

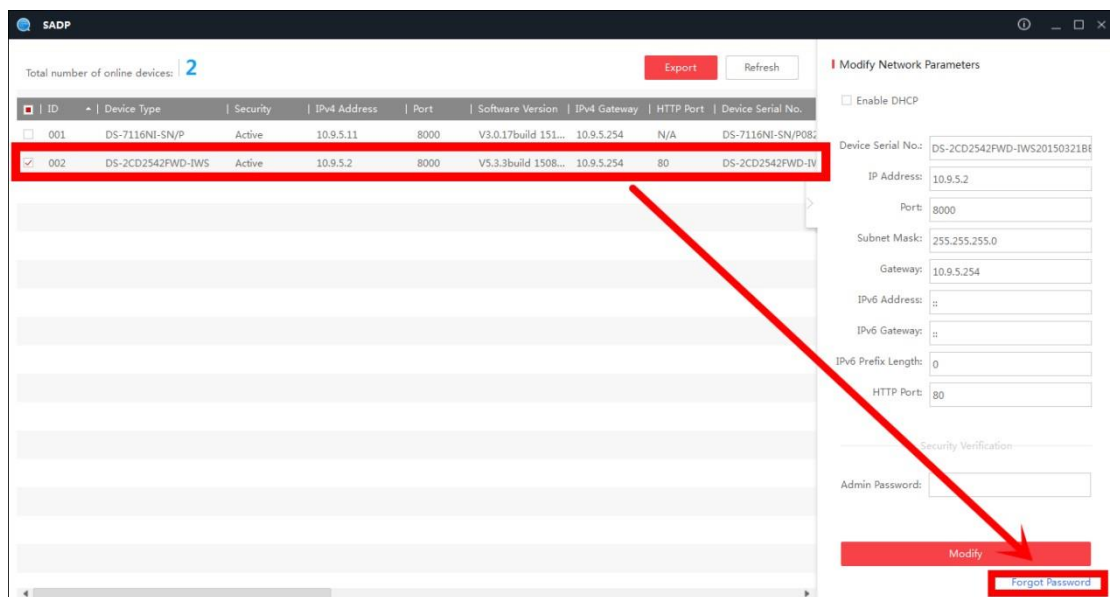
How to Reset Password on SADP

Tool:

Please follow the link <https://www.hikvision.com/en/support/tools/desktop-tools/sadp-for-windows/> to download the latest version of SADP on your computer.

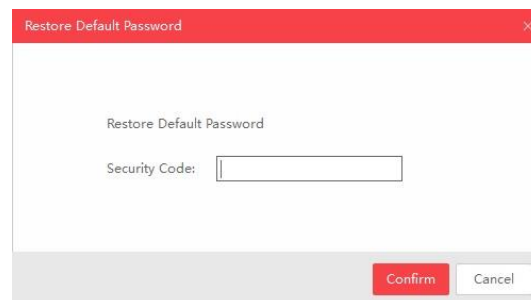
NOTE: The Hikvision device and the computer which installed SADP should be in the same subnet.

Open SADP Tool to search online devices. Select the device and click **Forget Password**:



You might see one of the three pop-ups.

1. If the pop-up requires a security code, please turn to **method 1**.



2. If the pop-up requires encrypted file, please turn to **method 2**.

The screenshot shows a 'Reset Password' dialog box with a red header and a close button. 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 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 is a radio button for 'Import File', an empty text input field with a file selection icon, and two password input fields labeled 'New Password:' and 'Confirm Password:'.

At the bottom right, there are 'Confirm' and 'Cancel' buttons.

3. If the pop-up requires encrypted file or key, please turn to **method 2 or 3**.

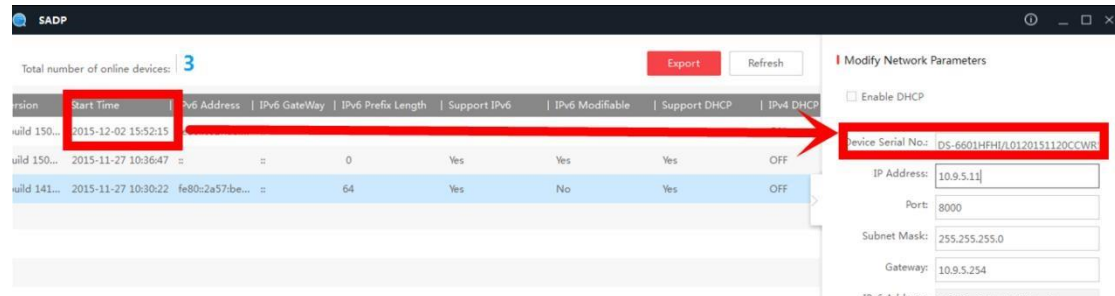
The screenshot shows a 'Reset Password' dialog box with a red header and a close button. It contains two numbered steps:

- 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 is an 'Export' button. To the right of the text is a QR code.
- Step 2:** Input the key or import the key file received from the technical engineer to reset the password for the device. Below this are two radio buttons: 'Input Key' (selected) and 'Import File'. Below the radio buttons is an empty text input field, and two password input fields labeled 'New Password:' and 'Confirm Password:'.

At the bottom, there is a checkbox labeled 'Reset Network Cameras' Passwords' and 'Confirm' and 'Cancel' buttons.

Method 1, Device Information

Copy **Start Time** and **Device Serial No.**, then send the information to Hikvision technical support team, support team would send back security codes.

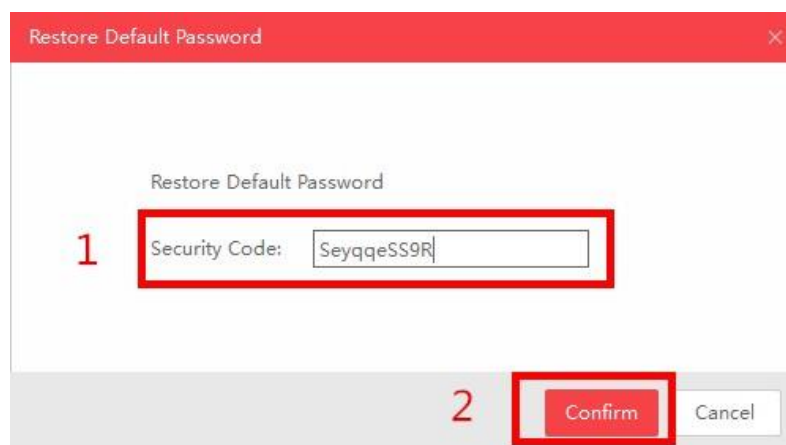


Note: Please reboot the device to check the **Start Time**.

After receiving security codes, please choose one code according to **device's current time**.

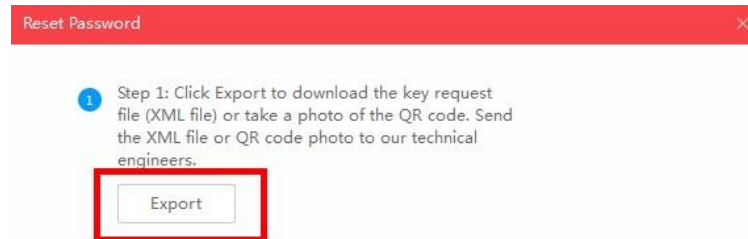
```
2015-11-27:RRrezeSezz  
2015-11-28:RzzSRrRyzd  
2015-11-29:zQeqz9yee  
2015-11-30:qQRzed9ezR  
2015-12-01:qe9ryzRQdy
```

Input security code then click **Confirm**.

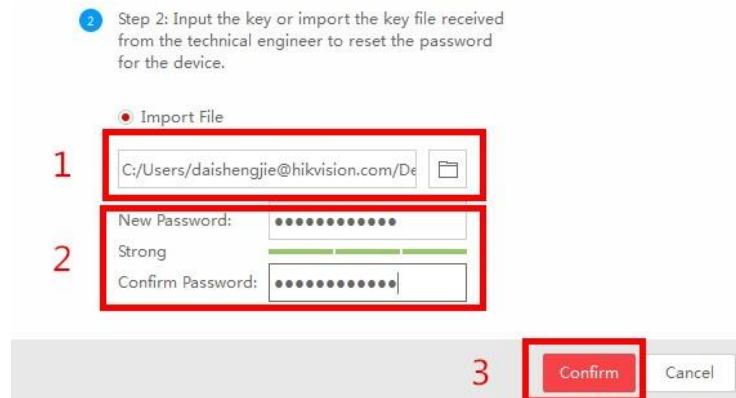


Method 2, XML File

Click **Export** button to save xml file, then send the XML file to Hikvision technical support team.



Hikvision technical support team will send the encrypted file back. Choose the path of the encrypted file, input your new password and confirm, click **Confirm** to reset password.



Note: The encrypted file would be valid for 48 hours.

Method 3, QR CODE

With this method you can export the XML file or take a screenshot of QR code.

If you export the XML file, please refer to method 2 to reset password.

You can also send the screenshot of QR code to Hikvision technical support team.



Hikvision technical support team will send back the key consists of numbers and letters (8 bytes).

Input the key, type in the new password and confirm. Click **Confirm** to reset password.

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

1

2 New Password:
Strong
Confirm Password:

note Reset Network Cameras' Passwords

3

Note: If you want to reset the password of NVR and connected cameras simultaneously, please choose “Reset Network Cameras’ Passwords” option.

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***HIKVISION* Technical Support**