

Title:	HikVision DVR and NVR Password Reset				
Date:	06/11/2014	Version:	1.0	Pages	
Product:	DS-72xxHWI-SH, DS-73xxHWI-SH, DS-76xxNI-SE/(8)P, DS-7716NI-SP/16, DS-9016HWI-ST, DS-9016HFI-ST, DS-96xxNI-ST/RT				
Action Required:	Information only				

Resetting the DVR and NVR password has gotten easier with new firmware releases. There is no need for to have a PC with SADP software anymore. No need to contact Hikvision technical support either (if the appropriate steps have been taken before the password change). The password can be reset directly from the DVR/NVR.

It is also worth mentioning, that the new firmware versions will prompt the user to change the password every time the user logs in.

The firmware versions and DVR/NVR models that allow password reset from the unit itself are listed in the in the table below:

Model Number	Firmware Version
DS-72xxHWI-ST	v3.0.2 build 141201
DS-73xxHWI-ST	v3.0.2 build 141201
DS-76xxNI-SE/(8)P	v2.3.10 build 141128
DS-7716NI-SP/16	v3.1.3 build 141202
DS-9016HWI-ST	v3.1.3 build 141202
DS-9016HFI-ST	v3.1.3 build 141202
DS-96xxNI-ST/RT	v3.1.3 build 141202

As mentioned above, the DVR/NVR will prompt the user to change the default password upon login (**Figure 1**).

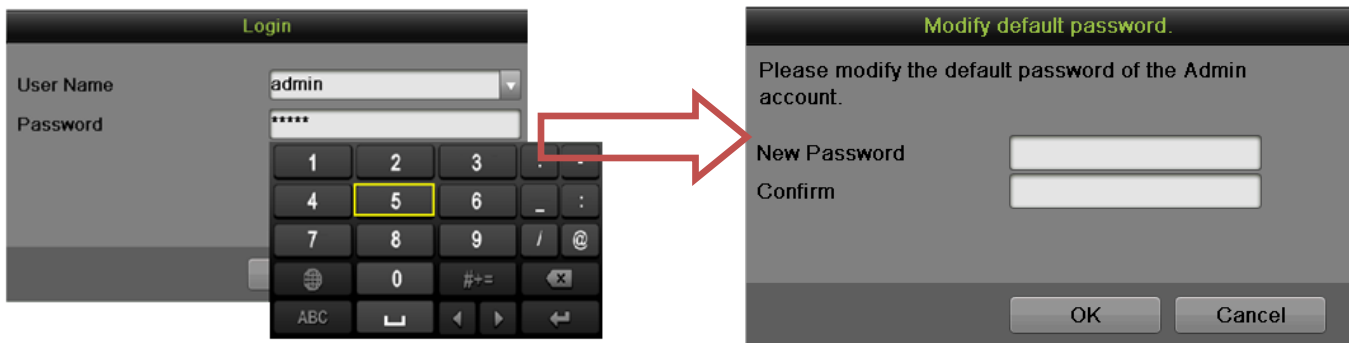


Figure 1

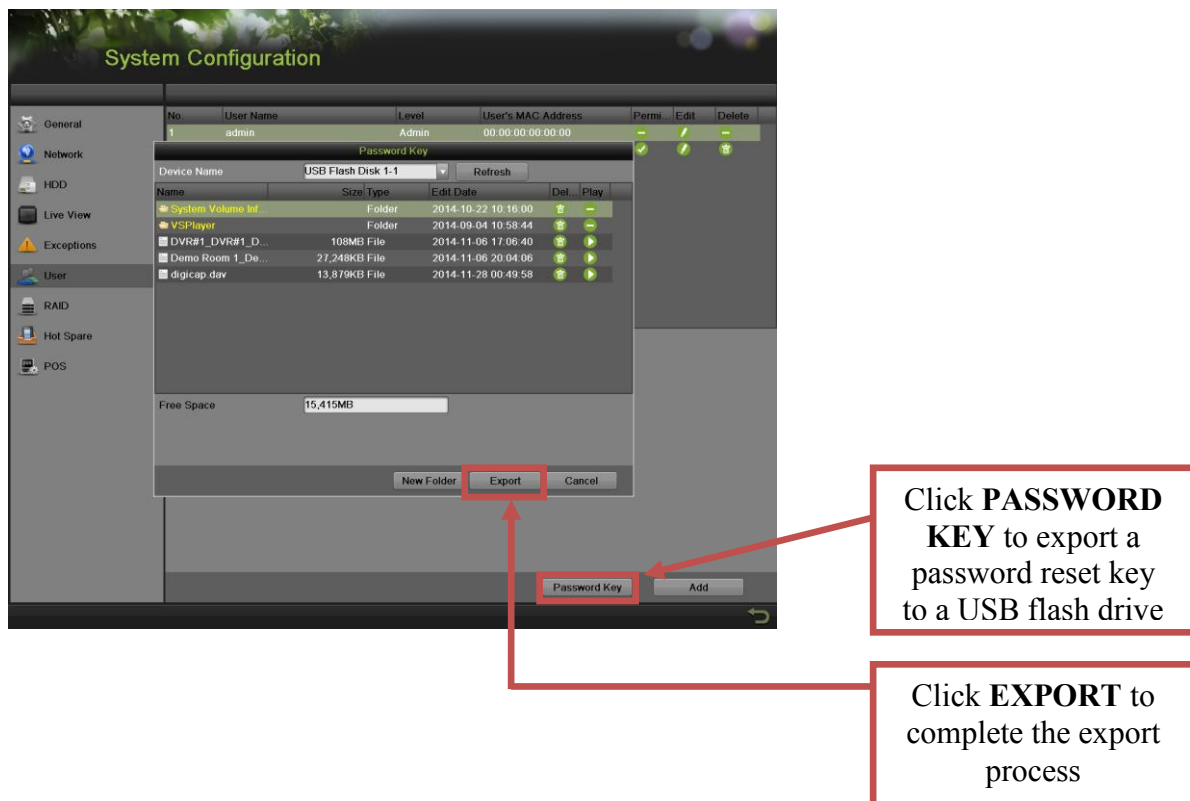
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There are two ways to reset the password to the default **12345**:

1. Create a **PASSWORD KEY**. Password key is a file that needs to be created and stored on a USB flash drive (**Figure 2**). In order to reset the password, simply plug in the USB flash drive into the DVR/NVR and import the **PASSWORD KEY**. *THIS STEP DOES NOT REQUIRE HIKVISION TECH SUPPORT ASSISTANCE.*
2. Entering a secure code into the DVR/NVR to reset the password. If the password key was not created, then the user needs to contact Hikvision technical support, obtain a **SECURE CODE** and enter the secure code into the DVR/NVR (**Figure 3**).

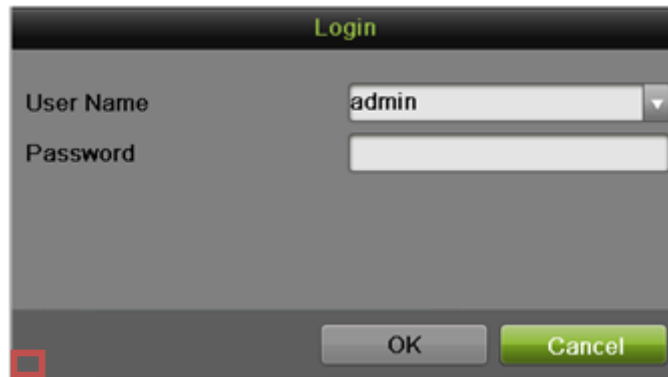
Figure 2:

Go to **MENU**→**SYSTEM CONFIGURATION**→**USER** to export a **PASSWORD KEY**.

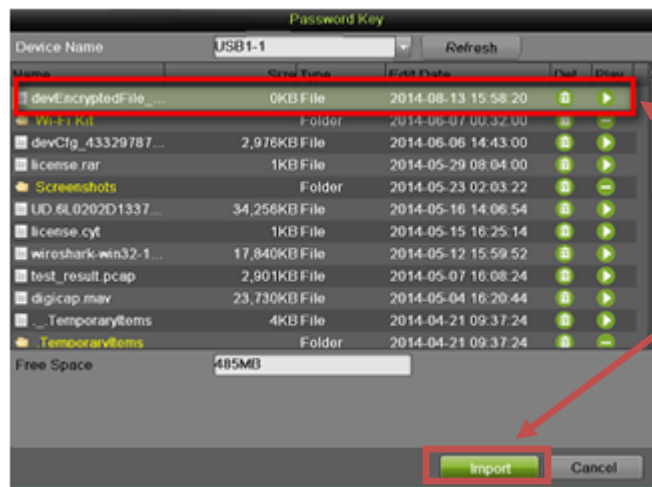


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Action Required:	Information only				

To reset the password, plug in the USB flash drive to the DVR/NVR:



Double-click in the bottom left corner of the login screen



Select the **PASSWORD KEY** file and press **IMPORT**



Press **YES** to reset the password

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Figure 3:

Double-click in the bottom left corner of the login screen

Enter the SECURE CODE provided by technical support

Press OK

Restoring default password succeeded.