

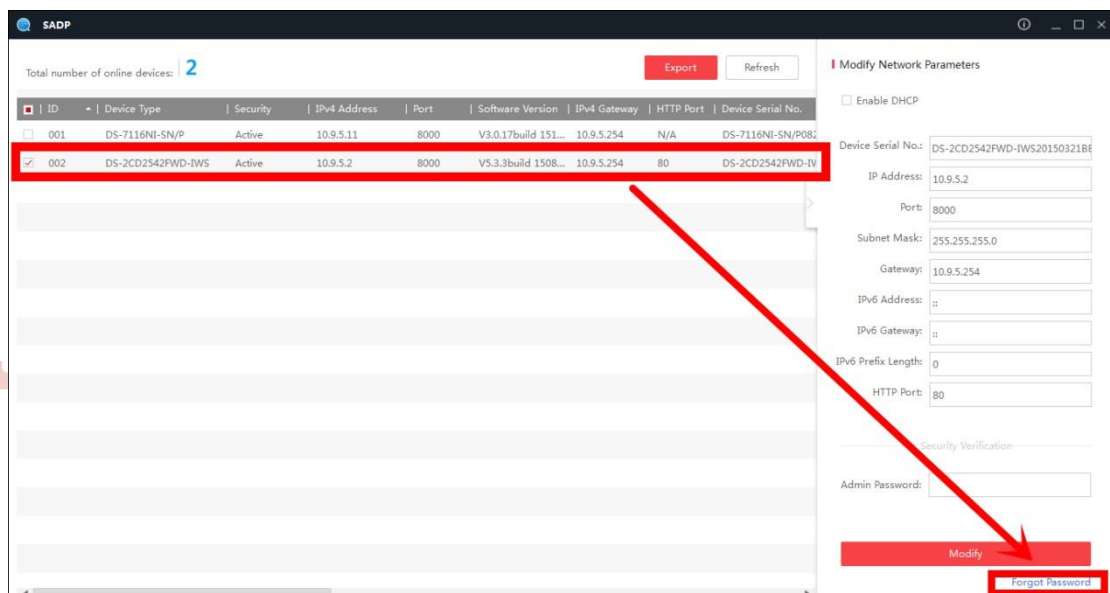
How to Reset Password on SADP

Tool:

Please follow the link <https://jetviewcam.com/downloads> to download the SADP on your computer.

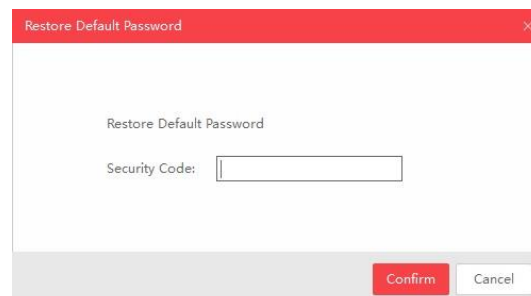
NOTE: The Hikvision device and the computer which installed SADP should be in the same subnet.

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. (Old Model)**



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

The screenshot shows a 'Reset Password' dialog box with a red title bar. 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 are radio buttons for 'Import File' (which is selected), an empty text input field, and a file selection icon.

At the bottom, there are two more input fields: 'New Password:' and 'Confirm Password:'. At the very bottom right, there are 'Confirm' and 'Cancel' buttons.

Jetview  **Experts**

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

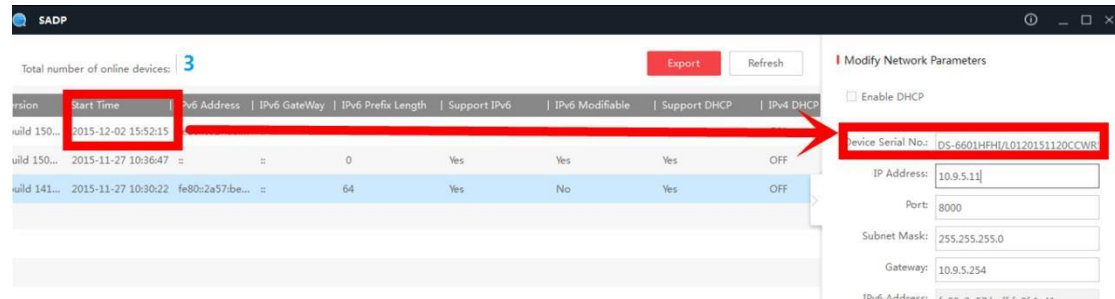
This screenshot shows a 'Reset Password' dialog box similar to the one above, but with additional options:

- Step 1:** Same as above, but includes a QR code image on the right side.
- Step 2:** Radio buttons for 'Input Key' (selected) and 'Import File'. Below 'Input Key' is an empty text input field.

Below the input fields, there is a checkbox labeled 'Reset Network Cameras' Passwords'. At the bottom right, there are 'Confirm' and 'Cancel' buttons.

Method 1, Device Information (For Old Model)

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



Version	Start Time	IPv6 Address	IPv6 GateWay	IPv6 Prefix Length	Support IPv6	IPv6 Modifiable	Support DHCP	IPv4 DHCP
uid 150...	2015-12-02 15:52:15							
uid 150...	2015-11-27 10:36:47			0	Yes	Yes	Yes	OFF
uid 141...	2015-11-27 10:30:22	fe80::2a57:be...		64	Yes	No	Yes	OFF

Modify Network Parameters

Device Serial No.: DS-6601HFI/0120151120CCWR

IP Address: 10.9.5.11

Port: 8000

Subnet Mask: 255.255.255.0

Gateway: 10.9.5.254

IPv6 Address: FE80::2A57:BE...

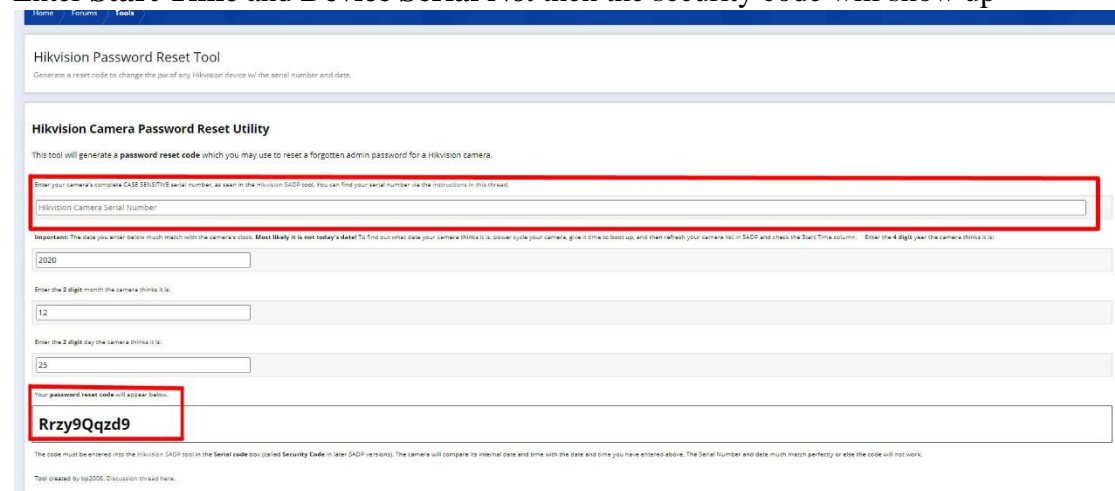
Note: Please reboot the device to check the **Start Time**.

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



Or use the link <https://ipcamtalk.com/pages/hikvision-password-reset-tool/>

Enter **Start Time** and **Device Serial No.** then the security code will show up



Hikvision Password Reset Tool

Generates a reset code to change the pw of any Hikvision device w/ the serial number and date.

Hikvision Camera Password Reset Utility

This tool will generate a **password reset code** which you may use to reset a forgotten admin password for a Hikvision camera.

Enter your camera's complete CASE SENSITIVE serial number, as seen in the Hikvision SADP tool. You can find your serial number via the instructions in this thread.

Hikvision Camera Serial Number: [Input Field]

Important: The date you enter below must match with the camera's clock. **Make Sure it is not today's date!** To find out what date your camera thinks it is, power cycle your camera, give it 10 to 30 sec, and then refresh your camera list in SADP and check the Start Time column. Enter the 4 digit year the camera thinks it is.

2020 [Input Field]

Enter the 2 digit month the camera thinks it is:

12 [Input Field]

Enter the 2 digit day the camera thinks it is:

25 [Input Field]

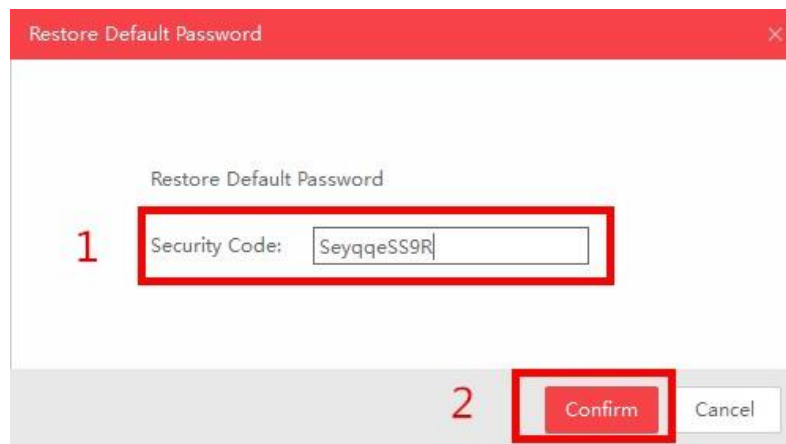
Your password reset code will appear below:

Rrzy9Qqzd9

The code must be entered into the Hikvision SADP tool in the Serial code box (called Security Code in later SADP versions). The camera will compare its internal date and time with the date and time you have entered above. The Serial Number and date must match perfectly or else the code will not work.

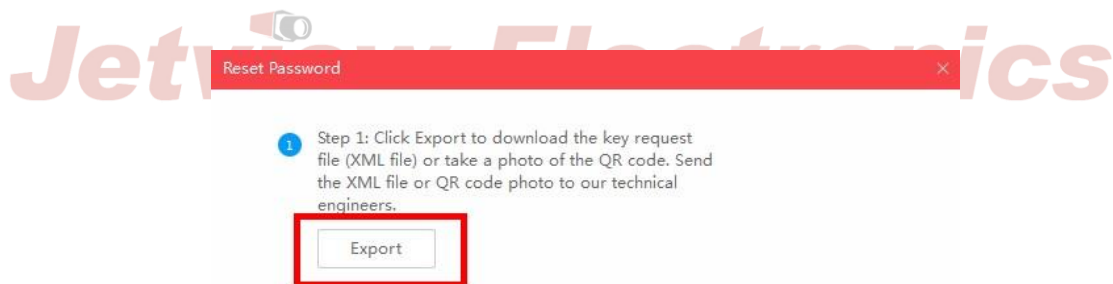
Tool created by ip2000. Discussion thread here.

Input security code then click **Confirm**.



Method 2 , XML File (Recommend)

Click **Export** button to save xml file , then send the XML file to Hikvision technical support team. <https://ca.hikvision.com/en/pwreset>



After the submission, **Hikvision technical support team will send the encrypted file back to your email**. Choose the path of the encrypted file, input your 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.

Import File

1 C:/Users/daishengjie@hikvision.com/De 

2 New Password:
Strong 
Confirm Password:

3

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.

The logo for Jetview Electronics, featuring a stylized camera icon above the word "Jetview" and the word "Electronics" in a large, bold, italicized font.

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Technical Support