

How to Reset Password

Quick Guide

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

How to reset password

1. Reset password by SADP Tool

Tool:

The screenshot shows the SADP tool interface. At the top, it displays 'Total number of online devices: 2' and buttons for 'Export' and 'Refresh'. Below this is a table with columns: ID, Device Type, Security, IPv4 Address, Port, Software Version, IPv4 Gateway, HTTP Port, and Device Serial No. The second row is highlighted with a red box. To the right of the table is a 'Modify Network Parameters' panel with various input fields and a 'Forgot Password' button at the bottom right, which is also highlighted with a red box. A red arrow points from the highlighted device row to the 'Forgot Password' button.

ID	Device Type	Security	IPv4 Address	Port	Software Version	IPv4 Gateway	HTTP Port	Device Serial No.
001	DS-7116NI-SN/P	Active	10.9.5.11	8000	V3.0.17build 151...	10.9.5.254	N/A	DS-7116NI-SN/P082
002	DS-2CD2542FWD-IWS	Active	10.9.5.2	8000	V5.3.3build 1508...	10.9.5.254	80	DS-2CD2542FWD-IV

Modify Network Parameters

Enable DHCP

Device Serial No.: DS-2CD2542FWD-IWS2015032184

IP Address: 10.9.5.2

Port: 8000

Subnet Mask: 255.255.255.0

Gateway: 10.9.5.254

IPv6 Address: ::

IPv6 Gateway: ::

IPv6 Prefix Length: 0

HTTP Port: 80

Security Verification

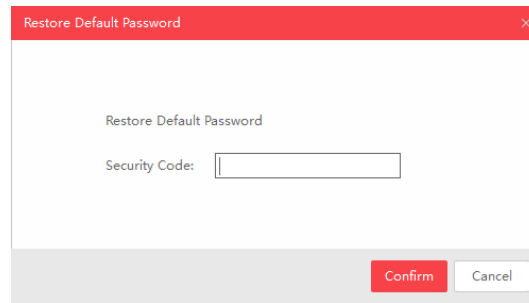
Admin Password:

Modify

Forgot Password

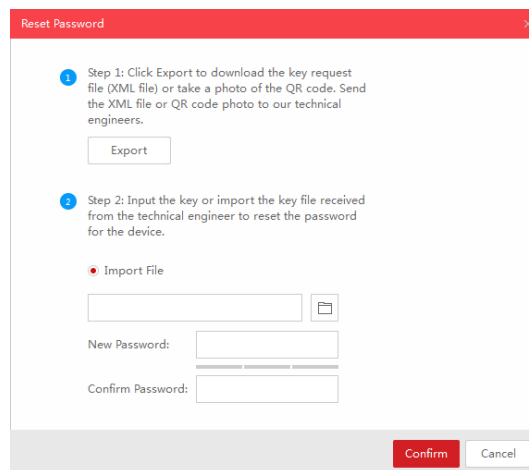
You might see one of the three pop-ups.

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



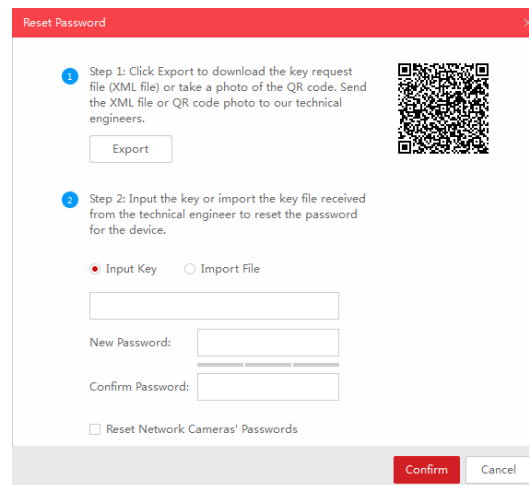
The dialog box has a red title bar with the text "Restore Default Password" and a close button. The main content area contains the text "Restore Default Password" and a label "Security Code:" followed by a text input field. At the bottom right, there are two buttons: "Confirm" (in red) and "Cancel" (in white).

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



The dialog box has a red title bar with the text "Reset Password" and a close button. It contains two numbered steps. Step 1: "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: "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" (selected) and an empty text input field with a file selection icon. At the bottom, there are "New Password:" and "Confirm Password:" labels, each followed by a text input field. At the bottom right, there are "Confirm" (in red) and "Cancel" (in white) buttons.

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

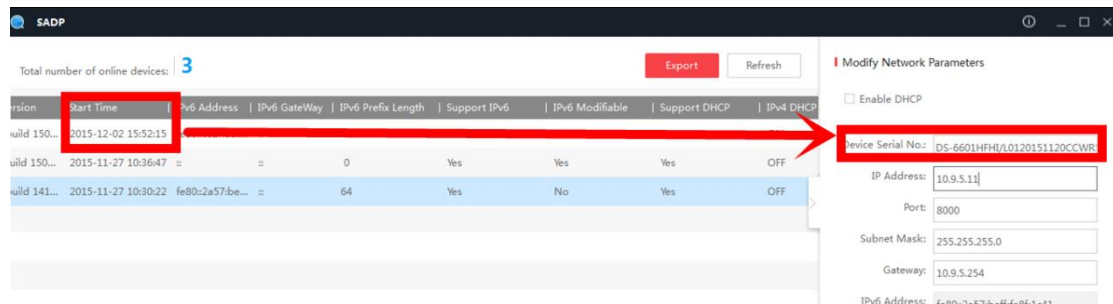


The dialog box has a red title bar with the text "Reset Password" and a close button. It contains two numbered steps. Step 1: "Step 1: Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers." Below this is an "Export" button and a QR code. Step 2: "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 "Input Key" (selected) and "Import File". Below the "Input Key" radio button is an empty text input field. At the bottom, there are "New Password:" and "Confirm Password:" labels, each followed by a text input field. At the bottom left, there is a checkbox labeled "Reset Network Cameras' Passwords". At the bottom right, there are "Confirm" (in red) and "Cancel" (in white) buttons.

Method 1 Device Information

Copy the **Start Time** and **Device Serial No** and send them at tech@ktnusa.com

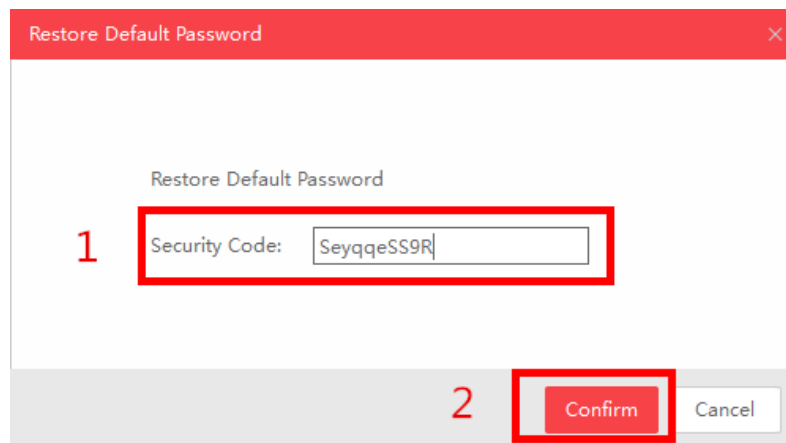
Support team, we will send back security codes or forward your request to local distributor.



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

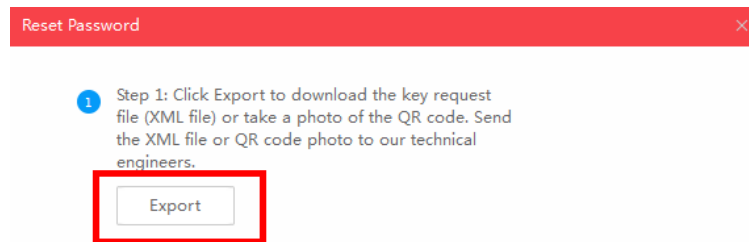
```
2015-11-27:RRrezeSezz
2015-11-28:RzzSRrRyzd
2015-11-29:zQeqz9yee
2015-11-30:qQRzed9ezR
2015-12-01:qe9ryzRQdy
```

Input security code and click **Confirm**. The password will be reset to 12345.

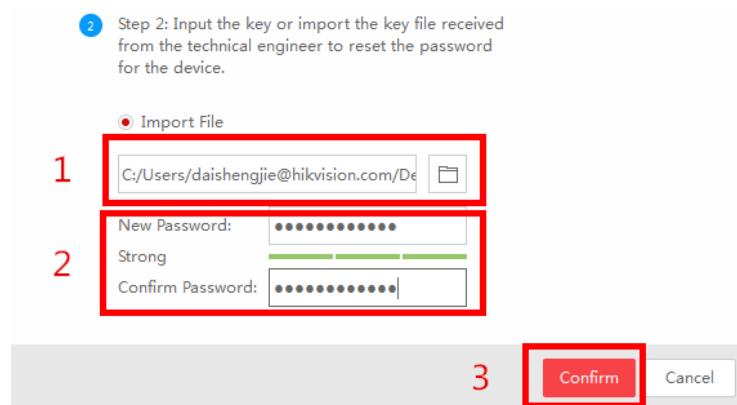


Method 2 XML File

Click **Export** to save XML file, send the XML file at tech@ktnccusa.com technical support team.



Technical support team will return encrypt file or forward your request to local distributor. Choose the path of the encrypt file, input your new password and confirm, click **Confirm** and your password will be reset.



Note: Once you get the file, it will be expired after 24 hours.