

HOW TO PASSWORD RESET A CSD HIKVISION DEVICE

PRODUCTS: HIKVISION DEVICES

TOPICS COVERED IN THIS KBA: This Knowledge Based Article explains how to perform a password reset on Hikvision devices running any CSD Approved firmware.

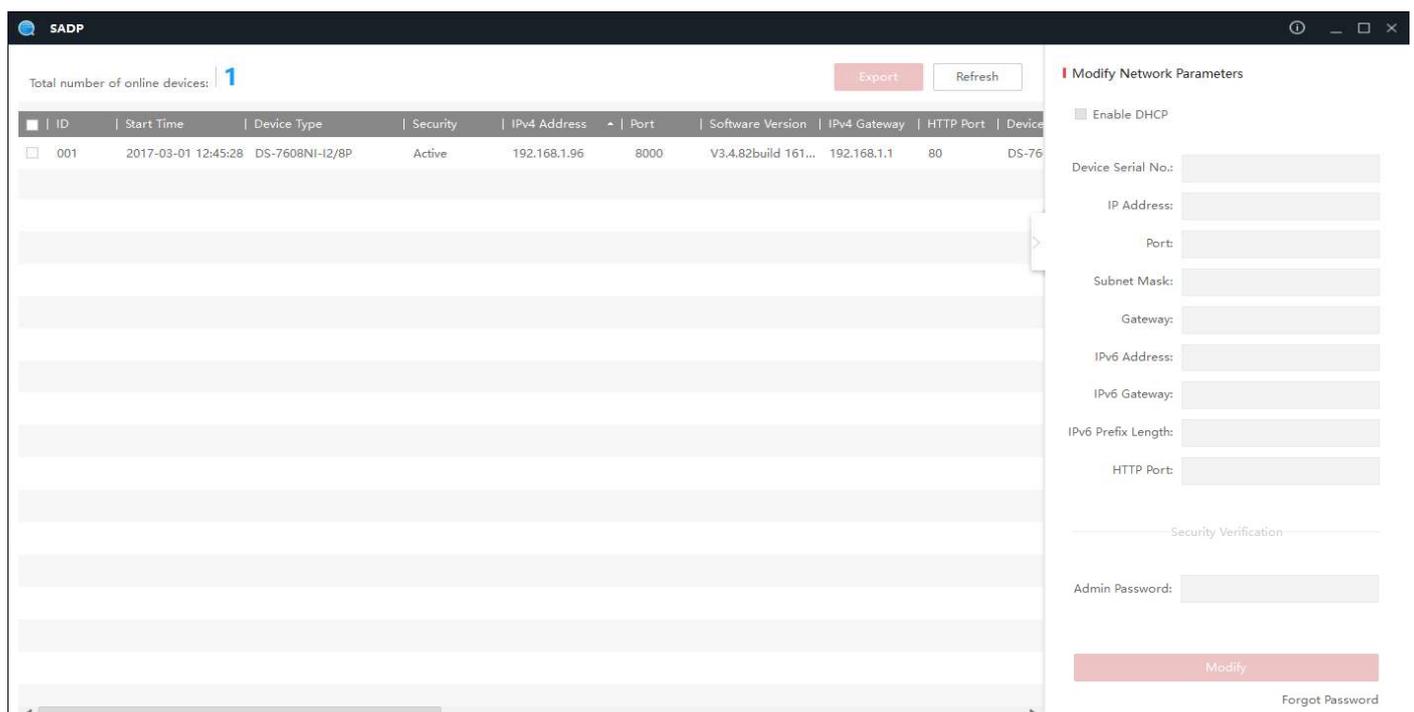
IMPORTANT NOTES:

This service is only available for Hikvision units that have been **purchased from CSD**. To reset a Hikvision password, you will require to be on site with a Laptop, an Internet connection (Local or Mobile Hotspot) and the **latest version** of SADP Tool (**V3.0.0.100**) or higher. You can either acquire this from www.hikvision.com.au or www.csdsupport.com.au. On top of the above information, please note the following:

- **Do not reboot the NVR** during the reset process, otherwise the Encrypted XML file will not work.
- The Encrypted XML file and/or Security Code is only valid for **1 day**, Because of this, you will need to be on site until the reset has been returned to you. (Unless you have means of remote access via Teamviewer or RDP)

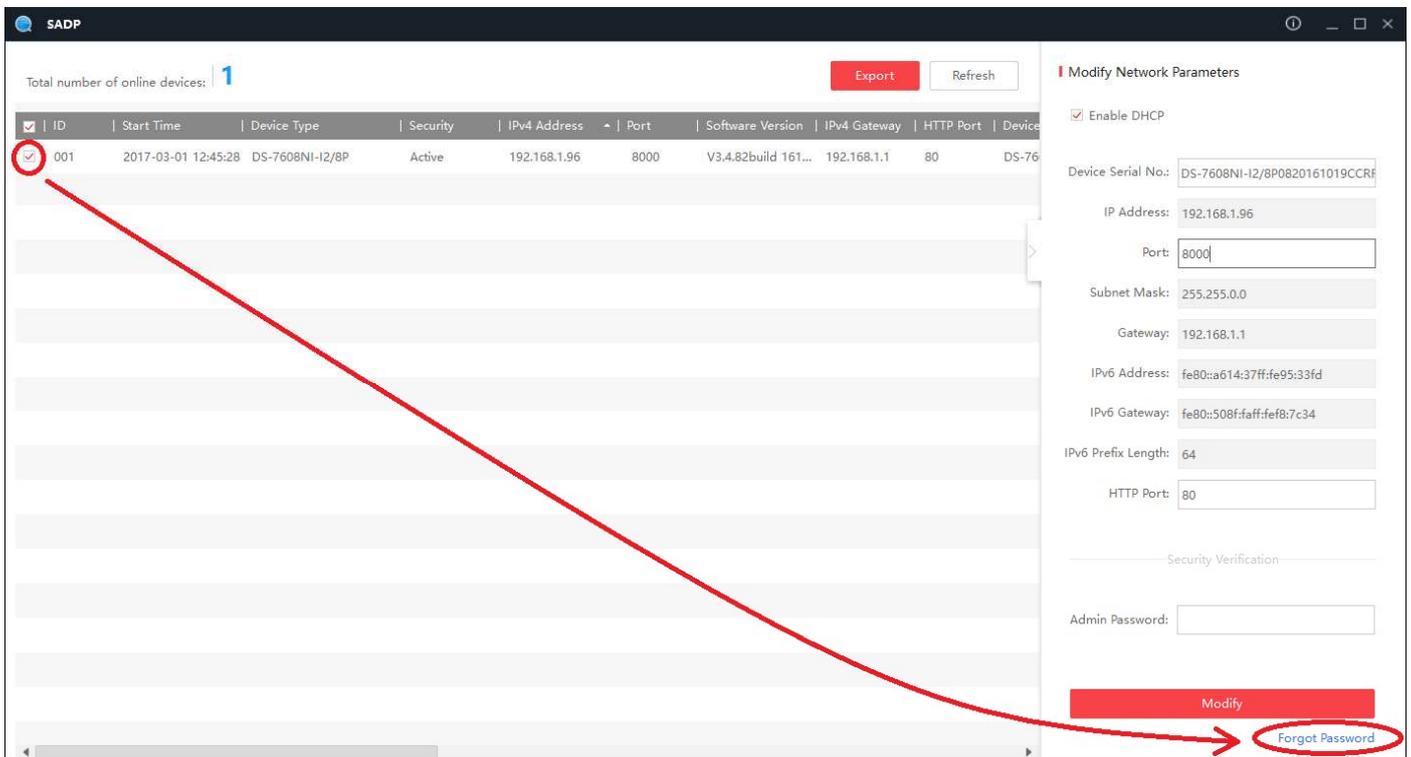
Reset Procedure:

Once you have downloaded and installed SADP, you will need to ensure that your computer is on the same network as your recorder (the easiest way to make sure of that is plugging your computer directly into the LAN port, otherwise have your NVR on the same switch as your computer) and then launch the software. Once launched, perform a physical reboot on the device and ensure you can see your device and it has a valid IP address. (If you have an IP Address of 0.0.0.0, Check the **common issues** section.)



ID	Start Time	Device Type	Security	IPv4 Address	Port	Software Version	IPv4 Gateway	HTTP Port	Device ID
001	2017-03-01 12:45:28	DS-7608NI-I2/8P	Active	192.168.1.96	8000	V3.4.82build 161...	192.168.1.1	80	DS-7608NI-I2/8P

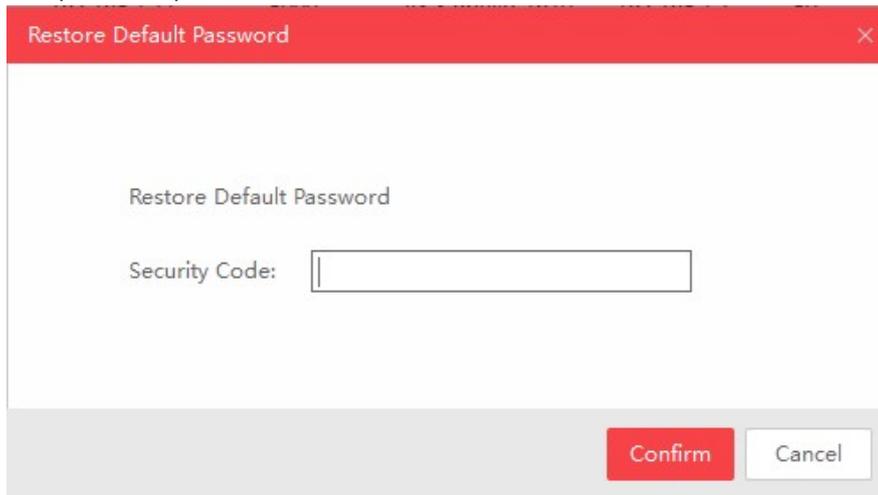
Select the device you wish to reset and then click “Forgot Password” as circled below.



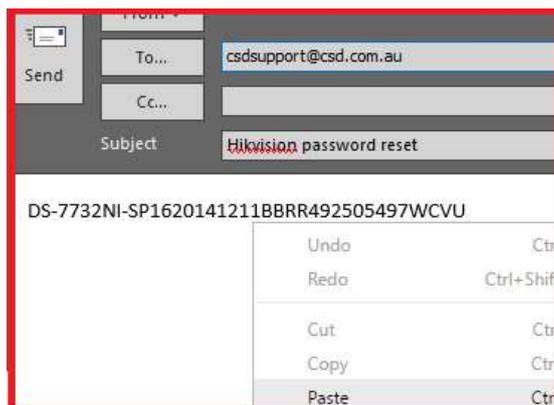
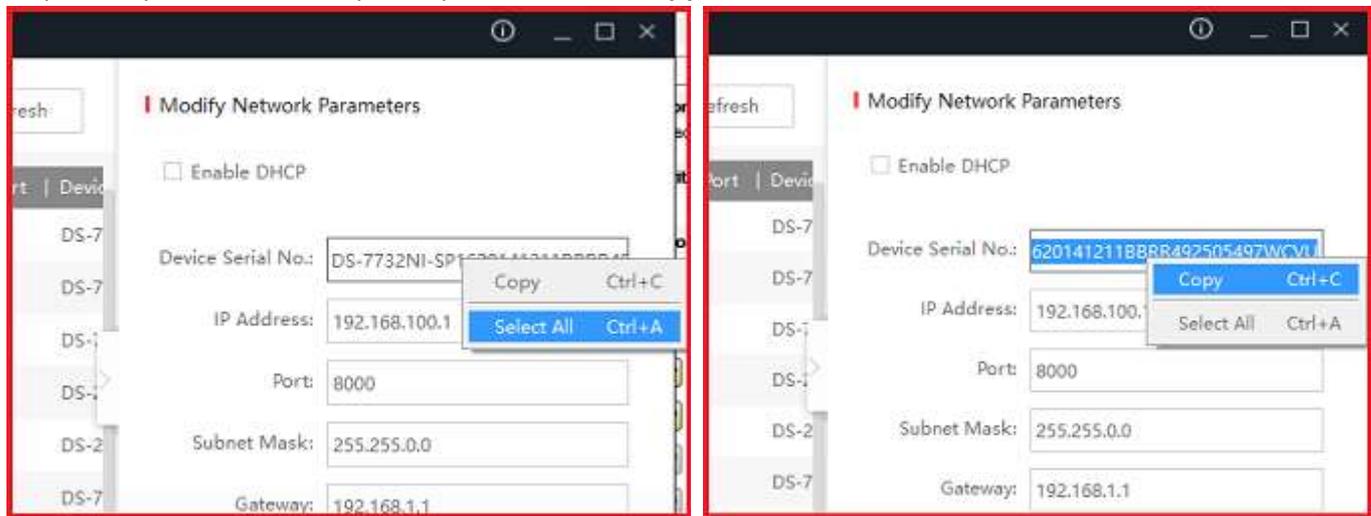
Either one of two windows will appear...

Window 1:

If the “Forgot Password” window looks like this, please send the full serial number of your device via email to csdsupport@csd.com.au with your company name and contact details so it can be processed. An example Serial Number is: **DS-7616NI SP1620120907BBRR426129514WCVU**. From there we can provide you with a security code to enter which will restore your password to the Default “12345”. Once you have entered the code, click confirm to complete the procedure.



To provide you with a security code you will need to **Copy and Paste** the full serial number from SADP.

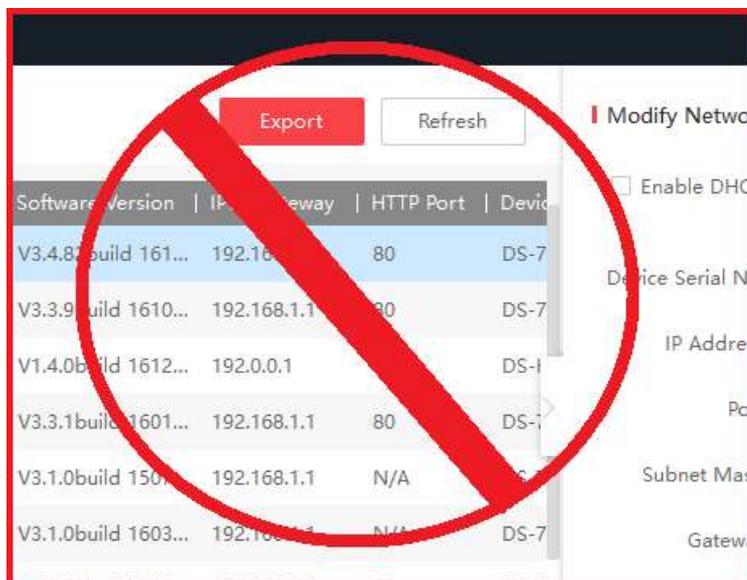
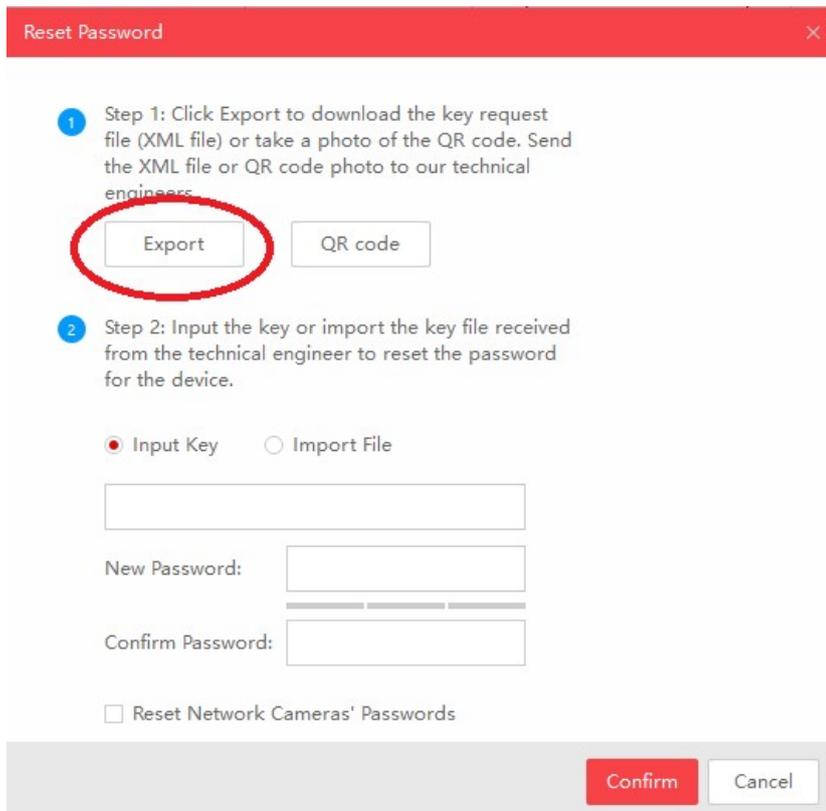


Please Note providing a picture or partial serial number will likely result in a delay and ultimately a request for the full serial number.

It's not possible to generate a security code without it, so please follow these instructions.

Window 2:

If this window appears, you will need to click “Export” and export the **XML file** to an easily accessible location on your computer, we recommend your desktop. Once you have exported the file (XML file), you can email it off to csdsupport@csd.com.au with your company name and contact details so it can be processed. Once we return your email with the **Encrypted XML File**, you will need to Import it into SADP by clicking the “Import” button and then you will need to set a new password with at **least 8 characters**. We recommend “A1234567” or “Password1”. Once you have entered the new password, click “Confirm” to complete the procedure.



Please Note you need to use to the **white** export button in the forgot password Window.

Do use the red export button on the main SADP window as this will not give you the xml file required.

Common Issues and Fixes:

“Failed to get the Key” & “Time Out”:

Solution 1:

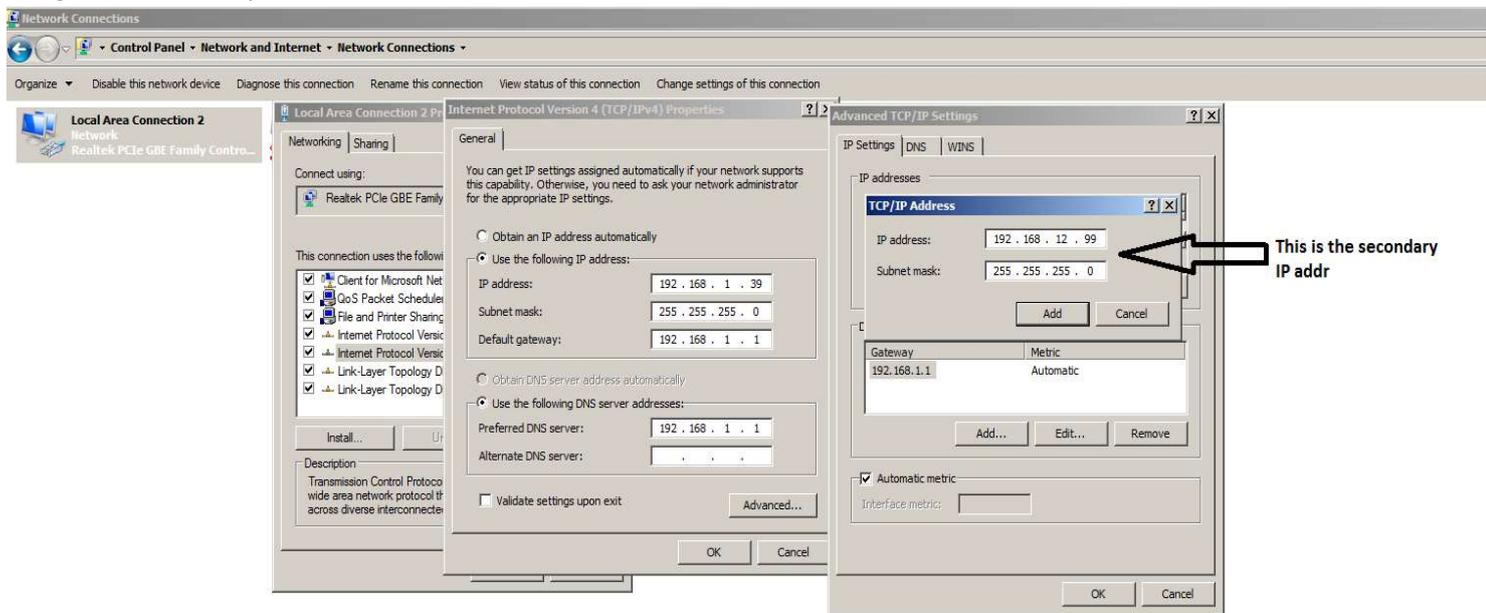
Close IVMS 4200 / 5200 if it is running and then restart SADP Tool.

Solution 2:

Assign a secondary IP Address to the NIC of the computer you are using to be in the same IP range of the unit you are trying to reset and then restart SADP Tool.

Ex. NVR is running on 192.168.12.4

Assign the secondary IP Address as shown below:



“While Exporting, Can’t Create the file”:

A common fix for this error is to restart the SADP tool.

This error can also occur if you try to export the device’s XML onto a location on your computer where you do not have primary admin privileges. The solution for this is to change the file’s export location to elsewhere, Like the desktop.

Another solution is to connect your computer directly to the NVR and then restart your SADP Tool.

“The unit shows IP address (0.0.0.0)”:

This issue occurs when DHCP is enabled in the network configuration of the Hikvision Device and the network doesn’t have a router (DHCP server). In this case, you will need to connect any router (DHCP server) to the same network, then reboot the NVR and restart SADP.

If you are still experiencing issues completing your password reset, Please Contact 1300 319 499, Option 2.