

Hikvision Password Reset Procedure

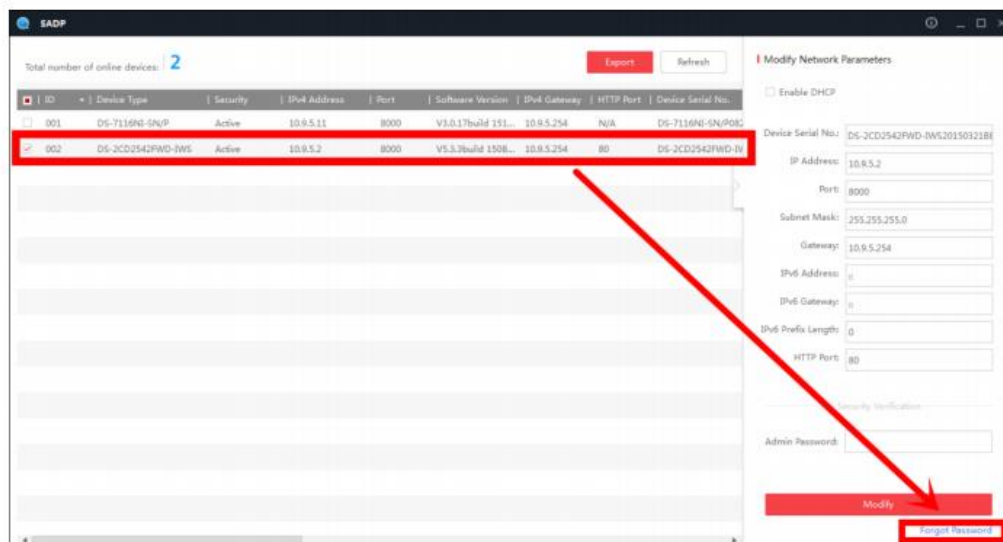


SECURITY WHOLESALE

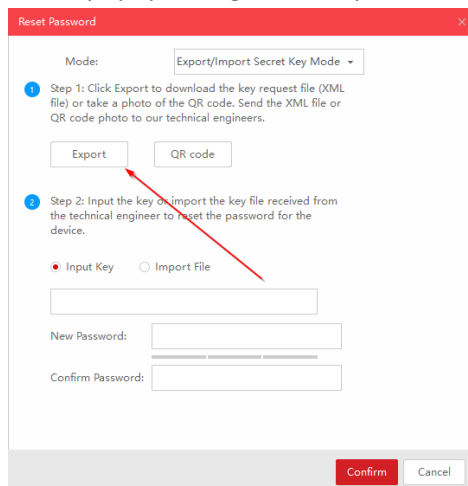
ABN: 41 090 863 773

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1. First please ensure you have SADP installed. You can download the software from here:
<https://www.hikvision.com/au-en/support/tools/hitools/clea8b3e4ea7da90a9/>
2. Connect the laptop to the same network as the IP camera. If IP camera is plugged into the ports on rear of the NVR, plug your laptop into the rear of the NVR too.
3. Open SADP and **tick the checkbox** next to the camera you want to reset. Click “Forgot Password”:



4. In the popup dialog, click “Export”, then select your “Documents” folder. Click “Select Folder”:



5. Send the exported file from your “Documents” folder to support@vspolutions.com.au the file will be named like “DS-7616NI-I2_16P1620170328CCRR738235803WCVU-202203311415”

Troubleshooting

- If any error message on Export, restart Camera and restart SADP then try again
- If error message persists, call VSP Technical Support on **1800 22 88 28**, Option 3



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