

Password Reset - Hikvision NVR\DVR

29 September 2020 10:53

1. Open SADP tool
2. Find the required DVR/NVR to be reset

Total number of online devices: **10** Unbind Export Refresh

ID	Device Type	Status	IPv4 Address	Port	Enhanced SDK Service Port	Software Version	IPv4 Gateway	HTTP
<input checked="" type="checkbox"/> 001	DS-7204HUHI-K1	Active	79.135.117.67	8000	N/A	V4.21.002build 1...	79.135.117.199	80
<input type="checkbox"/> 002	IPC	Active	79.135.117.38	8000	N/A	3516D_OV4689...	79.135.117.1	80
<input type="checkbox"/> 003	IPC	Active	79.135.117.121	8000	N/A	3516D_OV4689...	79.135.117.1	80
<input type="checkbox"/> 004	IPC	Active	79.135.117.116	8000	N/A	3516D_OV4689...	79.135.117.1	80
<input type="checkbox"/> 005	IPC	Active	79.135.117.163	8000	N/A	3516D_JMX335...	79.135.117.1	80
<input type="checkbox"/> 006	IPC	Active	79.135.117.95	8000	N/A	3516D_JMX335...	79.135.117.1	80
<input type="checkbox"/> 007	IPC	Active	79.135.117.66	8000	N/A	3516D_JMX335...	79.135.117.1	80
<input type="checkbox"/> 008	IPC	Active	79.135.117.176	8000	N/A	3516D_JMX335...	79.135.117.1	80
<input type="checkbox"/> 009	IPC	Active	79.135.117.134	8000	N/A	S2L55M_OV4689...	79.135.117.1	80
<input type="checkbox"/> 010	IPC	Active	79.135.117.61	8000	N/A	S2L55M_OV4689...	79.135.117.1	80

Modify Network Parameters

☒ Enable DHCP
☒ Enable Hik-Connect

Device Serial No.: 120200316CCWRE24878264WCVU

IP Address: 79.135.117.67

Port: 8000

Subnet Mask: 255.0.0.0

Gateway: 79.135.117.199

IPv6 Address: ::

IPv6 Gateway: ::

IPv6 Prefix Length: 64

HTTP Port: 80

4. Select the Forgot Password option and select the Export option

Reset Password

Mode: Export/Import Secret Key Mode

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 QR code

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

Modify Network Parameters

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☒ Enable Hik-Connect

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IP Address: 79.135.117.67

Port: 8000

Subnet Mask: 255.0.0.0

Gateway: 79.135.117.199

IPv6 Address: ::

IPv6 Gateway: ::

IPv6 Prefix Length: 64

HTTP Port: 80

Security Verification

Admin Password:

Modify

Forgot Password

6. Now email support.uk@hikvision.com with the exported file attached in the email
7. Once you have received the reset file back from Hikvision support, select the required camera - forgot password - choose option 2 and choose Import file and choose the reset file sent back from Hikvision support and set a new password and confirm when done.

Reset Password

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Export **QR code**

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:

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☐ Reset Network Cameras' Passwords

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