How to Reset Password Quick Guide

(How to reset password of IPC/PTZ/DVR/NVR)

Requested Information Thank you for purchasing HIKVISION products! With the form below you can apply for a password recovery. In order to proceed with the password recovery request, we need your information for security purposes. Please kindly complete the form below and sent it to HIKVISION' S Technical Support at: **support@pramahikvision.com** together with the *.XML file or *.EXCEL file previously exported from your device. After we received your email we will confirm the information and if everything is correct we will provide you with a *.XML file or Send Codes.

Subject in Email: **Password Reset.**

Customer Information: - **All the Below Details are mandatory to Received Password Reset File.**
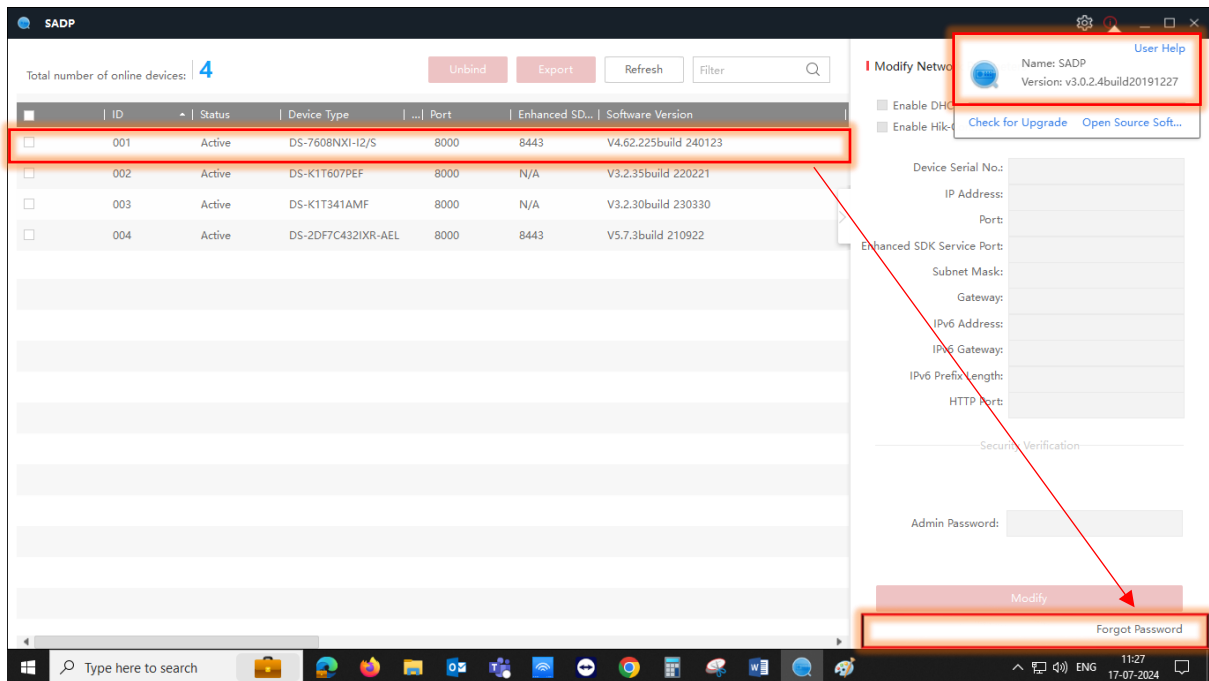
Name: Mxxxxr

Contact: 98xxxxx88

Location: Mumbai

Company Name: RRxxxx* LTD

SADP Tool version: V3.0.2.4 Please click on the link to download the latest version of SADP

SADP TOOL LINK:-

https://www.hikvisioneurope.com/eu/portal/portal/Technical%20Materials/11%20%20Software%E3%80%90For%20Latest%20Tools%26Software%2C%20please%20download%20directly%20from%20Hikvision%20Website%E3%80%91/00%20%20Software%20Tool%20Package/01%20%20%20SADP%20Tools/V3.0.2.4/SADPTool.exe

PRAMA HIKVISION TECHNICAL SUPPORT TEAM

Step1:- Connect the device to local network and open SADP Tool to search online devices. Select the device and click Forget Password:

You might see pop-ups Window Opened in centred.

If the pop-up requires encrypt file, please turn to below Method. (Encrypt key Method).

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Step2:- Click Export to save XML file, send the XML file to HIKVISION technical support team.

1. Note: Do not reboot your device or Export the file again before import the encrypt file.

2. If you had reboot or else please added the newest XML file.

3. Kindly check the Anti-virus and firewall of the system if it Enable just Disable for few min until password reset done

4. While Creating Password do not use Admin word use something Else for E.g. cctv@4321 like this.

Step3:- HIKVISION Technical support team will return Encrypt file. Choose the path of the Encrypt file in Import File Option, input your new password and confirm, click Confirm and your password will be reset.

Reset Password ✕

Mode: Export/Import Secret Key Mode ▾

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   QR code

② 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

C:/Users/ _____ /Downloads/D   🗁

New Password: ••••••••

Strong   ▬▬▬▬ ▬▬▬ ▬▬▬

Confirm Password: ••••••••

☐ Reset Network Cameras' Passwords

                                       Confirm   Cancel