** to start the installation process (Fig. 17)

Fig. 17

*** The Setup Wizard is ready to install the program. Click **Next** to continue.

Step n9.

Please review the License Terms (Fig. 18) before installing and click **Agree** to continue.
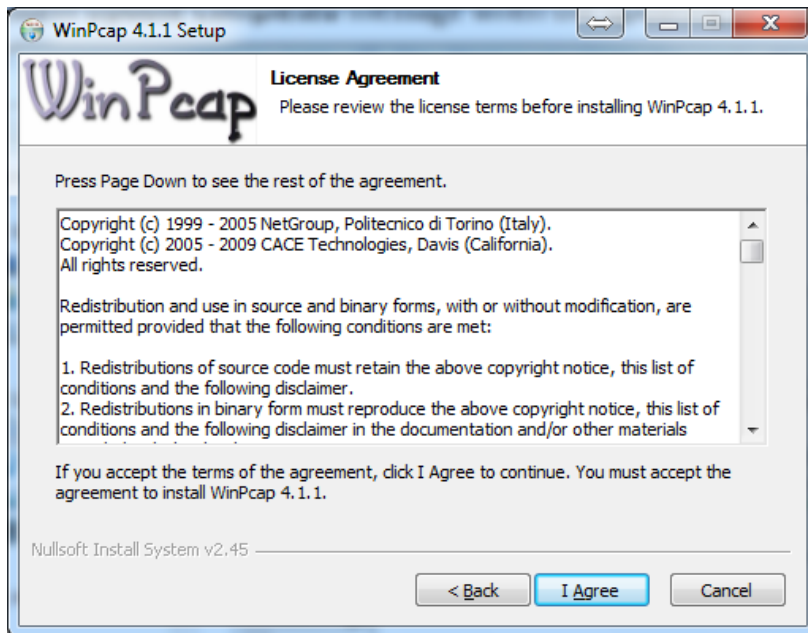
Fig. 18

*** Review the License Terms and click **Agree** to continue.

Step n10.

By default *Automatically start the WinPcap driver at boot time option is Enabled (recommended)*. Please review the installation information and click *Install* to continue (Fig. 19).

*** *Automatically start the WinPcap driver at boot time is Enabled.* Click *Install* to continue.

Step n11.

Now the wizard has completed the installation. Click *Finnish* to close it and exit (Fig. 20)
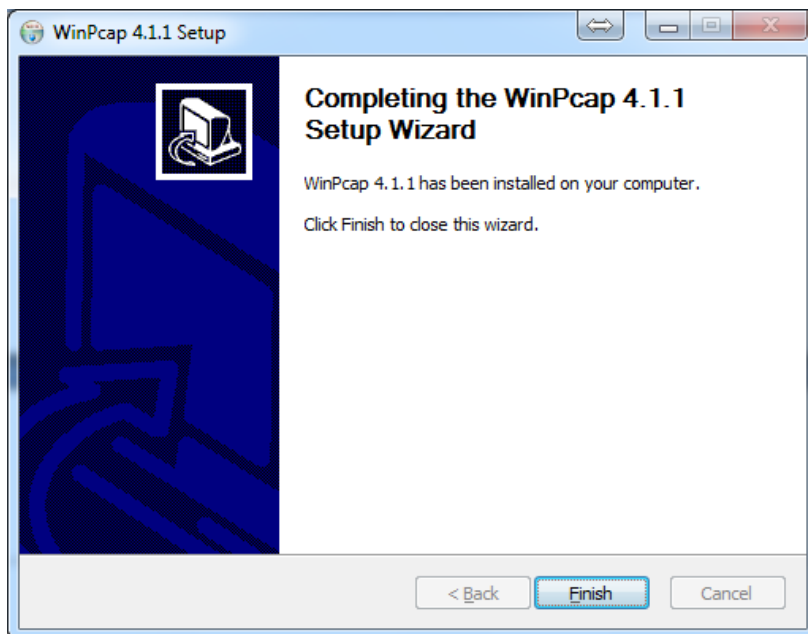
*** Click *Finnish* to close it and exit.

Step n12.

Now the SADP wizard will continue and ask you to select a folder to install files. Click *Next* to continue (Fig. 21)

<div align="right">Fig. 21</div>
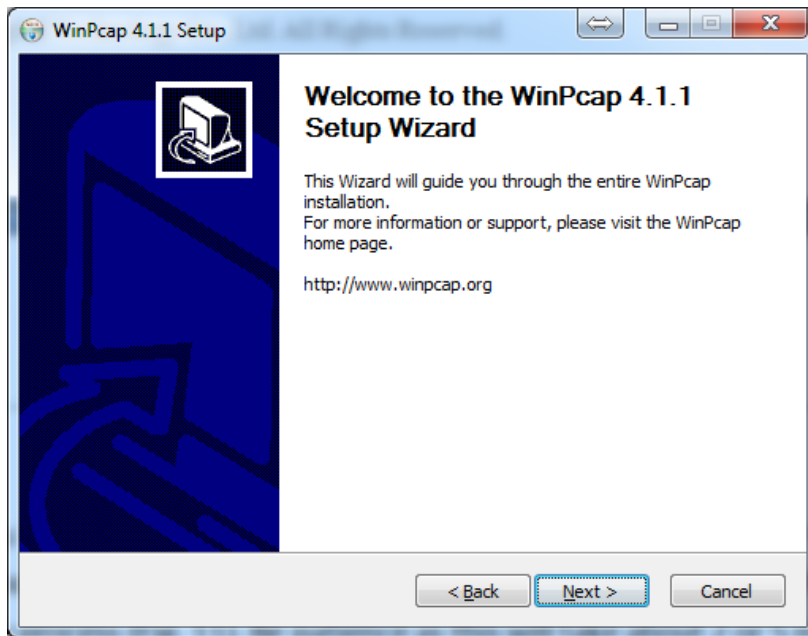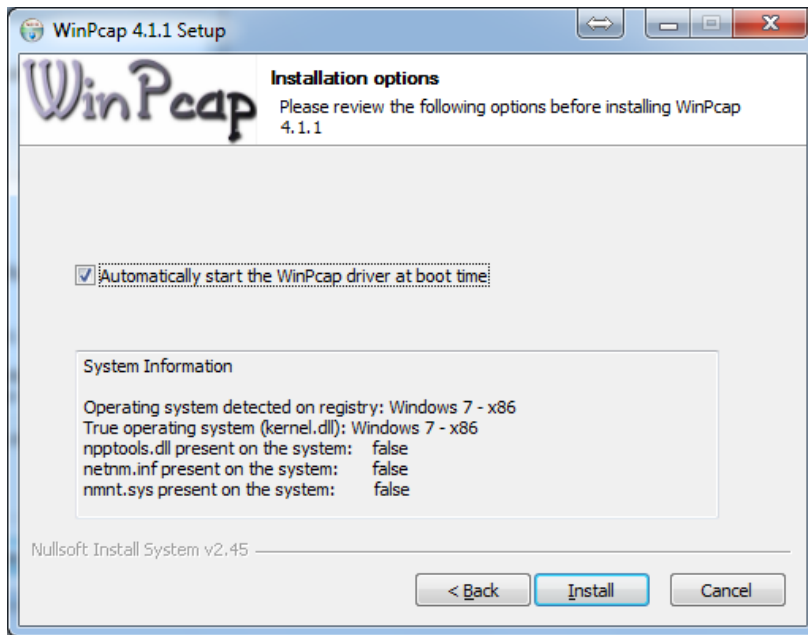
*** Select a folder to install files. Click *Next* to continue.

Step n13.

The wizard is ready to install the program. Click *Install* to begin the installation (Fig. 22)

<div align="right">Fig. 23</div>

*** The wizard is ready to install the program. Click *Install*.

Step n14.

Select the Setup Type that best suits your needs. Click **Next** to continue (Fig. 24)
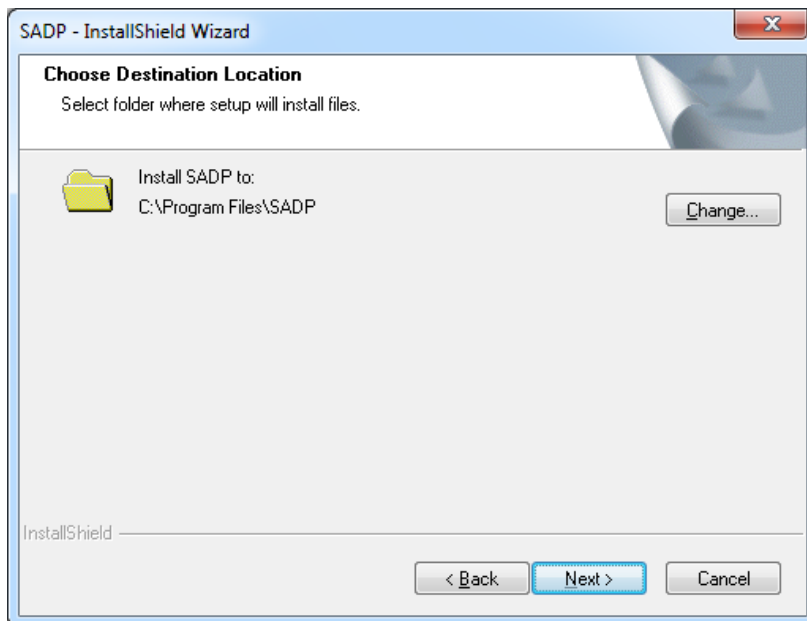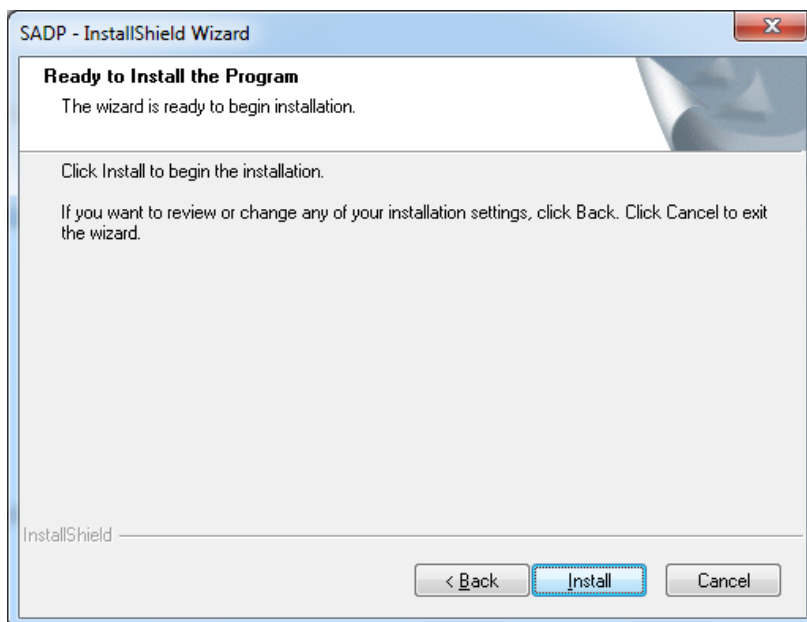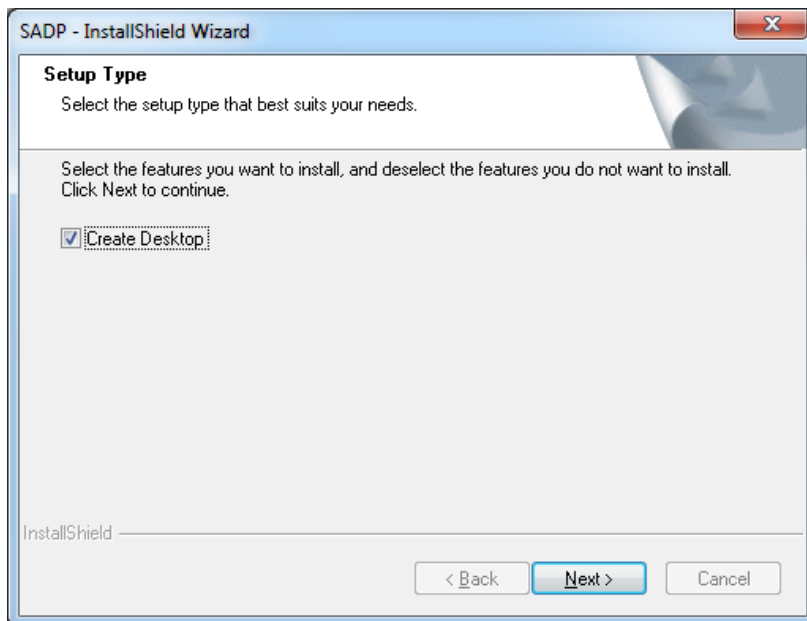

Fig. 25

*** Select the Setup Type and click **Next** to continue.

Step n15.

The Install Shield Wizard has successfully installed SADP. Click **Finish** to exit the wizard and execute the application (Fig. 26)
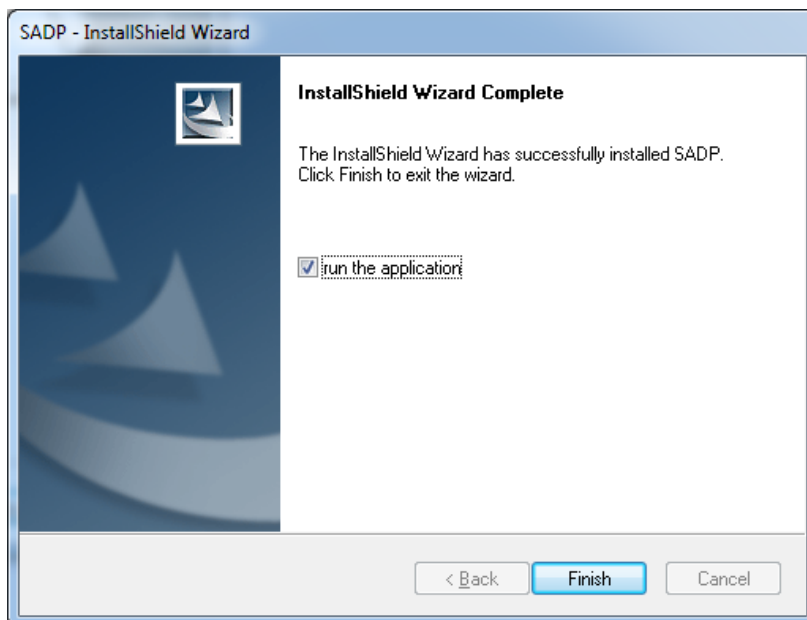

Fig. 26

*** The Install Shield Wizard has successfully installed SADP. Click **Finish** to exit.

How to make a cross-over network cable:

```
1 (white-orange)                   (white-orange) 1

2 (orange)                         (orange)       2

3 (white-green)                    (white-green)  3

4 (blue)          ─────────────    (blue)         4

5 (white-blue)    ─────────────    (white-blue)   5

6 (green)                          (green)        6

7 (white-brown)   ─────────────    (white-brown)  7

8 (brown)         ─────────────    (brown)        8
```