

HIKVISION

How to Reset Password with

Validation Question and GUID file

Quick Guide

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

HIKVISION TECHNICAL SUPPORT TEAM

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How to reset password with GUID file and Validation Question

Note:

(1) Both the two resetting strategies are available for <u>-E/-K/-I series NVR from</u>

<u>V3.4.90</u> and <u>Turbo DVR from V3.4.80</u>. Reset password by setting and answering validation question is available for <u>IPC from V5.5.0</u>. With these new methods,

customers would be able to reset device password on their own.

(2) Both the two strategies are valid only in local area network. Local GUI, SADP,

iVMS-4200, and Web client support new password resetting strategy.

Note:

For detailed models, please refer to Appendix.

Method 1 Validation Question

(1) You can set validation questions in advance and reset the password by answering

the questions when needed.



| | VISION | Live View | Playback | Picture Config | guration | | | |
|-----|--|----------------------|----------------------------|-------------------|------------------|--------------|--------|--------|
| ₽ | Local | User Manage | ment Online Users | | | | | |
| | System | User Lis | it | Security Question | Export GUID File | Add | Modify | Delete |
| | System Settings | No. | User Name | | | Level | | |
| | Maintenance | 1 | admin | | Ad | dministrator | r | |
| | Security | | | | | | | |
| | Camera Management User Management | | | | | | | |
| _ | Network | | | | | | | |
| _ | Video/Audio | | | | | | | |
| 1 | Image | | | | | | | |
| Ï | Event | | | | | | | |
| Ð | Storage | | | | | | | |
| ÎQ. | Vehicle Detection | | | | | | | |
| 6 | VCA | | | | | | | |
| iec | urity Question Co | onfiguration | | | | | | |
| iec | urity Question Co | onfiguration | t. | | | | | |
| Sec | urity Question Co Security Qu | | You father's | name. | | | Ţ | |
| iec | | | 1994 1994 | name. | | | • | |
| Sec | Security Qu | uestion1 | 1994 1994 | | | | · | |
| iec | Security Qu Answer | uestion1 | You father's | | | | | |
| Sec | Security Qu Answer Security Qu | uestion1 uestion2 | You father's You mother | | s name. | | | |
| Sec | Security Qu Answer Security Qu Answer | uestion1 uestion2 | You father's You mother | 's name. | s name. | | • | |

(2) When you forget your device password, enter new password resetting interface by clicking **Forget password** via web browser.



| HIKVISION | | English | Ŷ |
|-----------|--|---------|---|
| | Bigger Dassword | | |
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(3) After answering all the questions correctly, you'd be able to set a new password.

| ify Identification | Set New Password | | Compl |
|--------------------|-----------------------------------|---|-------|
| Verification Mode | Security Question Verification | Ŧ | |
| Security Question1 | You father's name. | Ŧ | |
| Answer | | | |
| Security Question2 | You mother's name. | • | |
| Answer | | | |
| Security Question3 | Your senior class teacher's name. | • | |
| Answer | 2 2 | | |
| | | | |

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Method 2 GUID File

(1) You can export a GUID file **in advance** to PC or USB drive and reset device password by importing the GUID file to device when needed. Remember to input the correct password before exporting the GUID file. Please notice that if the admin



password is changed, the exported GUID file will be invalid immediately. And the

GUID file could only be used for one time.

| Configuration | | | | | |
|-------------------------------|-----------------------|--|-----------------|--|--|
| 泰 General | User Management | | | | |
| | | Edit User | Per Edit Delete | | |
| 🚓 Network | User Name | admin | - 🛛 - | | |
| \land Alarm | Old Password | ***** | | | |
| ₩ RS-232 | Change Password | | | | |
| 98 R3-232 | Password | | | | |
| Live View | Confirm | | | | |
| ▲ Exceptions | Enable Unlock Pattern | | | | |
| | Draw Unlock Pattern | * | | | |
| & User | Export GUID | ø. | | | |
| To POS | User's MAC Address | 00 :00 :00 :00 :00 :00 | | | |
| | | -16]. You can use a combination of numbers, lowercase, character for your password with at least two kinds of them OK Cancel | | | |
| ▲ Live View | | Add | Back | | |

Export via local monitor

| HII | VISION | Live View | Play | /back | Picture | Cont | figuration |
|-----------|-------------------|-----------|------------|--------------|------------|---------|--|
| ç | Local | User Mar | nagement (| Online Users | | | |
| | System | Use | r List | | Security Q | uestion | Export GUID File Add Modify Delete |
| | System Settings | No. | | User Name | 9 | | Level |
| | Maintenance | 1 | | admin | | | Administrator |
| | Security | | | | | | |
| | Camera Management | | | | | | |
| | User Management | | | | | | |
| Ð | Network | | | | | | |
| <u>Q.</u> | Video/Audio | | | | | | |
| 1 | Image | | | | | | |
| Ē | Event | | | | | | |
| B | Storage | | | | | | |
| Fo | Vehicle Detection | | | | | | |
| 6 | VCA | | | | | | |
| | | | | | | | |
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Export via web browser

(2) When you forget your device password, enter new password resetting interface by clicking **Forget password**.



| Login | | | | | |
|-------------|-------|----|--------|--|--|
| User Name | admin | | · | | |
| Password | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| 📀 Forget Pa | | ок | Cancel | | |

(3) Find the exported GUID file, import it to reset device password.

| D | | Reset P | assword | | | | | |
|---------------------------------------|-------------|----------------|---------------|---------|---|-----------|---|--|
| Device Name USB Flash | | h Disk 1-1 | ~ (* | ✓ | | ~ Refresh | | |
| Name | | Size Type | Edit Date | | Delete | Play | ^ | |
| 🗧 🖻 GHO | | Folder | 06-13-2016 17 | 7:00:36 | İ | - | | |
| GUID_5394515 | | 128B File | 10-24-2016 11 | 1:00:00 | ti di seconda di second | ٢ | | |
| ch18_2016062 | 4190209.txt | 27.23KB File | 06-24-2016 19 | 9:29:38 | Î | ۲ | | |
| cn_windows_s | erver_200 | 3118.84MB File | 05-23-2016 16 | 5:43:02 | Î | | | |
| hi_tcpdump | | 837.31KB File | 09-21-2015 18 | 3:30:22 | Î | | | |
| ipcCfg_201607 | 28164431 | 22.00KB File | 07-28-2016 16 | 5:44:30 | Ť | ۲ | | |
| tcpdump_l | | 807.17KB File | 01-21-2016 11 | 1:38:34 | Î | ۲ | ~ | |
| Free Space | | 4326.20MB | | | | | | |
| c c c c c c c c c c c c c c c c c c c | | | New Folder | Import | Ba | ack | | |



Appendix:

Devices (partial) that support this function:

| DS-71XXNI-E |
|-------------|
| DS-76XXNI-E |
| DS-77XXNI-E |
| DS-76XXNI-K |
| DS-77XXNI-K |
| DS-96XXNI-I |
| DS-77XXNI-I |
| DS-76XXNI-I |
| |

| | DS-71XXHGHI-F |
|-----|---------------|
| | DS-72XXHGHI-F |
| | DS-72XXHQHI-F |
| | DS-73XXHQHI-F |
| | DS-81XXHQHI-F |
| | DS-72XXHUHI-F |
| DVR | DS-73XXHUHI-F |
| | DS-81XXHUHI-F |
| | DS-90XXHUHI-F |
| | DS-76XXHUHI-F |
| | DS-72XXHUHI-F |
| | DS-72XXHQHI-K |
| | DS-72XXHUHI-K |

| | DS-2CD2X52 |
|-----|----------------|
| | DS-2CD2XX5 |
| | DS-2CD2X22FWD |
| | DS-2CD2X42FWD |
| IPC | DS-2CD64X4FWD |
| | DS-2CD4X26EFWD |
| | DS-2CD4BX6 |
| | DS-2CD4CX6 |
| | DS-2CD4DX6 |



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