

Title:	Password Reset Procedure via SADP	Version:	V3.0	Date:	071717
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Action Required:	None, Information Only				

Summary:

To ensure the highest level of protection, as well as to provide more compatibility and stability, Hikvision has introduced a new version of the well-known SADP software. To avoid any compatibility or functionality issues, it is recommended to upgrade to the newest version of the software. With the new and improved interface of the SADP software, the password reset procedure has taken a slightly new shape.

Procedure:

Click on the link below to download the latest version of the SADP software: <u>http://hikvisionusa.com/Techsupport/Tools/SADPTool V3.0.0.100.zip</u>

After downloading the software, launch the installation wizard to complete the installation process. It is recommended to disable the computer's antivirus software before launching the SADP software.

To reset a device's password, launch the SADP software, which will locate all Hikvision devices on the network (Figure 1).

		SADP										
	Total number of online devices: 6								I Modify Network F	arameters		
		I ID	 Device Type 	∣ Security	IPv4 Address	Port	I Software V	IPv4 Gat	I HTTP .	∣ Device Serial No.	Enable DHCP	
		001	DS-7716NI-SP	Active	192.1.0.64	8000	V3.3.6buil	0.0.0.0	80	DS-7716NI-SP/161620		
		002	DS-2CD2132F-I	Active	192.168.2	8000	V5.3.0buil	10.102	80	DS-2CD2132F-I20150	Device Serial No.:	
This PC		003	DS-2CD2622F	Active	192.168.2	8000	V5.3.6buil	10.102	80	DS-2CD2622FWD-IZC	IP Address:	
		004	DS-2CD2522F	Active	10.102.10	8000	V5.3.6buil	10.102	80	DS-2CD2522FWD-IW	Port	
		005	DS-2CD2522F	Active	10.102.10	8000	V5.3.6buil		80	DS-2CD2522FWD-IWS	Subnet Mask:	
		006	STORAGE-SER	Active	10.102.10	8000	V1.2.1buil		N/A	DS-NVR-V120B20150	Gateway:	
SADPTool											IPv6 Address:	
											ID & Gataway	
_											invo Galeway.	
											IPv6 Prefix Length:	
. -											HTTP Port:	
Jocuments												
												curity Verification
											Admin Password	
												Modify
	4									,		Forgot Password

Figure 1

After the devices are detected and populated in a list (in no particular order), select the device, by checking the checkbox to its right, and press the **Forgot Password** option on the bottom-right corner of the user interface (Figure 2).

NOTES: If you have Hikvision device with older firmware, please skip to page 8.



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		SADP										0 _ 🗆 ×
	Tota	al number	of online devices: 6							Export Refresh	Modify Network Parameter	ers
		ID ·	Device Type	Security	IPv4 Address	Port	Software V	IPv4 Gat	HTTP .	Device Serial No.	Enable DHCP	
		001	DS-7716NI-SP	Active	192.1.0.64	8000	V3.3.6buil	0.0.0.0	80	DS-7716NI-SP/161620		
		002	DS-2CD2132F-I	Active	192.168.2	8000	V5.3.0buil	10.102	80	DS-2CD2132F-I20150	Device Serial No.:	
This PC		003	DS-2CD2622F	Active	192.168.2	8000	V5.3.6buil	10.102	80	DS-2CD2622FWD-IZC	IP Address:	
		004	DS-2CD2522F	Active	10.102.10	8000	V5.3.6buil	10.102	80	DS-2CD2522FWD-IW	Port:	
		005	DS-2CD2522F	Active	10.102.10	8000	V5.3.6buil		80	DS-2CD2522FWD-IWS	Subnet Mask:	
		006	STORAGE-SER	Active	10.102.10	8000	V1.2.1buil		N/A	DS-NVR-V120B201508	Gateway:	
SADPTool											IPv6 Address:	
											IPv6 Gateway:	
											IPv6 Prefix Length:	
											HTTP Port:	
Documents												
												rification
											Admin Dassword	
											Autor Passional	
											Mod	lify
	4				_					,		Forgot Password

Figure 2

A pop-up window containing instructions will appear (Figure 3).

	SADP					
	Total numbe	er of online devices: 6		Export Refresh	Modify Network	Parameters
	• ID	• Device Type	Reset Password X	Device Serial No.	Enable DHCP	
	☑ 001	DS-7716NI-SP		DS-7716NI-SP/161620		
	002	DS-2CD2132F-I	Step 1: Click Export to download the key request file (XML file) or take a photo of the OR code. Send	DS-2CD2132F-I20150	Device Serial No.:	DS-7716NI-SP/161620
This PC	003	DS-2CD2622F	the XML file or QR code photo to our technical engineers.	DS-2CD2622FWD-IZC	IP Address:	192.1.0.64
	004	DS-2CD2522F	Export	DS-2CD2522FWD-IW	Port:	8000
	005	DS-2CD2522F		DS-2CD2522FWD-IWS	Subnet Mask:	255.255.255.0
	006	STORAGE-SER	2 Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device.	DS-NVR-V120B201508	Gateway:	0.0.0.0
SADPTool			 Import File 		IPv6 Address:	80::c256:e3ff:fe3a:f982
			• Import rife		IPv6 Gateway:	
					IPv6 Prefix Length:	64
			New Password:		HTTP Port:	80
Documents			Confirm Password:			
			Confirm Cancel		Adada Daamaada	
					Admin Password:	
						Modify
	4			,		Forgot Password

Figure 3

Press the **EXPORT** button to export the password reset key (Figure 4).



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Figure 4

After pressing the **EXPORT** button a new **SELECT FOLDER** window will appear. For ease of use, select DESKTOP as the export directory and click on the **Select Folder** button on the bottom (Figure 5).

	SADP		0 _ C ×
	Total number of online devices:		Export Refresh I Modify Network Parameters
	 □ ID I Device Type ☑ 001 DS-7716NI-SP 	👳 Select Folder	X DC 7716NI 50/161620
This PC	 002 DS-2CD2132F-I 003 DS-2CD2622F 004 DS-2CD2522F 	← → ↑ ↑ ► > This PC. > Desktop Organize ▼ New folder	▼ O Search Desktop ↓ D3*/1014*37/10122 ↓□ ▼ 0 192.1.0.64 192.1.0.64
	005 DS-2CD2522F 006 STORAGE-SER	Unclearmen * Name Desktop * Documents	Date modified 255.255.255.0 3/21/2016 12:16 P 0.0.0.0
SADPTool		Documents Pictures	80::c256:e3ff:fe3a:f982 ::
		CSIS 125	64 80
Documents		Math 103 Password Reset	surity Verification
		ConeDrive This PC V	
	4	Folder: Desktop	Modify Forgot Password
			Select Folder Cancel

Figure 5



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A success message will appear (Figure 6).

	SADP					
	Total numbe	er of online devices: 6		Export Refresh	Modify Network	Parameters
_	■ I ID	 I Device Type 	Reset Password >>	Device Serial No.	Enable DHCP	
	☑ 001	DS-7716NI-SP		DS-7716NI-SP/161620		
	□ 002	DS-2CD2132F-I	Step 1: Click Export to download the key request file (XML file) or take a photo of the OR code. Send	DS-2CD2132F-I20150	Device Serial No.:	DS-7716NI-SP/161620
This PC	□ 003	DS-2CD2622F	the XML file or QR code photo to our technical engineers.	DS-2CD2622FWD-IZ	IP Address:	192.1.0.64
	□ 004	DS-2CD2522F	Export	DS-2CD2522FWD-IW	Port	8000
	005	STORAGE-SER		DS-NVR-V120B20150	Subnet Mask:	255.255.255.0
	006	DS-2CD2522F	Stel 2: Input the key or import the key file received X from the technical engineer to reset the password	DS-2CD2522FWD-IWS	Gateway:	0.0.0.0
SADPTool	_		for he devices Exported.		IPv6 Address:	80::c256:e3ff:fe3a:f982
			 mport File 		IPv6 Gateway:	
	_				IPv6 Prefix Length:	64
			New Password:		LITTO Bosts	04
Documents			Confirm Password:			00
						N 10 10 10
	-		Confirm Cancel			ecurity verification
<					Admin Password:	
DS-11-TOINI						Modify
						Forgot Password
	4			,		

Figure 6

After the file has been exported, it can be easily located on the desktop (Figure 7).

	SADP		0 _ C ×
	Total number of online devices: 6	Export Refresh	Modify Network Parameters
	HD + Device Type Reset Password	Device Serial No.	Enable DHCP
	☑ 001 DS-7716NI-SP	DS-7716NI-SP/161620	
	002 DS-2CD2132F-I Step 1: Click Export to download the key request file (XML file) or take a photo of the QR code. Send	DS-2CD2132F-I20150	Device Serial No.: DS-7716NI-SP/161620
This PC	003 DS-2CD2622F the XML file or QR code photo to our technical engineers.	DS-2CD2622FWD-IZC	IP Address: 192.1.0.64
	004 DS-2CD2522F Export	DS-2CD2522FWD-IW	Port: 8000
	005 STORAGE-SER	DS-NVR-V120B20150	Subnet Mask: 255.255.255.0
	006 DS-2CD2522F Step 2: I put the key or import the key file received from the technical engineer to reset the password for the new?	DS-2CD2522FWD-IWS	Gateway: 0.0.0.0
SADPTool	Exported.		IPv6 Address: 80::c256:e3ff:fe3a:f982
	Import File		IPv6 Gateway:
Exported File 🛛 🏹			IPv6 Prefix Length: 64
	New Password:		HTTP Port: 80
Documents	Confirm Password:		
			Security Verification
	Confirm Cancel		Admin Password
DS-7716NI			
			Modify
	4	,	Forgot Password

Figure 7

After locating the reset file on the desktop, email it to <u>techsupport.usa@hikvision.com</u> or fill out Password reset request form on <u>http://tech.hikvisionusa.com/password-reset</u>. Please allow an hour to receive a reply during normal business hours (Mon-Fri 6AM-4:30PM PST). If the email was sent outside of normal business hours, the reply will be sent on the next business day.



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The reply from the technical support team will contain a reset file or key, generally called **ENCRYPT** (the file may have an altered name, if files for multiple devices are being sent). Upon receiving the reset file download it to the DESKTOP (for ease of access) (Figure 8). *Please note, the reset file is good for 4 calendar days, and during those days the device for which the reset file has been generated cannot be rebooted or powered down.*

NOTES: We recommend you to run SADP software as administrator (right click on SADP software icon, then click on "run as administrator").

To finalize the reset procedure, the Reset file or Key will need to be "imported" into the device, along with a new password (remember, there is no default password to reset to).

To "import" the reset file, click on the button with a **FOLDER ICON** (Figure 8).

	5 table 6	I Modily Network Parameters	
This PC SADPTool Documents	0 001 05-7216/NI-SP. Sect National 0 002 D5-2216/NI-SP. The Analysis 0 003 D5-2202622F. The Analysis 0 005 D5-2202522F. The Analysis 0 006 D5-2202522F. The Analysis 0 006 D5-2202522F. The Analysis 0 0 D5-2202522F. The Analysis 0 D5-2202522F. The Analysis The Analysis 0 New Paraserd. The Analysis The Analysis	Advantised the kay respect a deventioned the kay respect a deventioned the kay respect a deventioned the kay respect DS - 2716641-SP DS - 2716641-SP DS - 2716641-SP DS - 27162622F DS - 2716262F DS - 271626F DS	2 Evalue Dec3 7/6162X Device Dec4 420150 Device Dec4 9/6162X DEvice Dec3 WD-127* If Address 19/210.64 0000 WD-1W5 Extern Meter MD-1W5 Extern Meter WD-1W5 Extern Meter MD-1W5 Extern Meter
Reset file		Card	Adom Namorol Industry Surgest Descend

Figure 8

A new **OPEN** window will appear. Select DESKTOP as an import directory and select the reset file and click on the **OPEN** button (Figure 9).

TECHNICAL BULLETIN



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Press open, and then continue to instruction on the next page.

<u>To "import" the Secure Key, click on Input key, then enter the key that provided by Tech Support</u> (Figure 10).



Figure 10



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Type the new password into the **NEW PASSWORD** field, then confirms the password by re-typing the password into the **CONFIRM PASSWORD** field. Press **CONFIRM** (Figure 11).

	SADP			
	Total number of antice designs		Export Refresh	I Modify Network Parameters
This PC SADPTool Documents	ID -I Device Type 001 DS-7716NI-SP 002 DS-2CD2132F 003 DS-2CD2622F 004 DS-2CD2522F 005 STORAGE-SER 006 DS-2CD2522F		Device Serial No. DS-7716NI-SP/161620 DS-2CD2132F-I20150 DS-2CD2622FWD-I27 DS-2CD2522FWD-IW DS-NVR-V1208201500 DS-2CD2522FWD-IWS	Device Service
DS-7716NI		Canfirm Cancel		
				Moddy Forget Received

	SADP						
	Total numbe	er of online devices: 6		Export Refresh	I Modify Network Parameters		
	• ID	I Device Type	Reset Password)	. Device Serial No.	Enable DHCP		
	☑ 001	DS-7716NI-SP		DS-7716NI-SP/161620			
	002	DS-2CD2132F-I	Step 1: Click Export to download the key request So (2014) Sin a shate of the OR ends Sind	DS-2CD2132F-I20150	Device Serial No.:	DS-7716NI-SP/161620	
This PC	003	DS-2CD2622F	the XML file or QR code photo to our technical	DS-2CD2622FWD-IZ	IP Address:	192.1.0.64	
	004	DS-2CD2522F	engineers.	DS-2CD2522FWD-IW	Ports	8000	
	005	STORAGE-SER	Export QR code	DS-NVR-V120B201508	Subnet Mask:	255.255.255.0	
	006	DS-2CD2522F	Step 2: Input the key or import the key file received	DS-2CD2522FWD-IWS	Gateway:	0.0.0.0	
SADPTool			from the technical engineer to reset the password for the device.		IPv6 Address:	80::c256:e3ff:fe3a:f982	
			O Input Key • Import File		IPv6 Gateway:		
			C:/Users/nicky.gunakan/Desktog		IPv6 Prefix Length:	64	
			New Decouncil		HTTP Port	80	
Documents			Strong				
			Confirm Password:			ecurity Verification	
- Q >			Reset Network Cameras' Passwords		Admin Password:		
			Confirm Canad				
DS-7716NI						Mo.66	
						Formet Dassered	
	4			,		Porgot Password	

Figure 11

A success message will appear notifying about a successful password recovery (Figure 12).

TECHNICAL BULLETIN



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SAL	DP			
Total ne	umber of online devices: 6		Export Refresh	I Modify Network Parameters
	0 • Device Type	Reset Password >	I Device Serial No.	Enable DHCP
	02 DS-2CD2132F-I	Step 1: Click Export to download the key request file (XML file) or take a photo of the QR code. Send	DS-2CD2132F-I20150	Device Serial No.: DS-7716NI-SP/161620
This PC 0	03 DS-2CD2622F	the XML file or QR code photo to our technical engineers.	DS-2CD2622FWD-IZC	IP Address: 192,1.0.64
	05 DS-2CD2522F	anort	DS-2CD2522FWD-IWS	Subnet Mask: 255.255.255.0
	06 STORAGE-SER	Step E I point in each import the any interactivity of a convert for the technic import to each the password for the children in the second succeeded.	DS-NVR-V120B20150	Gateway: 0.0.0.0
		mport File		IPv6 Gateway:
		C: Users/Unclearmen/Desk		IPv6 Prefix Length: 64
Documents		Weak Confirm Password:		HTTP Port 80
		Confirm Cancel	_	
			_	Admin Password:
DS-7716NI				Modify
2 <u>0</u> >			,	Forgot Password
Encryot				

Figure 12

The new SADP software is also backwards compatible. Passwords of units with firmware versions prior to the secure activation firmware, or units not affected by the secure activation can also be reset with the new version of SADP software.

Select the unit the password of which needs to be reset. Drag the slider, on the bottom of the screen, to the right to reveal the serial number of the device (Figure 13).

		SADP											© _ □ ×
	Tot	tal number	of online devices: 4							Export	Refresh	Modify Network	Parameters
	•	I ID ·	Device Type	Security	I IPv4 Address	Port	Software V	IPv4 Gat	HTTP	^p ⊨ Device Se	erial No.	Enable DHCP	
		001	DS-7716NI-SP	Active	192.1.0.64	8000	V3.3.6buil	0.0.0.0	80	DS-7716	NI-SP/16162.		
		002	DS-2CD2132F-I	Active	192.168.2	8000	V5.3.0buil	10.102	80	DS-2CD2	2132F-I20150.	Device Serial No.:	DS-2CD2132F-IWS201
This PC		003	DS-2CD2132F	Active	192.168.2	8000	V5.2.3buil	10.102	80	DS-2CD2	2132F-IWS2C	IP Address:	192.168.254.18
		004	DS-2CD2622F	Active	192.168.2	8000	V5.3.6buil	10.102	80	DS-2CD2	2622FWD-IZ	Port	8000
												Subnet Mask:	255.255.255.0
												Gateway:	10.102.102.1
SADRTaal												IPv6 Address:	:
SADPIOOI												IPv6 Gateway:	:
												IPv6 Prefix Length:	0
												HTTP Port:	80
												Adusta Deserve edu	
												Admin Password:	
													Modify
	4										Þ		Forgot Password

Figure 13



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After revealing the serial number, there might be a need to expand the serial number field to expose the complete serial number, and not just a part of it, click on and drag the border of the serial number field to the left (Figure 14 and 15).

	🔵 SAD	P									0 _ C ×
	Total nu	mber of online de	evices: 4	_				Export	Refresh	Modify Network	Parameters
	are V	I IPv4 Gat	HTTP	Device Serial No.	IS bnet	MAC Addr	Encoding C	I DSP Version	I Start Time → I	Enable DHCP	
	buil	0.0.0.0	80	DS-7716NI-SP/16162	255.255	c0-56-e3	0	V1.0, buil	2016-03-2 1		
	buil	10.102	80	DS-2CD2132F-I20150	255.255	c4-2f-90	0	V5.0, buil	2016-03-2 :	Device Serial No.:	DS-2CD2132F-IWS201
This PC	buil	10.102	80	DS-2CD2132F-IWS20	255.255	c4-2f-90	1	V5.0, buil	2016-03-2	IP Address:	192.168.254.18
	buil	10.102	80	DS-2CD2622FWD-IZS	255.255	c4-2f-90	0	V7.0 buil	2016-03-2 >	Port:	8000
										Subnet Mask:	255.255.255.0
										Gateway:	10.102.102.1
SADDTool										IPv6 Address:	::
SADFIOU										IPv6 Gateway:	:
										IPv6 Prefix Length:	0
										HTTP Port:	80
											ecurity Verification
										Admin Password:	
											Modify
											Forgot Password

Figure 14

	SADI	P								
	Total nur	nber of online de	evices: 4			Export	Refresh	Modify Network Parameters		
	are V∣	IPv4 Gat	HTTP	Device Serial No.	I Subnet	I MAC Addr	Encoding	Enable DHCP		
	buil	0.0.0.0	80	DS-7716NI-SP/161620150204BBRR502225529WCVU	255.255	c0-56-e3	0			
	buil	10.102	80	DS-2CD2132F-I20150331CCWR509193337	255.255	c4-2f-90	0	Device Serial No.:	DS-2CD2132F-IWS201	
This PC	buil	10.102	80	DS-2CD2132F-IWS20150518CCWR518581607	255.255	c4-2f-90	1	IP Address:	192.168.254.18	
	buil	10.102	80	DS-2CD2622FWD-IZS20150827BBWR538645890	255.255	c4-2f-90	0	Port	8000	
								Subnet Mask:	255.255.255.0	
								Gateway:	10.102.102.1	
SADPTool								IPv6 Address:	:	
SADFIOU								IPv6 Gateway:	:	
								IPv6 Prefix Length:	0	
								HTTP Port	80	
									ecurity Verification	
								Admin Decouverda		
								Admin Password.		
									Modify	
									Forgot Password	

Figure 14

After revealing the complete serial number, email the serial number to <u>techsupport.usa@hikvision.com</u> or fill out Password reset request form on <u>http://tech.hikvisionusa.com/password-reset</u>.



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The technical support team will email **SECURE CODES**, which will be used to reset the password. The codes will be good for 5 calendar days. After receiving the codes in an email from the technical support team, press the **Forgot Password** option on the bottom right corner of the user interface (Figure 2). A **Restore Default Password** window will appear. Enter one of the codes in the **Security Code** field and click **Confirm** (Figure 15).

	SADI	2					
	Total nur	nber of online devices: 4			Export Refresh	Modify Network	Parameters
	■ I ID	▲ I Device Type	l Secur	Restore Default Password X	Device Serial No.	Enable DHCP	
	□ 00	1 DS-7716NI-SP	Activ		DS-7716NI-SP/161620		
	□ 00	2 DS-2CD2132F-I	Activ		DS-2CD2132F-I20150	Device Serial No.:	DS-2CD2132F-IWS201
This PC	☑ 00	3 DS-2CD2132F	Activ	Restore Default Password	DS-2CD2132F-IWS2C	IP Address:	192.168.254.18
	00	4 DS-2CD2622F	Activ	Security Code: *******	DS-2CD2622FWD-IZ	Port:	8000
						Subnet Mask:	255.255.255.0
						Gateway:	10.102.102.1
SADPTool				Confirm		IPv6 Address:	
					1	IPv6 Gateway:	
						IPv6 Prefix Length:	0
						HTTP Port:	80
						Admin Password	
						Admin Password.	
							Modify
	4				•		Forgot Password

Figure 15

A success message will appear notifying about a successful password recovery (Figure 16).

	SADP								0 _ C ×
	Total number of online devices: 4						Refresh	I Modify Network Parameters	
	IPv4 Gat	HTTP	I Device Serial	NO. Restore Default Password	× Ac	dr I E	ncoding C D	Enable DHCP	
	0.0.0	80	DS-7716NI-5	2/16	6-е	8 () V	Device Serial No -	DC 20D2122E IM/C201
This PC	10.102	80	DS-2CD2132	-12C	× F-9	() V	IP Address:	192 168 254 18
	10.102	80	DS-2CD2132	WD Password is recovered.	F-91	() '>	Port:	8000
				yeqiqqiuz				Subnet Mask:	255.255.255.0
								Gateway:	10.102.102.1
SADPTool			_		Confirm Cancel			IPv6 Address:	:
								IPv6 Gateway:	:
								IPv6 Prefix Length:	0
								HTTP Port:	80
									ecurity Verification
								Admin Password:	
								_	1.1.17
									Forgot Password
	4						+		



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