



HIKVISION[®]

2016

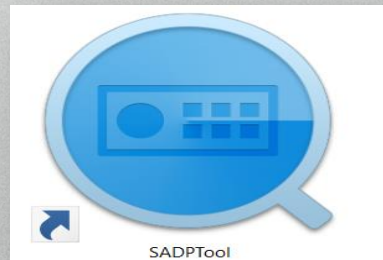
Resetting Passwords | Exported XML Method

Password Reset | Exported XML Method

This method requires the use of the **SADP** Tool [covered in a separate 'How To' document] in order to produce a file to send to technical support.

Download SADP from http://overseas.hikvision.com/us/Tools_82.html

Open the SADP Tool from the shortcut on the Desktop.



Password Reset | Exported XML Method

SADP automatically discovers and displays all Hikvision devices on the LAN. Check the box next to the device you need the password reset for, then.....

The screenshot shows the SADP (SoftAdmin Pro) interface. At the top, it indicates 'Total number of online devices: 6'. Below this is a table of devices with columns for ID, Device Type, Security, IPv4 Address, Port, Software Ver..., IPv4 Gate..., HTTP P..., and Device Serial No. Device 006 is selected. To the right, the 'Modify Network Parameters' dialog box is open, showing fields for Device Serial No., IP Address, Port, Gateway, IPv6 Address, IPv6 Prefix Length, and HTTP Port. A blue arrow points to the 'Admin Password' field in the dialog, and another blue arrow points to the 'Forgot Password' button.

| ID | Device Type | Security | IPv4 Address | Port | Software Ver... | IPv4 Gate... | HTTP P... | Device Serial No. | |
|-------------------------------------|-------------|------------------|--------------|------------|-----------------|------------------|-----------|-------------------|----------------------------|
| <input type="checkbox"/> | 001 | DS-7308HQHI-SH | Active | 10.0.0.152 | 8000 | V3.1.10build ... | 10.0.0.1 | 80 | DS-7308HQHI-SH0820141127A |
| <input type="checkbox"/> | 002 | DS-7204HGHI-SH | Active | 10.0.0.51 | 8000 | V3.1.10build ... | 10.0.0.1 | 80 | DS-7204HGHI-SH0420140928A |
| <input type="checkbox"/> | 003 | DS-2CD2142FWD-IS | Active | 10.0.0.183 | 8000 | V5.3.3build 1... | 10.0.0.1 | 80 | DS-2CD2142FWD-IS20151105 |
| <input type="checkbox"/> | 004 | DS-2CD2022WD-I | Active | 10.0.0.2 | 8000 | V5.3.1build 1... | 10.0.0.1 | 80 | DS-2CD2022WD-I20150529B |
| <input type="checkbox"/> | 005 | DS-2CD2132F-IWS | Active | 10.0.0.164 | 8000 | V5.3.0build 1... | 10.0.0.1 | 80 | DS-2CD2132F-I20150906 |
| <input checked="" type="checkbox"/> | 006 | DS-7608NI-E2/8P | Active | 10.0.0.20 | 8000 | V3.3.6build 1... | 10.0.0.1 | 8001 | DS-7608NI-E2/8P0820141212A |

Modify Network Parameters

Enable DHCP

Device Serial No.: DS-7608NI-E2/8P08201412

IP Address: 10.0.0.20

Port: 8000

Gateway: 10.0.0.1

IPv6 Address: fd3e4:c256:e3ff:fe2a:39e6

IPv6 Prefix Length: 64

HTTP Port: 8001

Security Verification

Admin Password:

In the lower right side of the screen, below "Admin Password", click on "Forgot Password"

A Note About SADP Tool

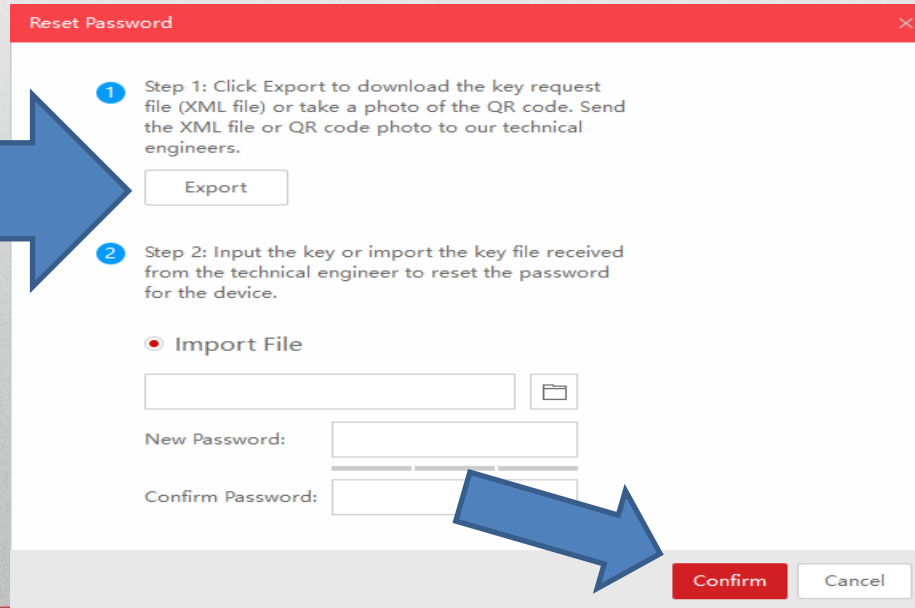
- SADP Tool can discover devices on your LAN
- Must be connected on the physical LAN
- Same switch/wiring
- Can discover and configure devices with different IP addresses (different 'logical' LAN)
- Example: your PC is 192.168.1.100; can find recorder at 192.0.0.64

Password Reset | Exported XML Method

The Reset Password window will appear.

In Step 1, select Export.

Then select Confirm.



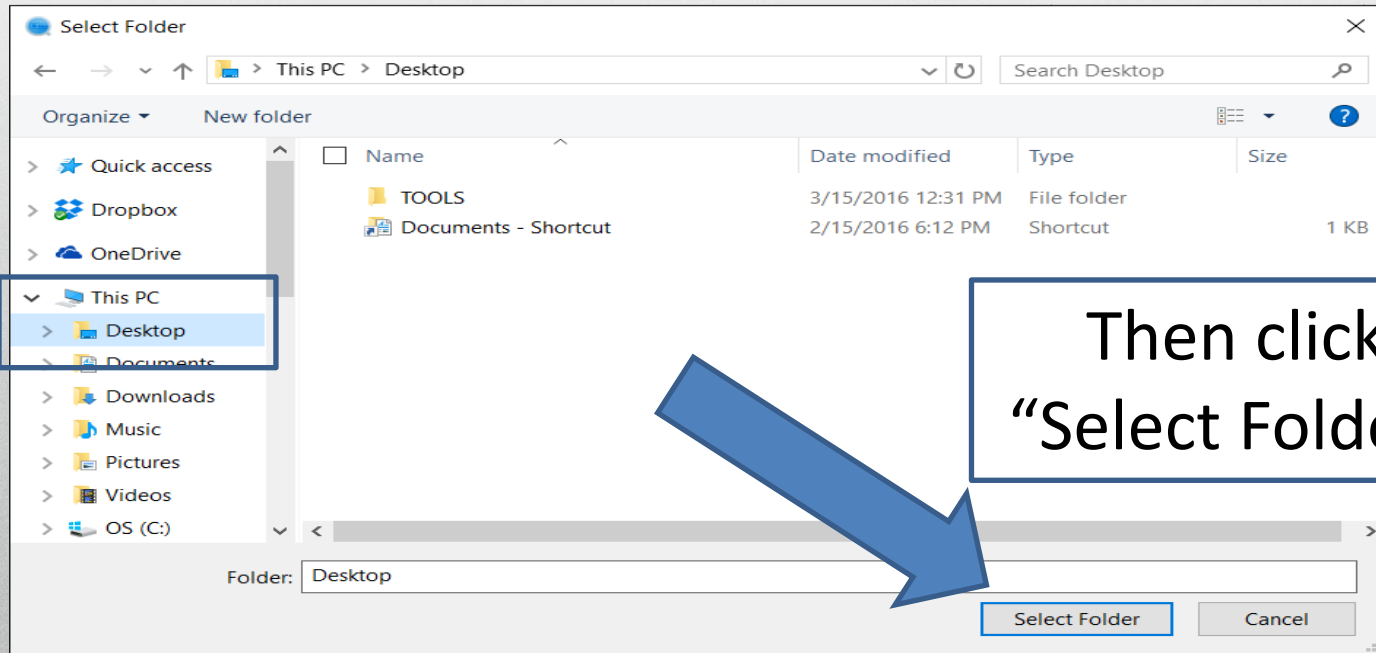
The screenshot shows a 'Reset Password' dialog box with a red title bar. It contains two numbered steps:

- 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. Below this text is an 'Export' button.
- Step 2:** Input the key or import the key file received from the technical engineer to reset the password for the device. Below this text is a radio button labeled 'Import File', followed by a file selection input field with a folder icon.

Below the file selection field are two password input fields: 'New Password:' and 'Confirm Password:'. At the bottom right of the dialog are two buttons: 'Confirm' (highlighted in red) and 'Cancel'. A large blue arrow on the left points to the 'Export' button, and another large blue arrow at the bottom right points to the 'Confirm' button.

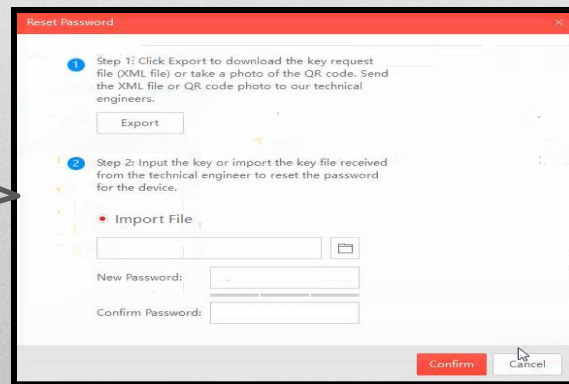
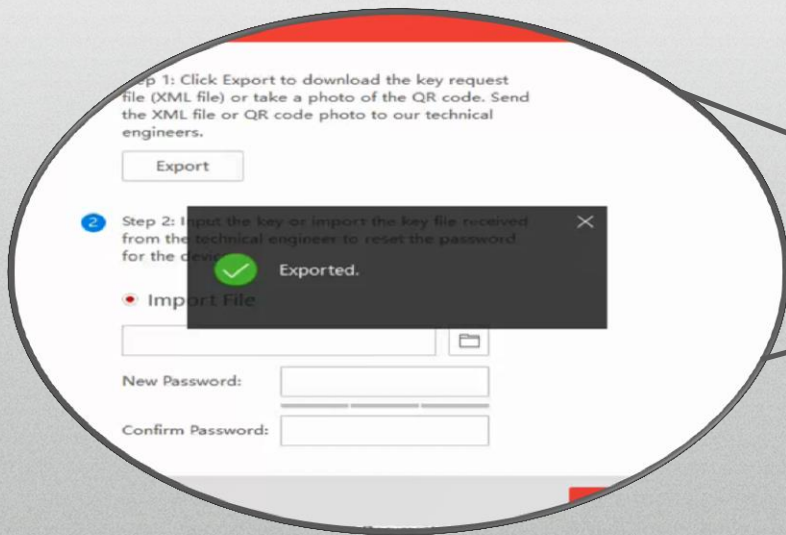
Password Reset | Exported XML Method

Browse to the location on your computer where to save the exported XML file



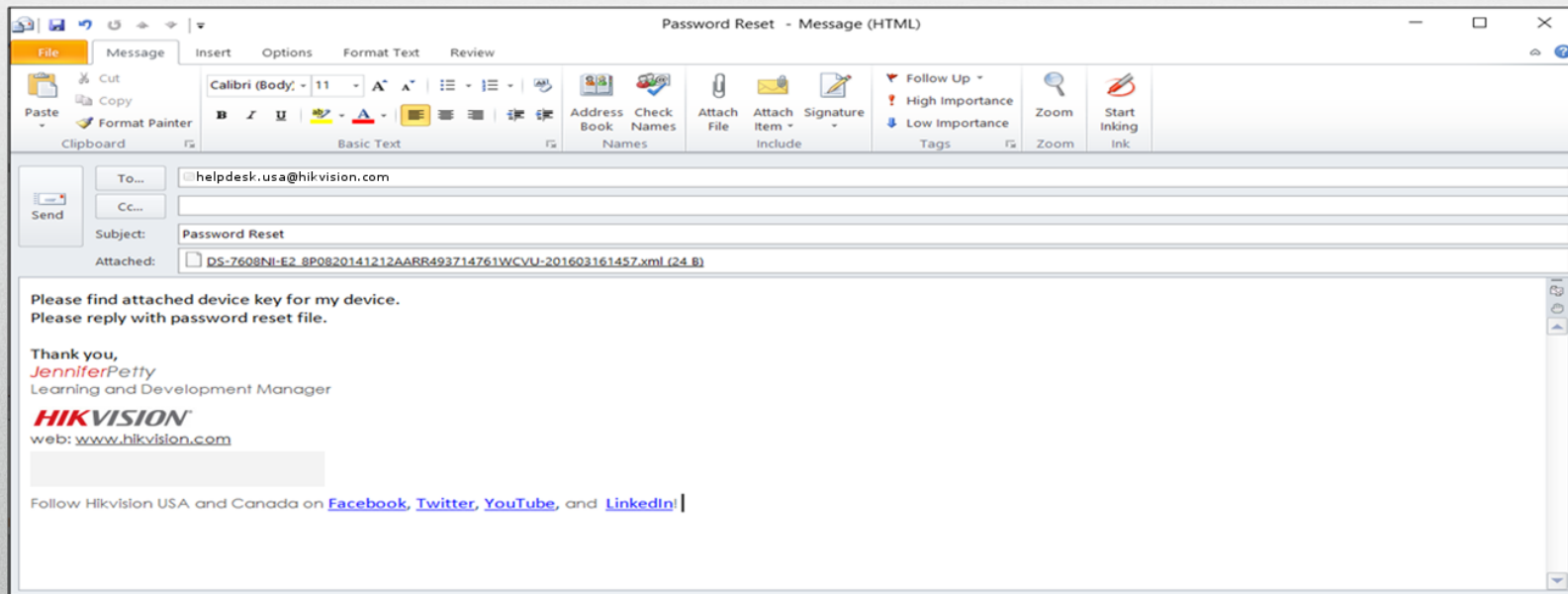
Password Reset | Exported XML Method

Confirmation of the export will appear.



Password Reset | Exported XML Method

Email device key file to Helpdesk.usa@hikvision.com



Password Reset | Exported XML Method

The reply will include an encrypted file from Hikvision Technical Support named *“Encrypt.xml”*.

Save it to your computer in the same folder as the original exported file.



Password Reset | Exported XML Method

Reopen SADP to discover and display all Hikvision devices on the LAN.
Click on the Device you need the password reset for, then.....

The screenshot shows the SADP (Smart Device Access Protocol) interface. At the top, it displays 'Total number of online devices: 6'. Below this is a table of devices with columns for ID, Device Type, Security, IPv4 Address, Port, Software Ver..., IPv4 Gate..., HTTP P..., and Device Serial No. Device 006 is selected. To the right, the 'Modify Network Parameters' dialog box is open, showing fields for Device Serial No., IP Address, Port, Gateway, IPv6 Address, IPv6 Prefix Length, and HTTP Port. A blue text box highlights the 'Admin Password' field and the 'Forgot Password' button. A blue arrow points to the 'Admin Password' field, and another blue arrow points to the 'Forgot Password' button.

| ID | Device Type | Security | IPv4 Address | Port | Software Ver... | IPv4 Gate... | HTTP P... | Device Serial No. |
|-----|------------------|----------|--------------|------|------------------|--------------|-----------|----------------------------|
| 001 | DS-7308HQHI-SH | Active | 10.0.0.152 | 8000 | V3.1.10build ... | 10.0.0.1 | 80 | DS-7308HQHI-SH0820141127A |
| 002 | DS-7204HGHI-SH | Active | 10.0.0.51 | 8000 | V3.1.10build ... | 10.0.0.1 | 80 | DS-7204HGHI-SH0420140928A |
| 003 | DS-2CD2142FWD-IS | Active | 10.0.0.183 | 8000 | V5.3.3build 1... | 10.0.0.1 | 80 | DS-2CD2142FWD-IS20151105 |
| 004 | DS-2CD2022WD-I | Active | 10.0.0.2 | 8000 | V5.3.1build 1... | 10.0.0.1 | 80 | DS-2CD2022WD-I20150529B |
| 005 | DS-2CD2132F-IWS | Active | 10.0.0.164 | 8000 | V5.3.0build 1... | 10.0.0.1 | 80 | DS-2CD2132F-I220150306 |
| 006 | DS-7608NI-E2/8P | Active | 10.0.0.20 | 8000 | V3.3.6build 1... | 10.0.0.1 | 8001 | DS-7608NI-E2/8P0820141212A |

Modify Network Parameters

Enable DHCP:

Device Serial No.: DS-7608NI-E2/8P08201412

IP Address: 10.0.0.20

Port: 8000

Gateway: 10.0.0.1

IPv6 Address: fd3e4:c256:e3ff:fe2a:39e6

IPv6 Prefix Length: 64

HTTP Port: 8001

Security Verification

Admin Password:

Modify

Forgot Password

Security Verification

Admin Password:

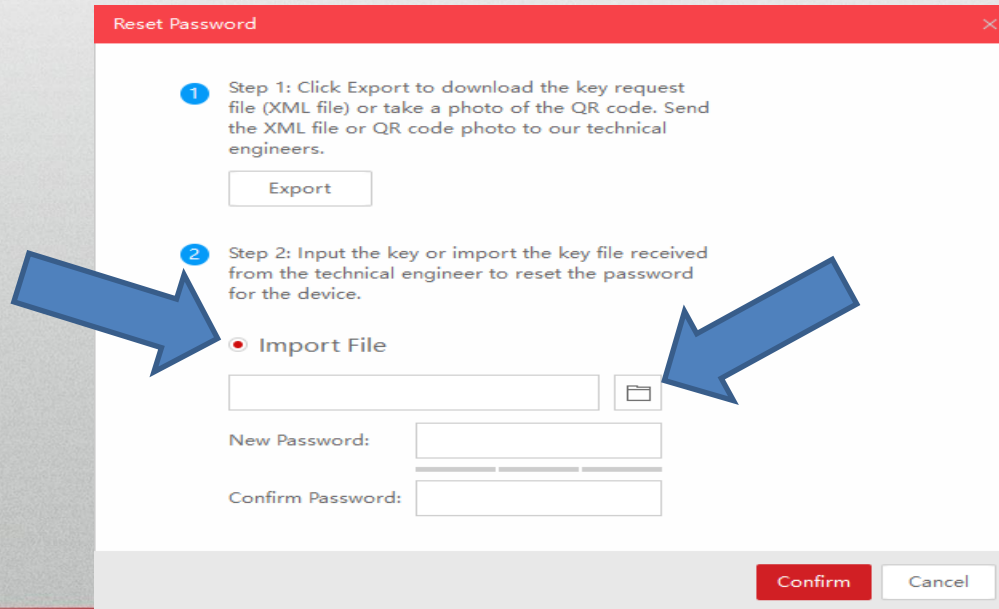
Modify

Forgot Password

In the lower right side of the screen, below "Admin Password", click on "Forgot Password"

Password Reset | Exported XML Method

The Reset Password window will appear.
In Step 2, click “Import File” then select the FILE icon.



Reset Password

1 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

2 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

Password Reset | Exported XML Method

Browse to the location where you saved the “Encrypt.xml” file provided by Hikvision Tech Support & select.

Enter the New Password using a combination of upper case, lower case, numbers and symbols to create a strong password then enter again below.

Click ‘Confirm’.

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.
- 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: Strong

Repeat Password:

Reminder: Use a Strong Password for the Highest Level of Security!!!

Password Reset | Exported XML Method

Confirmation will appear in the center of the screen.

The password is reset.

