TECHNICAL BULLETIN



Title:	Product Identification and Password Reset									
Date:	5/23/2013	5/23/2013 Version: 2.0 Pages 2								
Product:	Hikvision network products (D	Hikvision network products (DVR's, NVR's, IP Cameras)								
Action Required:	Information Only									

- 1. Connect your PC and DVR directly or through a switch. Power cycle the device you wish to restore.
- 2. Download and install the SADP tool. Please refer to the SADP manual for installation help and instruction.

Launch SADP to display the device's information.

0,						SADP			-	ð ×
🔍 c	Inline Devices	🕖 About								
💶 То	tal number of online	e devices: <mark>62</mark>					ø	Refresh 😕	Mg rif, Han ork Parameters	
ID 🛆	Device Type	IPv4 Address	Port	Software Version	IPv4 Gateway	Serial No.	Subnet Mask	MAC Addres:	2	
001	DS-7316HF-ST	172.28.1.153	8000	V2.0.2build 120424		DS-7316HFI-ST1620120319BBWR40	255.255.255.0	00-40-48-89-	IP Address:	
002	DS-6401HFH	172.28.0.51	8000	V1.1.1build 120503		DS_6401HFH_B10S0020120319AAC	255.255.252.0	00-40-48-88-	Port	
003	DS-7216HF-SN	172.28.1.155	8000	V1.3.0build 120809		DS-7216HFI-ST/SN0120120225AAWR	255.255.255.0	00-40-48-83-	Subnet Mask:	
004	DS-6401HFH	172.28.0.52	8000	V1.1.1build 120503		DS_6401HFH_B10S0020120319AAC	255.255.252.0	00-40-48-88-	IPv4 Gateway:	
005	DS-6401HFH	172.28.0.54	8000	V1.1.1build 120503		DS_6401HFH_B10S0020120319AAC	255.255.252.0	00-40-48-88-	IPv6 Address:	
006	DS-6401HFH	172.28.0.50	8000	V1.1.1build 120503		DS_6401HFH_B10S0020120319AAC	255.255.252.0	00-40-48-88-	IPv6 Gateway:	
007	DS-6401HFH	172.28.0.55	8000	V1.1.1build 120503		DS_6401HFH_B100020120319AACH	255.255.252.0	00-40-48-88-	IPv6 Prefix Length:	
800	DS-7204H-SN	172.28.1.140	8000	V1.3.0build 120809		DS-7204HVI-ST/SN0120120703AAWR	255.255.255.0	00-40-48-37-	Serial No.:	
009	DS-6504D-B10	172.28.0.63	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR40	255.255.252.0	00-40-48-44-		
010	DS-6504D-B10	172.28.0.69	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR40	255.255.252.0	00-40-48-44-	Password	e
011	DS-6504D-B10	172.28.0.70	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR40	255.255.252.0	00-40-48-44-		
012	DS-6504D-B10	172.28.0.65	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR40	255.255.252.0	00-40-48-44-	Note:Enter the admin password of the de before you save the network parameters	levice s.
013	DS-6504D-B10	172.28.0.64	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR40	255.255.252.0	00-40-48-44-		
014	DS-6504D-B10	172.28.0.67	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR40	255.255.252.0	00-40-48-44-		
015	DS-6504D-B10	172.28.0.68	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR40	255.255.252.0	00-40-48-44-	Restore Default Password	
016	DS-6504D-B10	172.28.0.66	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR40	255.255.252.0	00-40-48-44-		
017	DS-7616NI-SP	192.0.0.64	8000	V2.2.2build 120924	0.0.0.0	DS-7616NI-SP1620121031BBRR412	255.255.255.0	8c-e7-48-07-	Serial code Confir	rm
018	DS-6401HFH	172.28.0.60	8000	V1.1.1build 120503		DS_6401HFH_B100020120319AACH	255.255.252.0	00-40-48-88-		
019	DS-6401HFH	172.28.0.56	8000	V1.1.1build 120503		DS_6401HFH_B100020120319AACH	255.255.252.0	00-40-48-88-	Note: Serial code is a series of character	rs al
020	DS-6401HFH	172.28.0.61	8000	V1.1.1build 120503		DS_6401HFH_B100020120319AACH	255.255.252.0	00-40-48-88-	number of the device.	
021	DS-9116HFI-ST	172.28.1.91	8000	V2.2.1build 120728	172.28.1.1	DS-9116HFI-ST1620110718BBRR404	255.255.255.0	00-40-48-56-		
022	DS-6401HFH	172.28.0.48	8000	V1.1.1build 120503		DS_6401HFH_B10S0020120319AAC	255.255.252.0	00-40-48-88-		
•										

Fig. 1

- Locate the Serial Number column of the device to restore. Click the Hide/Show button (yellow arrows) to show or hide more information (Fig.1). You may need to stretch the field to see all of the 24 to 30 characters (Fig. 2).
- 4. Take a screen shot of the Serial Number and provide the current date of the device. If you are unable to obtain the current date of the device, please provide the date shown on the Start Time (date when the device was last powered on) column.

2			SADP					-	- 6
Q Online Devices	🕢 🕡 Abi	sut							
🗣 Total number of o	nline devices: 60							@ Refresh	~
Software Version	IPv4 Gateway	Serial No.	Subnet Mask	MAC Address	Encoding Channel(s)	DSP Version	Start Time	IPv6 Addres	55
V2.0.2build 120424	<	DS-7316HFI-ST1620120319BBWR407498624WCVU	255.255.255.0	00-40-48-89-33-50	16	V5.0, build 12041	2012-11-07 08:35:44	>	
V1.1.1build 120503		DS_6401HFH_B10S0020120319AACH407436092W	255.255.252.0	00-40-48-88-b6-0c	1	V1.1, build 120322	2012-11-07 16:28:58		
V1.3.0build 120809		DS-7216HFI-ST/SN0120120225AAWR407125148WCVU	255.255.255.0	00-40-48-83-f7-6c	16	V5.0, build 120807	2012-11-07 16:42:04		
V1.1.1build 120503		DS_6401HFH_B10S0020120319AACH407436093W	255.255.252.0	00-40-48-88-b6-0d	1	V1.1, build 120322	2012-11-07 16:28:58		
V1.1.1build 120503		DS_6401HFH_B10S0020120319AACH407436095W	255.255.252.0	00-40-48-88-b6-0f	1	V1.1, build 120322	2012-11-07 16:28:59		
V1.1.1build 120503		DS_6401HFH_B10S0020120319AACH407436091W	255.255.252.0	00-40-48-88-b6-0b	1	V1.1, build 120322	2012-11-07 16:28:58		
/1.1.1build 120503		DS_6401HFH_B100020120319AACH407436002W	255.255.252.0	00-40-48-88-b5-b2	1	V1.1, build 120322	2012-11-07 16:29:07		
/1.3.0build 120809		DS-7204HVI-ST/SN0120120703AAWR409451078WCVU	255.255.255.0	00-40-48-a7-75-16	4	V5.0, build 120807	2012-11-07 16:35:58		
/1.1.1build 120330		DS_6504D_B100420110321ACRR402982465WV	255.255.252.0	00-40-48-44-c1-11	0	V1.1build 120401	2012-11-07 16:28:56		
/1.1.1build 120330		DS_6504D_B100420110321ACRR402982471WV	255.255.252.0	00-40-48-44-c1-17	0	V1.1build 120401	2012-11-07 16:28:57		
v1.1.1build 120330		DS_6504D_B100420110321ACRR402982472WV	255.255.252.0	00-40-48-44-c1-18	0	V1.1build 120401	2012-11-07 16:28:57		
V1.1.1build 120330		DS_6504D_B100420110321ACRR402982467WV	255.255.252.0	00-40-48-44-c1-13	0	V1.1build 120401	2012-11-07 16:28:56		
v1.1.1build 120330		DS_6504D_B100420110321ACRR402982466WV	255.255.252.0	00-40-48-44-c1-12	0	V1.1build 120401	2012-11-07 16:28:55		
V1.1.1build 120330		DS_6504D_B100420110321ACRR402982469WV	255.255.252.0	00-40-48-44-c1-15	0	V1.1build 120401	2012-11-07 16:28:56		
/1.1.1build 120330		DS_6504D_B100420110321ACRR402982470WV	255.255.252.0	00-40-48-44-c1-16	0	V1.1build 120401	2012-11-07 16:28:57		
v1.1.1build 120330		DS_6504D_B100420110321ACRR402982468WV	255.255.252.0	00-40-48-44-c1-14	0	V1.1build 120401	2012-11-07 16:28:56		
v2.2.2build 120924	0.0.0.0	DS-7616NI-SP1620121031BBRR412437760WCVU	255.255.255.0	8c-e7-48-07-2d-46	16	V1.0, build 120922	2012-11-07 17:25:01	fe80::8ee7:4	481
/1.1.1build 120503		DS_6401HFH_B100020120319AACH407436003W	255.255.252.0	00-40-48-88-b5-b3	1	V1.1, build 120322	2012-11-07 16:29:41		
/1.1.1build 120503		DS_6401HFH_B100020120319AACH407436008W	255.255.252.0	00-40-48-88-b5-b8	1	V1.1, build 120322	2012-11-07 16:29:43		
/2.2.1build 120728	172.28.1.1	DS-9116HFI-ST1620110718BBRR404153249WCVU	255.255.255.0	00-40-48-56-9e-71	16	V1.0, build 120723	2012-11-05 13:10:46	fe80::240:48	811
/1.1.1build 120503		DS_6401HFH_B10S0020120319AACH407436089W	255.255.252.0	00-40-48-88-b6-09	1	V1.1, build 120322	2012-11-07 16:28:58		
v1.1.1build 120503		DS_6401HFH_B100020120319AACH407436005W	255.255.252.0	00-40-48-88-b5-b5	1	V1.1, build 120322	2012-11-07 16:29:42		

Fig. 2

- 1 -Hikvision USA, Inc. 908 Canada Court, Industry, CA 91748 Phone: 909-895-0400 Fax: 909-595-0788 Email: <u>techsupport@hikvisionusa.com</u> Website: <u>http://www.hikvision.com</u>

TECHNICAL BULLETIN



Title:	Product Identification and Password Reset									
Date:	5/23/2013	5/23/2013 Version: 2.0 Pages 2								
Product:	Hikvision network products (D	Hikvision network products (DVR's, NVR's, IP Cameras)								
Action Required:	Information Only									

5. Please email the screen shot to <u>techsupport@hikvisionusa.com</u> so we can provide the Secure code for your device.

Note: We need the **Device Serial No. and Device's current date** information to create a unique Secure Code for your device. For security reasons, the Secure Code will only be valid during the same day as the Device's current date.

6. When you receive the Secure code, click on the device you wish to reset. The selected device will turn gray. Input the code in the *Restore Default Password* field and click on the *Confirm* button (Fig. 3).

0.						SADP			- 0
	Online Devices	🕖 About							
Фто	tal number of online	e devices: <mark>60</mark>				i.	Refresh >>	Modify Network Pa	arameters
ID /	Device Type	IPv4 Address	Port	Software Version	IPv4 Gateway	Serial No.	Subnet Mask	1	-
001	DS-7316HF-ST	172.28.1.153	8000	V2.0.2build 120424		DS-7316HFI-ST1620120319BBWR407498624WCVU	255.255.255.0	IP Address:	172.28.1.153
002	DS-6401HFH	172.28.0.51	8000	V1.1.1build 120503		DS_6401HFH_B10S0020120319AACH407436092W	255.255.252.0	Port:	8000
003	DS-7216HF-SN	172.28.1.155	8000	V1.3.0build 120809		DS-7216HFI-ST/SN0120120225AAWR407125148WCVU	J 255.255.255.0	Subnet Mask:	255.255.255.0
004	DS-6401HFH	172.28.0.52	8000	V1.1.1build 120503		DS_6401HFH_B10S0020120319AACH407436093W	255.255.252.0	IPv4 Gateway.	
005	DS-6401HFH	172.28.0.54	8000	V1.1.1build 120503		DS_6401HFH_B10S0020120319AACH407436095W	255.255.252.0	IPv6 Address:	
006	DS-6401HFH	172.28.0.50	8000	V1.1.1build 120503		DS_6401HFH_B10S0020120319AACH407436091W	255.255.252.0	IPv6 Gateway:	
007	DS-6401HFH	172.28.0.55	8000	V1.1.1build 120503		DS_6401HFH_B100020120319AACH407436002W	255.255.252.0	IPv6 Prefix Length:	
800	DS-6504D-B10	172.28.0.63	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR402982465WV	255.255.252.0	Serial No.:	DS-7316HFI-ST162012031
009	DS-6504D-B10	172.28.0.69	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR402982471WV	255.255.252.0		
010	DS-6504D-B10	172.28.0.70	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR402982472WV	255.255.252.0	Password	Save
011	DS-6504D-B10	172.28.0.65	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR402982467WV	255.255.252.0		
012	DS-6504D-B10	172.28.0.64	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR402982466WV	255.255.252.0	Note:Enter the before you save	admin password of the device a the network parameters.
013	DS-6504D-B10	172.28.0.67	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR402982469WV	255.255.252.0		
014	DS-6504D-B10	172.28.0.68	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR402982470WV	255.255.252.0		
015	DS-6504D-B10	172.28.0.66	8000	V1.1.1build 120330		DS_6504D_B100420110321ACRR402982468WV	255.255.252.0	Restore Default P	assword
016	DS-7616NI-SP	192.0.0.64	8000	V2.2.2build 120924	0.0.0.0	DS-7616NI-SP1620121031BBRR412437760WCVU	255.255.255.0		
017	DS-6401HFH	172.28.0.56	8000	V1.1.1build 120503		DS_6401HFH_B100020120319AACH407436003W	255.255.252.0	Serial code	Confirm
018	DS-6401HFH	172.28.0.61	8000	V1.1.1build 120503		DS_6401HFH_B100020120319AACH407436008W	255.255.252.0		
019	DS-9116HFI-ST	172.28.1.91	8000	V2.2.1build 120728	172.28.1.1	DS-9116HFI-ST1620110718BBRR404153249WCVU	255.255.255.0	Note: Serial coo combined by th	te is a series of characters e start time and the serial
020	DS-6401HFH	172.28.0.48	8000	V1.1.1build 120503		DS_6401HFH_B10S0020120319AACH407436089W	255.255.252.0	number of the o	levice.
021	DS-6401HFH	172.28.0.58	8000	V1.1.1build 120503		DS_6401HFH_B100020120319AACH407436005W	255.255.252.0		
022	DS-6401HFH	172.28.0.59	8000	V1.1.1build 120503		DS_6401HFH_B100020120319AACH407436006W	255.255.252.0		
•							11		

Fig. 3

7. You will get a pop-up Information window with the following message: Password recovery success (Fig. 4).

2						SADP				- 6
0, 0	Online Devices	About								
🔍 То	tal number of online	devices: 59						PRefresh >>	Modify Network Pa	arameters
ID	Device Type	IPv4 Address /	Port	Software Version	IPv4 Gateway	Serial No.		Subnet Mask		
034	DS-2CD8254F	172.28.1.68	8000	V4.0.1build 120928	172.28.1.1	DS-2CD8254F-EIZ0	120120117CCRR406799374	255.255.255.0	IP Address:	192.0.0.64
035	IDS-2CD893PF	172.28.1.69	8000	V3.0build 110309		IDS-2CD893PF-E01	20110524BBRR403564142	255.255.255.0	Port:	8000
036	DS-2CD833F-E	172.28.1.70	8000	V4.0.1build 120508	0.0.0.0	DS-2CD833F-E012	0120225AARR407126376	255.255.255.0	Subnet Mask:	255.255.255.0
037	UNKOWN-DEV	172.28.1.77	8000	V3.0build 11	Info	mation	× 817CCRR403817931	255.255.255.0	IPv4 Gateway:	0.0.0.0
038	DS-2CD855F-SDI	172.28.1.78	8000	V4.0.3build			206AARR406113298	255.255.252.0	IPv6 Address:	fe80::8ee7:48ff:fe07:2d46
039	NetDomeSeries	172.28.1.81	8000	V2.0.2build			14BCWR402578228WC	255.255.252.0	IPv6 Gateway:	
040	DS-9116HFI-ST	172.28.1.91	8000	V2.2.1build			1888RR404153249WCVU	255.255.255.0	IPv6 Prefix Length:	64
041	DS-9016HFI-ST	172.28.1.108	8000	V2.2.1build	Password re	covery success.	0588RR406579336WCVU	255.255.255.0	Serial No.:	1031BBRR412437760WCV
042	NetDomeSeries	172.28.1.126	8000	V3.1.0build			24BCWR403022298WC	255.255.252.0		
043	DS-7204H-SN	172.28.1.140	8000	V1.3.0build			20703AAWR409451078WCVU	255.255.255.0	Password	Save
044	DS-7316HF-ST	172.28.1.153	8000	V2.0.2build			1988WR407498624WCVU	255.255.255.0		
045	DS-7216HF-ST	172.28.1.154	8000	V1.3.0build 120809		DS-7216HFI-ST/RW	0120120518AAWR408558544WCVU	J 255.255.255.0	Note:Enter the before you save	admin password of the device the network parameters.
046	DS-7216HF-SN	172.28.1.155	8000	V1.3.0build 120809		DS-7216HFI-ST/SN	0120120225AAWR407125148WCVU	255.255.255.0		
047	Q960H_16	172.28.1.218	8000	V2.1.1build 121102	172.28.1.1	Q960H_161620120	929BBRR411617096WCVU	255.255.255.0		
048	DS-7616NI-SP	192.0.0.64	8000	V2.2.2build 120924	0.0.0.0	DS-7616NI-SP1620	121031BBRR412437760WCVU	255.255.255.0	Restore Default P	assword
049	DS-2CD852MF	172.28.1.74	8000	V2.0build 110426		DS2CD752MF-FB00	20100306BCWR400230025WC	255.255.255.0	\frown	\sim
050	DS-2CD853F-E	172.28.1.54	8000	V3.0build 120607		DS-2CD853F-E012	0100802BBRR401192912	255.255.252.0	()	Confirm
051	DS-2CD855F-E	172.28.1.52	8000	V4.0.1build 120508	0.0.0.0	DS-2CD855F-E012	0120724CCRR409989821	255.255.255.0	\sim	\sim
052	DS-2CD883F-E	172.28.1.50	8000	V4.0.3build 121010	172.28.1.1	DS-2CD883F-E012	0110316CCRR402928910	255.255.255.0	Note: Serial coo combined by th	le is a series of characters e start time and the serial
053	DS-2CD863PF-E	172.28.1.71	8000	V4.0.1build 120508	0.0.0.0	DS-2CD863PF-E01	20120228BBRR407125801	255.255.255.0	number of the d	levice.
054	DS-2CD733F-EI	172.28.1.75	8000	V4.0.1build 120508	48.52.48.55	DS-2CD733F-EI012	0110120BBRR402629474	255.255.252.0		
055	DS-2CD8464F-EI	172.28.1.80	8000	V4.0.1build 120419	172.28.1.1	DS-2CD8464F-EI01	20120429CCRR408229616	255.255.252.0		
۹ 🗌								1		

Fig. 4

8. Please wait 2 min and then power cycle the device. The device's password has been restored to default (12345).