

DAHUA Product Password Reset

Method	Email & Question	Configtool XML File	Seiral port	Hardware
IPC&PTZ	YES	YES	NO	YES
NVR	YES	NO	YES	YES(NVR2&NVR5)
XVR	YES	NO	NO	YES
VDP	YES	YES(SIP2.0)	YES	YES

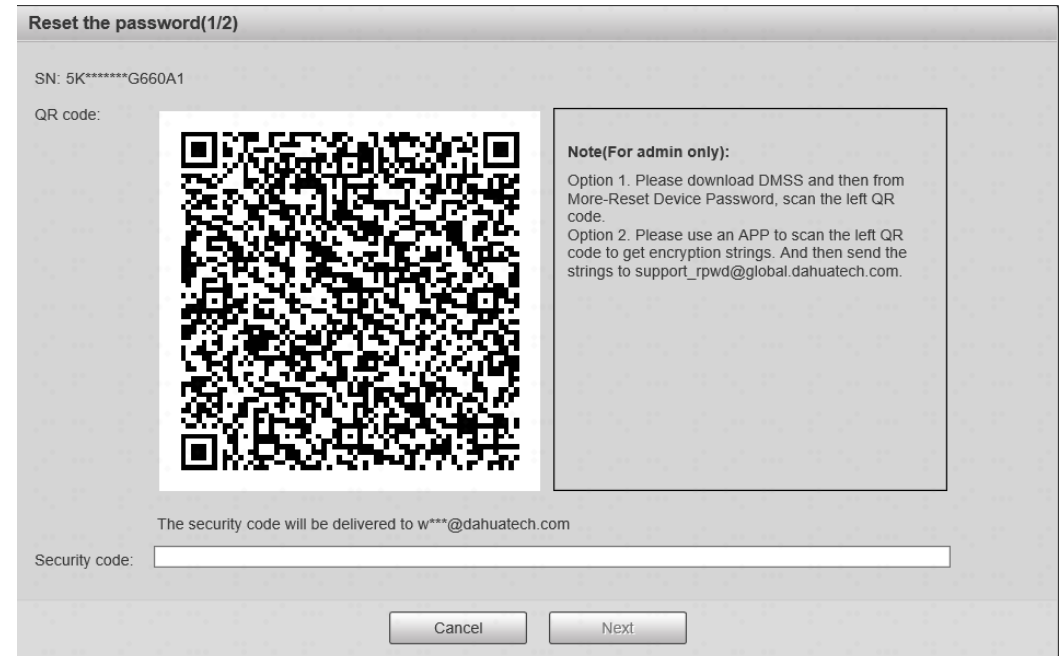
1. IPC reset password

Method	E-mail	Configtool XML File	Hardware
IPC	YES	YES	YES

Note :Some IPC which have old firmware cannot support E-mail and XML way

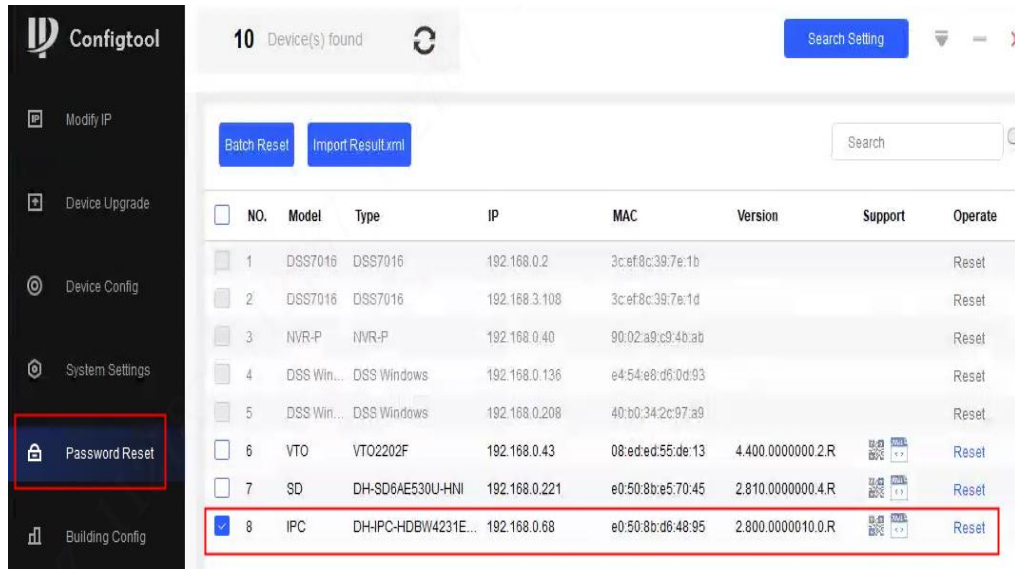
1.1 Email reset

- Login to the IP address of camera
- Click “Forgot password”
- Follow the steps
- Download DMSS(mobile application)-Scan this QR code(path : ME-Tool Manager- Password Resetting)



1.2. Configtool XML File Reset

- Select the IPC you want to reset the password and click reset password
- Please choose XML file



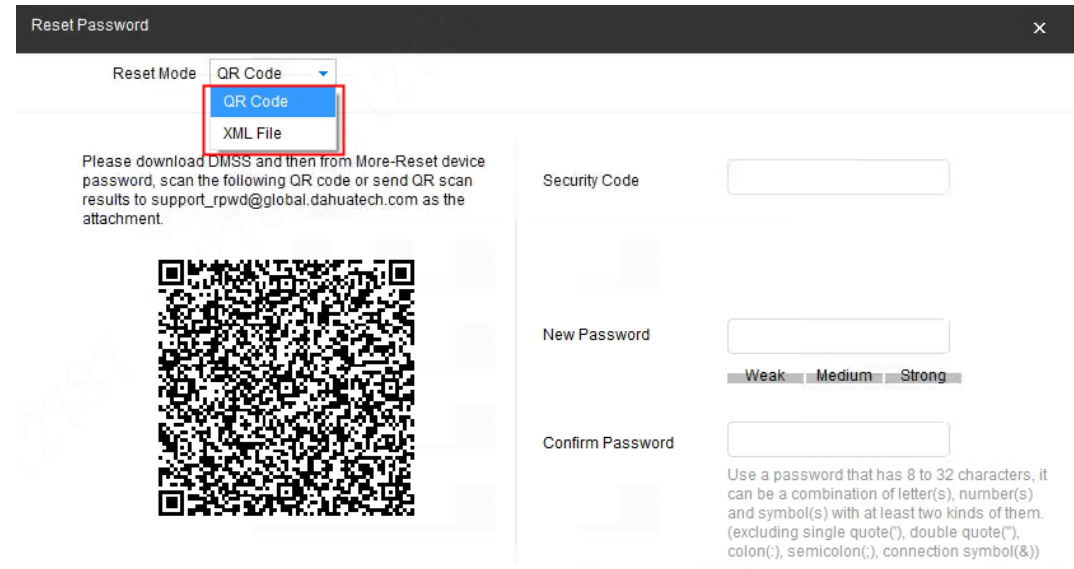
Configtool

10 Device(s) found

Search Setting

Batch Reset Import Result.xml

NO.	Model	Type	IP	MAC	Version	Support	Operate
1	DSS7016	DSS7016	192.168.0.2	3cef8c39:7e:1b			Reset
2	DSS7016	DSS7016	192.168.3.108	3cef8c39:7e:1d			Reset
3	NVR-P	NVR-P	192.168.0.40	90:02:a9:c9:4b:ab			Reset
4	DSS Win...	DSS Windows	192.168.0.136	e4:54:e8:d6:0d:93			Reset
5	DSS Win...	DSS Windows	192.168.0.208	40:b0:34:2c:97:a9			Reset
6	VTO	VTO2202F	192.168.0.43	08:ed:ed:55:de:13	4.400.0000000.2.R		Reset
7	SD	DH-SD6AE530U-HNI	192.168.0.221	e0:50:8b:e5:70:45	2.810.0000000.4.R		Reset
8	IPC	DH-IPC-HDBW4231E...	192.168.0.68	e0:50:8b:d6:48:95	2.800.0000010.0.R		Reset




Reset Password

Reset Mode: QR Code

QR Code

XML File

Please download DMSS and then from More-Reset device password, scan the following QR code or send QR scan results to support_rpwd@global.dahuatech.com as the attachment.



Security Code

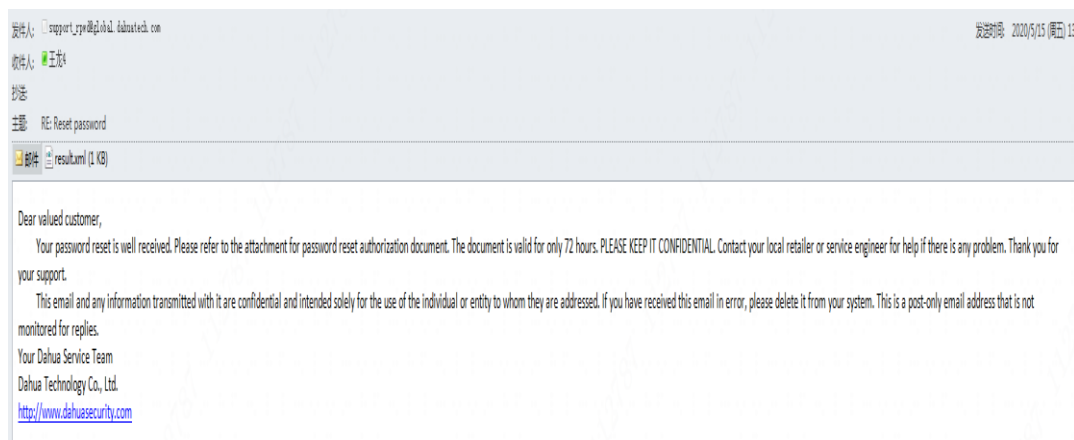
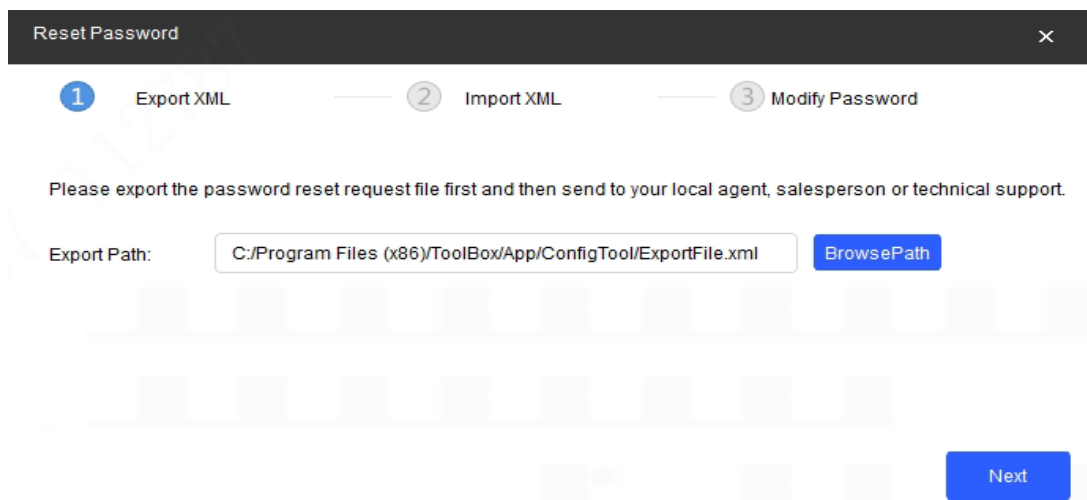
New Password

Weak Medium Strong

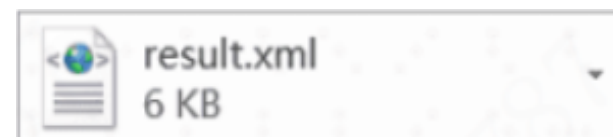
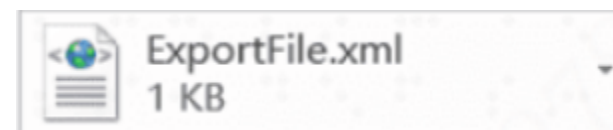
Confirm Password

Use a password that has 8 to 32 characters, it can be a combination of letter(s), number(s) and symbol(s) with at least two kinds of them. (excluding single quote('), double quote("), colon(:), semicolon(;), connection symbol(&))

1.2. ConfigTool XML File Reset



- Please export the XML file and send the XML file to support_rp@global.dahuatech.com (Dahua firmware); support_gp@htmicochip.com (General firmware) by Dahua domain email .
- Once you got the XML file back, please Import XML file and modify the password



1.3. Hardware reset

Please refer to the document in the folder:

- 1.1 IPC all series hardware reset instruction



- 1.2 PTZ SD card & reset button position 20180808



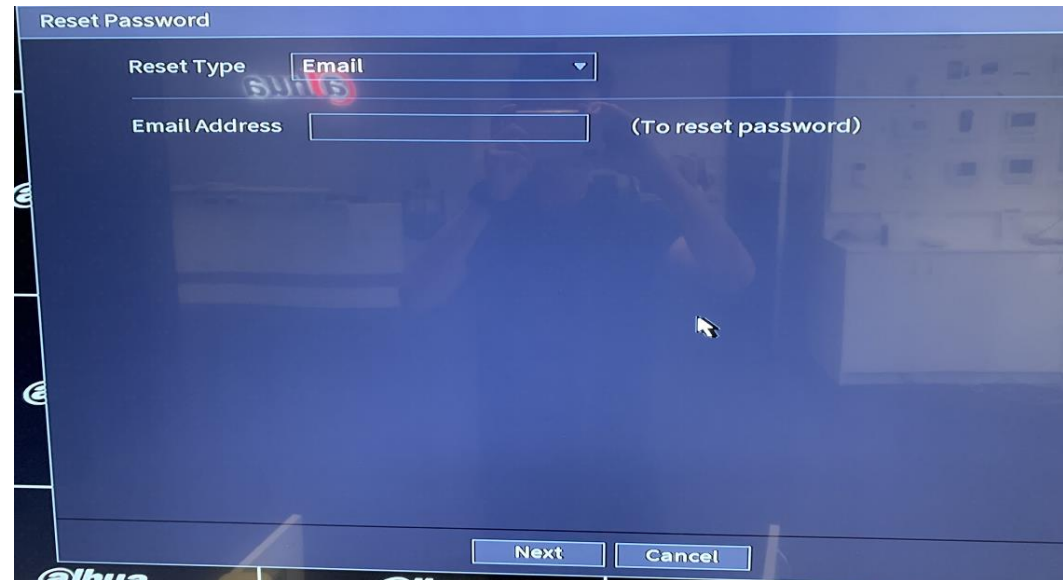
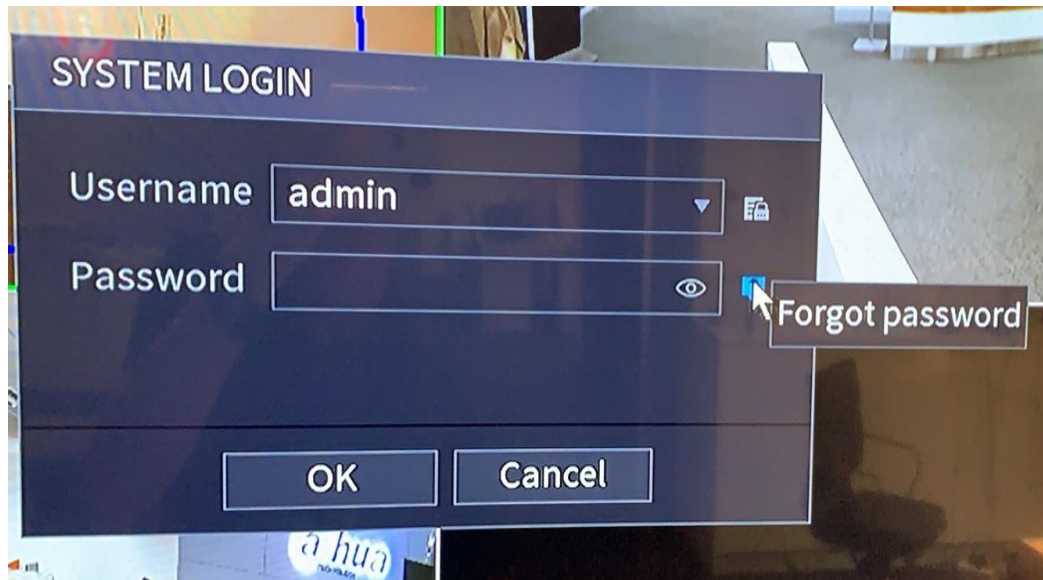
2. NVR reset password

Model Series	Email & Question	Hardware Reset Solution	Example
NVR1BXX/E Series	Yes	Reset holes	NVR1B08HS-8P/E
NVR2XXX-4KS2 Series	Yes	Reset button	NVR2104/2108-4KS2
NVR4XXX-4KS2/L Series	Yes	Reset button	NVR4108-8P-4KS2L
NVR4XXX-4KS2 Series	Yes	None	NVR4816/4832-4KS2
NVR4XXX-I Series	Yes	Reset button	NVR4832-I
NVR5XXX-4KS2 Series	Yes	Reset button	NVR5816-4KS2,NVR5816-16P-4KS2E
NVR5XXX-I Series	Yes	Reset button	NVR5832-I
NVR6XXX- Series	Yes	None	NVR608-64/128-4KS2

If you cannot find the **forgot password option** on login webpage ,and the firmware is old ;You can try to calculate the master password by tool(you can contact with ITR person (luan_jiangang@dahuatech.com)to get the details, according to the **SN and system time** of device.

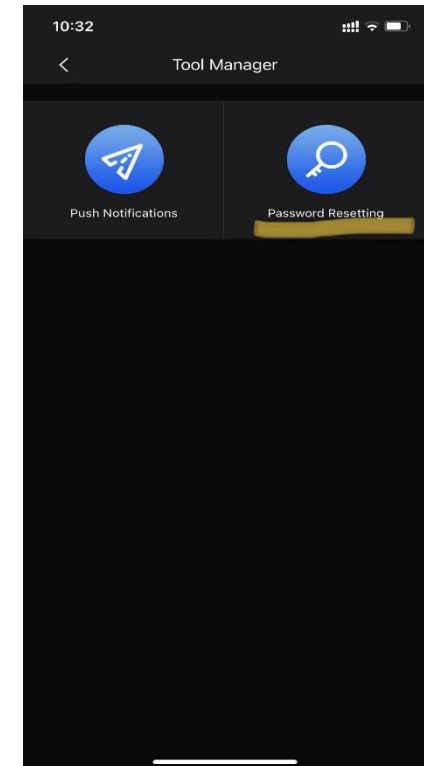
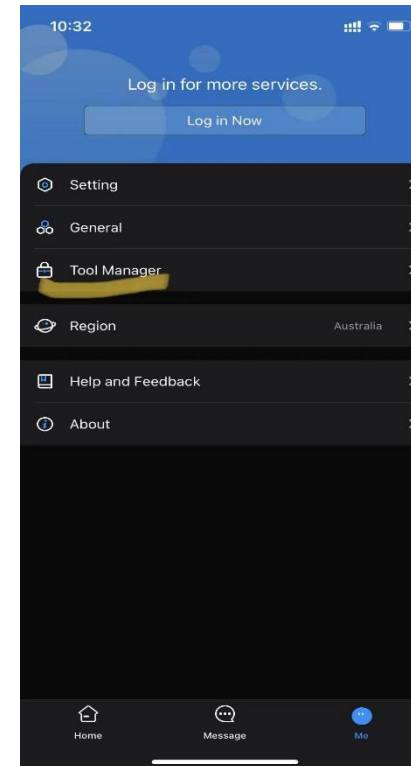
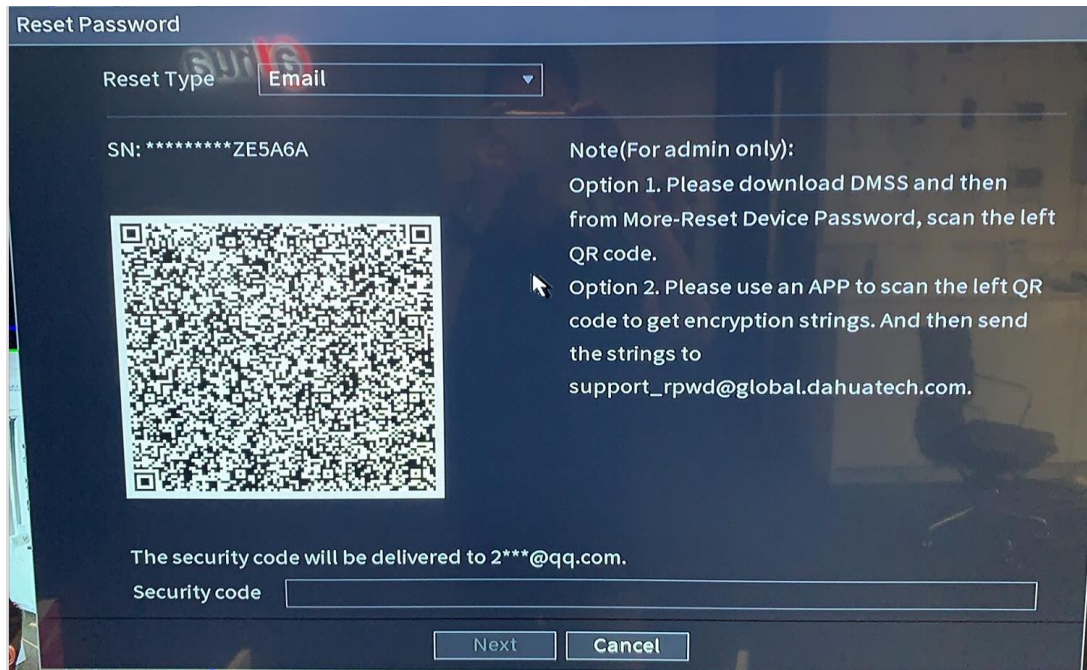
2.1 Email reset

- Click forget password,
- if the customer didn't set up email account before, it will have the chance to set the email address
- Download DMSS(mobile application)-Scan this QR code(path : ME-Tool Manager-Password Resetting)



2.1 Email reset

If the customer set the wrong email address for account, and forget the password of the email , you can try to confirm whether there is reset button or holes, you can also use the serial port to reset password



2.2 Serial port reset

Please refer to the document in the folder:

- How to use the CRT to reset the Password for NVR4 and 5 series.



2.1 How to use the CRT to reset the Password for NVR.pdf

2.3 Hardware reset

Product	Hardware reset supported series	Hardware Reset Solution	Example
NVR	NVR1B00/E	Reset holes	NVR1B08HS-8P/E
	NVR2000-4KS2	Reset button	NVR2104/2108-4KS2
	NVR4000-4KS2/L	Reset button	NVR4108-8P-4KS2L
	NVR4000-4KS2	None	NVR4816/4832-4KS2
	NVR4000-I	Reset button	NVR4832-I
	NVR5000-4KS2	Reset button	NVR5816-4KS2,NVR5816-16P-4KS2E
	NVR5000-I	Reset button	NVR5832-I
	NVR6 series	None	NVR608-64/128-4KS2

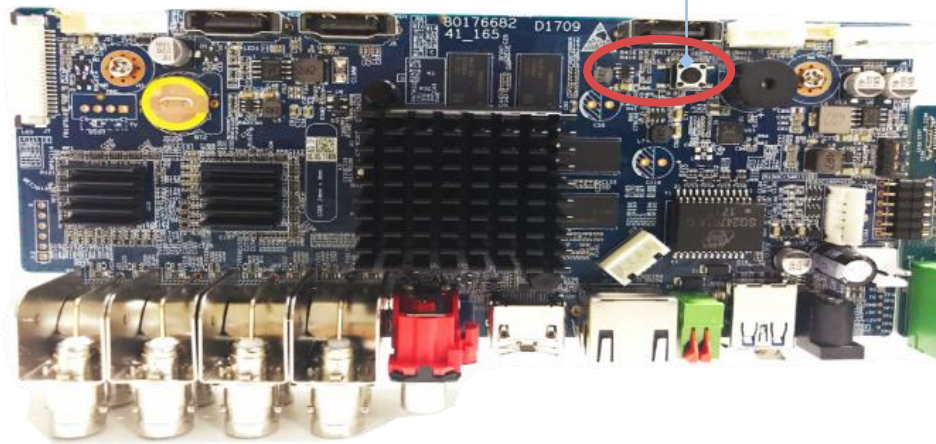
Operation steps:

1. Press the reset button
2. Power on the device while the reset button is pressed
3. Continue to press the reset button for more than 5s

Tips:

1. After the device restarts, the device will achieve factory default automatically, which is consistent with the factory default options in the software.
2. The program will be restored to the current version of the firmware, and will not be restored to the version when the product leaves the factory .
3. The factory default function just clears configuration, and the system version will not be changed. For example, if the customer upgraded the language pack of the program, then long pressed the reset button, the language of the device will not be changed after it reboots.

Reset button



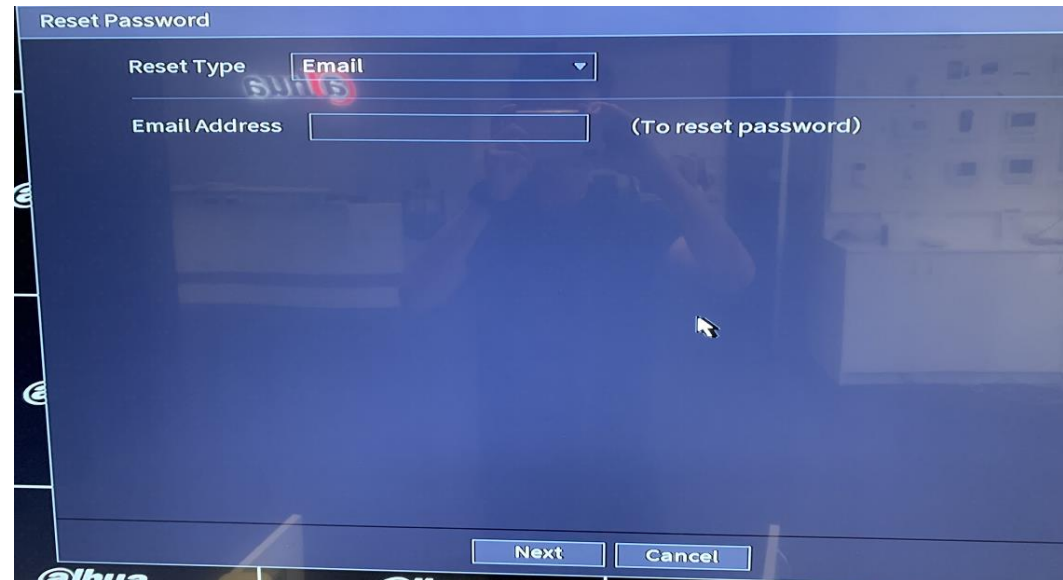
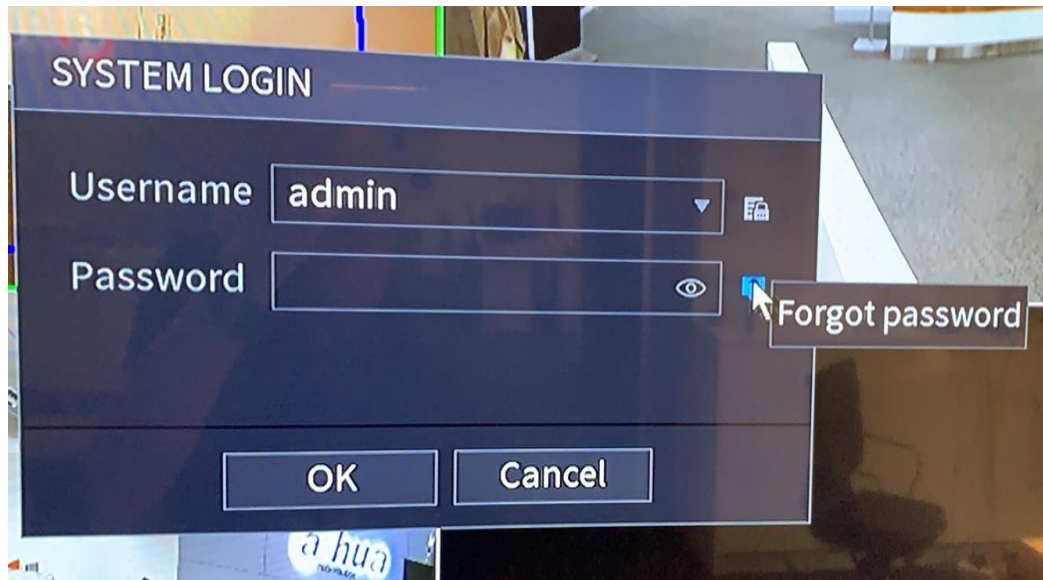
4. XVR Reset password

Model Serial	Email	Hardware
XVR XXXX-I	YES	Reset button
XVR XXXX-X	YES	Reset button
XVR XXXX-S2	YES	Reset button
XVR5XXX-4M/4KL	YES	Reset button

If you cannot find the **forgot password option** on login webpage ,and the firmware is old ;You can try to calculate the master password by tool(you can contact with ITR person (luan_jiangang@dahuatech.com)to get the details, according to the **SN and system time** of device.

4.1 Email reset

- Click forget password,
- if the customer didn't set up email account before, it will have the chance to set the email address
- Follow the steps, option 1 and option 2
- Option 1: download the IDMSS app and scan the QR code
- Option 2: using app to scan the QR code and send to DAHUA technical engineer



4.2 Hardware reset

XVR/CVR	XVR-S2	Reset button
	XVR5000-4M/4KL	Reset button
	XVR-X	Reset button
	XVR-I	Reset button

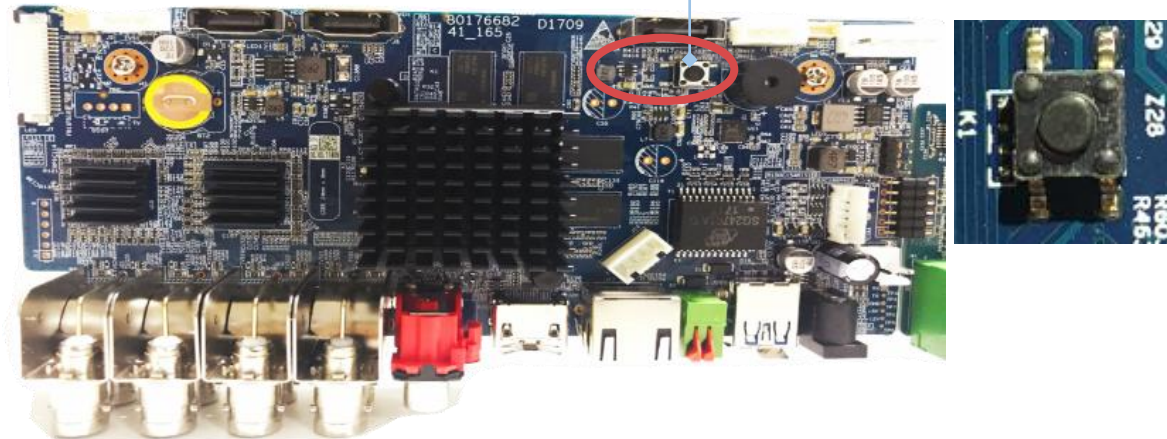
Operation steps:

1. Press the reset button
2. Power on the device while the reset button is pressed
3. Continue to press the reset button for more than 5s

Tips:

1. After the device restarts, the device will achieve factory default automatically, which is consistent with the factory default options in the software.
2. The program will be restored to the current version of the firmware, and will not be restored to the version when the product leaves the factory .
3. The factory default function just clears configuration, and the system version will not be changed. For example, if the customer upgraded the language pack of the program, then long pressed the reset button, the language of the device will not be changed after it reboots.

Reset button

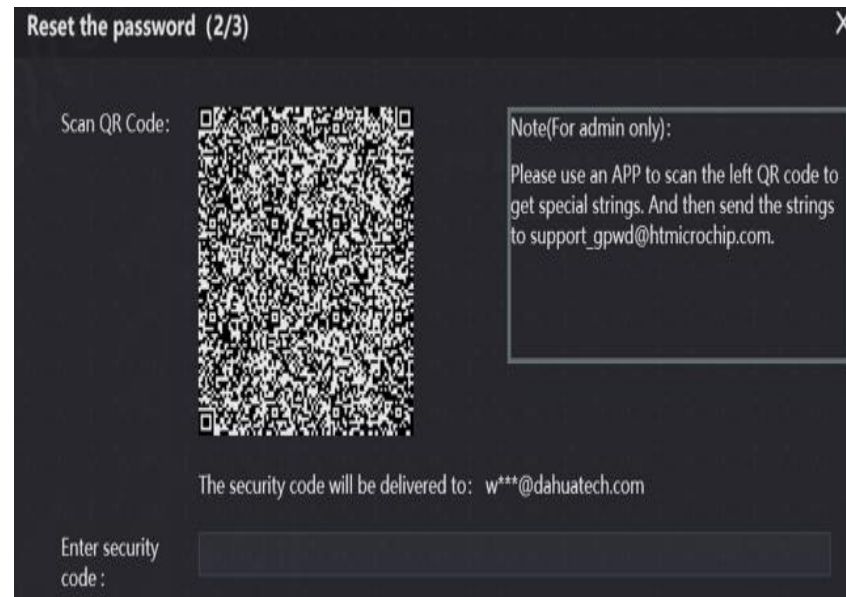
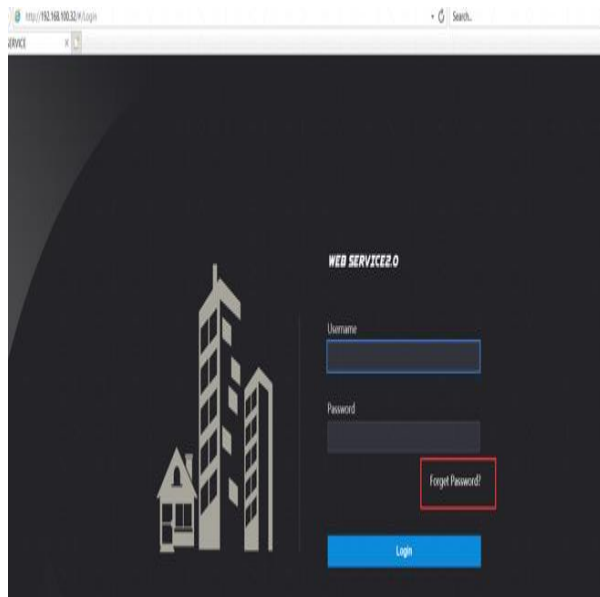


3. VDP Reset password

Model	Email	Config tool XML File	Hardware	Serial Port
VTO	YES	YES	YES	YES
VTH	YES	YES	NO	YES

3.1 VTO Email Reset (if the customer put the correct email when initializing the device)

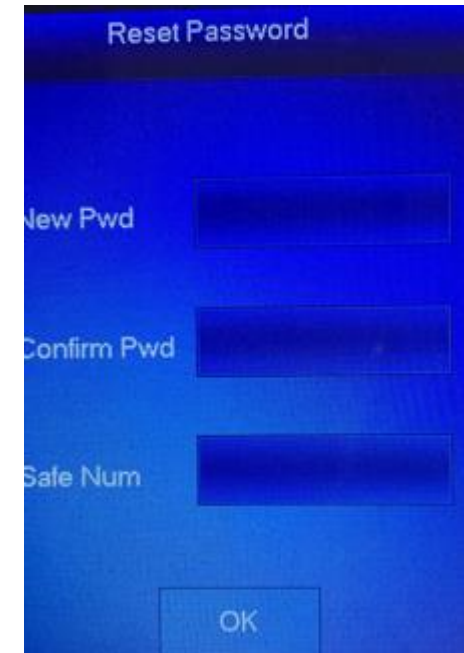
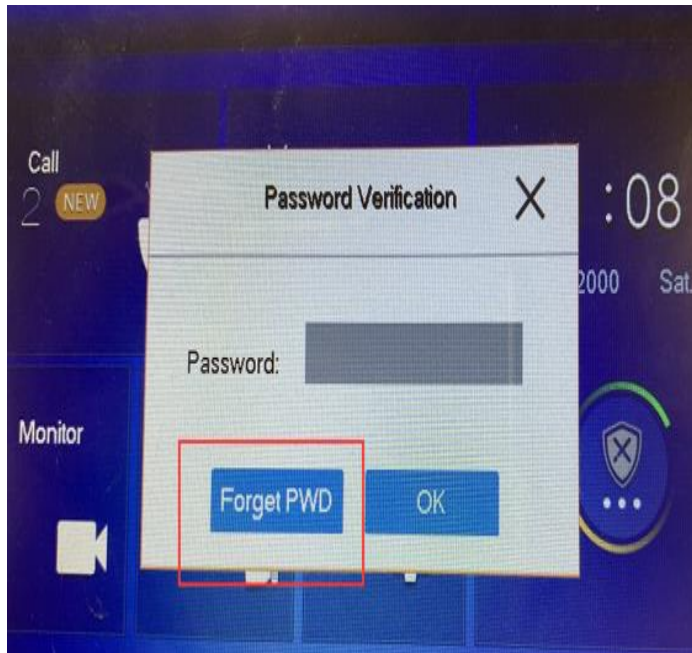
1. Access to VTO webpage, click the forgot password option.
2. Scan the QR code by DMSS (ME-TOOL MANAGER-PASSWORD RESETTING)
3. The security code will send to register E-mail
4. Create a new password



3.1 VTH Email Reset

(if the customer put the correct email when initializing the device)

- 1.If the customer forgot the password the VTH Project interface ,you can Click the “Forget PWD” option ,after long press the Setting option more than 6S.
- 2.Scan the QR code by DMSS and security code will send to register Email.
3. Once receive the security code, you can click “next” and enter the new password with safe Num(security code).

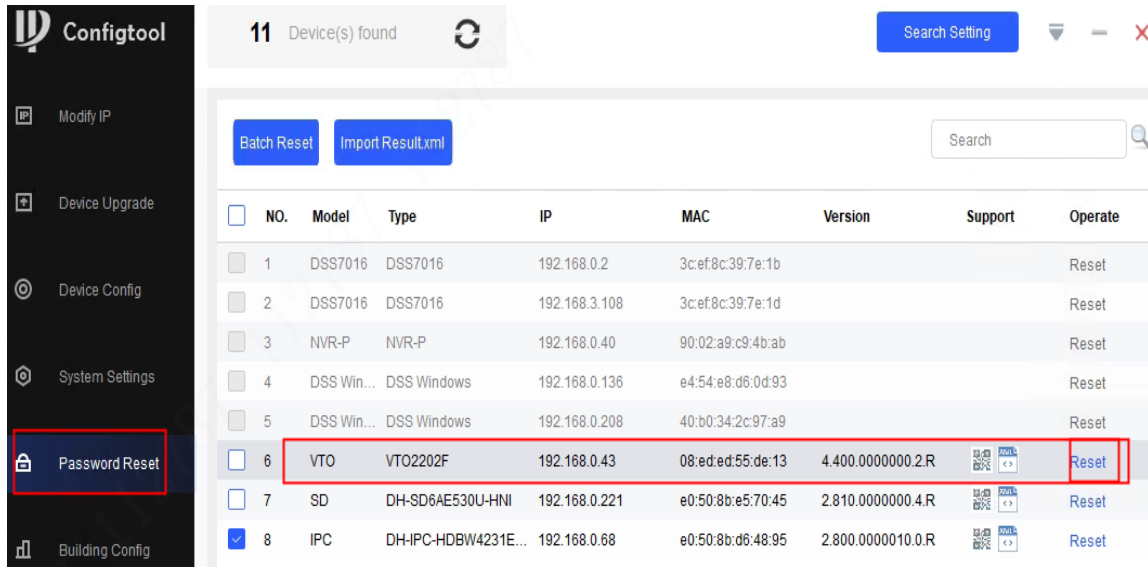


3.2 VDP Reset password by XML file

The process is same as resetting IPC password by XML file ;

Please export the XML file and send the XML file to support_rpwd@global.dahuatech.com (Dahua firmware);support_gpwd@htmicrochip.com (General firmware) by Dahua domain email .

Once you got the XML file back, please Import XML file and modify the password



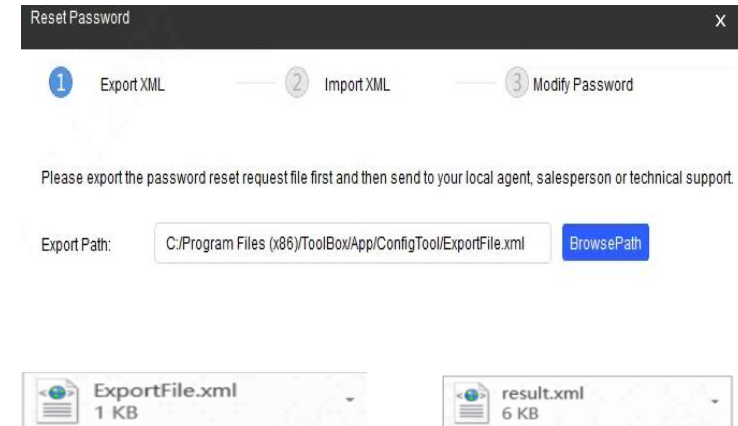
Configtool

11 Device(s) found

Search Setting

Batch Reset Import Result.xml

NO.	Model	Type	IP	MAC	Version	Support	Operate
1	DSS7016	DSS7016	192.168.0.2	3c:ef:8c:39:7e:1b			Reset
2	DSS7016	DSS7016	192.168.3.108	3c:ef:8c:39:7e:1d			Reset
3	NVR-P	NVR-P	192.168.0.40	90:02:a9:c9:4b:ab			Reset
4	DSS Win...	DSS Windows	192.168.0.136	e4:54:e8:d6:0d:93			Reset
5	DSS Win...	DSS Windows	192.168.0.208	40:b0:34:2c:97:a9			Reset
6	VTO	VTO2202F	192.168.0.43	08:ed:ed:55:de:13	4.400.0000000.2.R		Reset
7	SD	DH-SD6AE530U-HNI	192.168.0.221	e0:50:8b:e5:70:45	2.810.0000000.4.R		Reset
8	IPC	DH-IPC-HDBW4231E...	192.168.0.68	e0:50:8b:d6:48:95	2.800.0000010.0.R		Reset



Reset Password

1 Export XML 2 Import XML 3 Modify Password

Please export the password reset request file first and then send to your local agent, salesperson or technical support.

Export Path: C:/Program Files (x86)/ToolBox/App/ConfigTool/ExportFile.xml BrowsePath

ExportFile.xml 1 KB

result.xml 6 KB

3.3 VTO Hardware reset

- Press reset button to clear the configuration
 - VTO6221E, VTO6441F and VTO6421F have the reset button inside, please open the real panel, and press the button for 5s, all the configuration will be cleared.
 - VTO2000A has the tamper button at the back, press the tamper button 5 times and the password will be reset
 - VTO2101e have the reset button inside, please open the real panel, and press the button for 8s, all the configuration will be cleared.
 - VTO1210C-X has the tamper button at the back, press the tamper button 5 times and the password will be reset

3.4 VDP Serial Port

Please refer to the document in the corresponding folder:



Clean configuration_via_serial.pdf

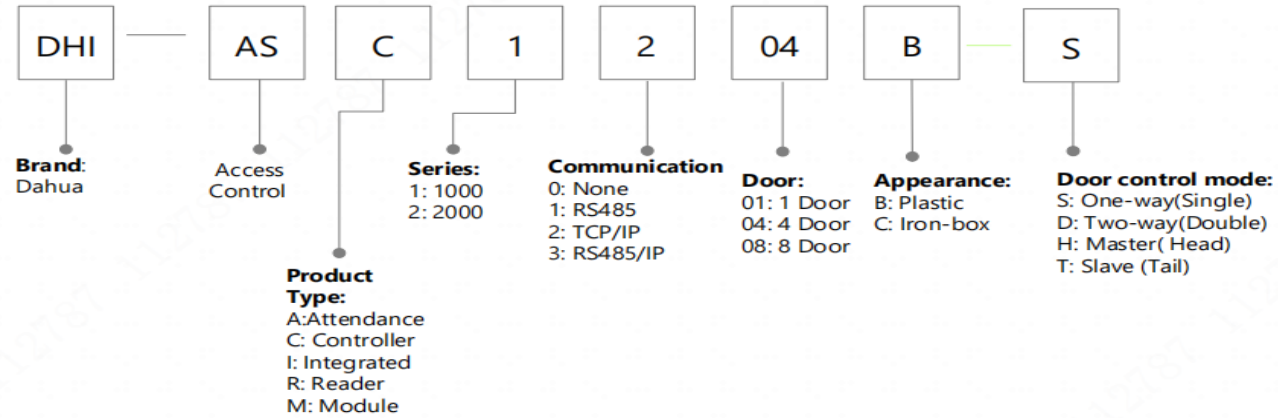
```
rm -rf /mnt/mtd/*
```

```
rm -rf /mnt/backup/*
```

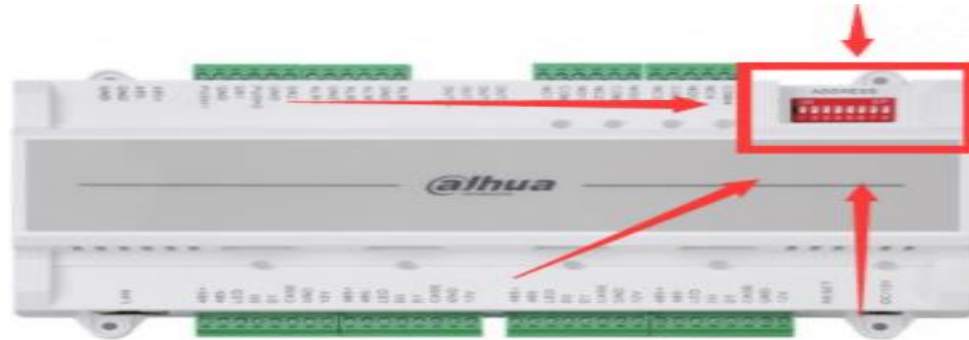
```
reboot
```

4. ASC Device forgot the password

Access Control (Controller)



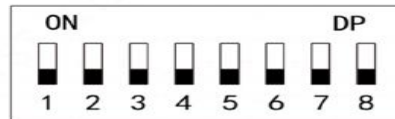
4. ASC Device forgot the password





2.5 DIP Switch

Operate with DIP switch.

Figure 2-13



-  the switch is at ON position, meaning 1.
-  the switch is at the bottom, meaning 0.
- 1~8 are all 0; the system is started normally.
- 1~8 are all 1; the system enters BOOT mode after start.
- 1, 3, 5 and 7 are 1, while others are 0. After restart, the system restores factory defaults.
- 2, 4, 6 and 8 are 1, while others are 0. After restart, the system restores factory defaults, but user info is retained.

Default IP:192.168.0.2 Default password :123456

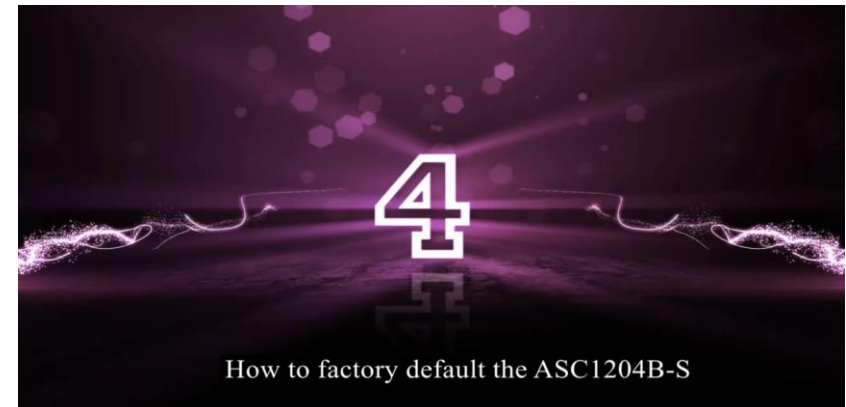
1 door ASC :

power on and turn the DIP switch 1,3 to on (1),others are off(0);

2,4,8 door ASC:

power on and turn the DIP switch 1,3,5,7 to on (1),others are off(0);

Power off and power on again to restart ,then dial back after hearing a long beep sound.



5. ASA device /ASI device forgot the password

- Try to reset the password by xml file on config tool; The process is same as resetting password of IPC;



For ASA6214F forgot password.pdf

- ASI device can also reset the password by forgot password option in web interface ;



How to reset the ASI device password.pdf

6. Keyboard forgot the password

NKB 1000 default user admin default password 888888



NKB 3000 default user admin default password admin



NKB 5000 default user admin default password admin



6. Keyboard forgot the password

For NKB1000/3000 if customer forgot the password , try to login by default password ,or according to the system time , calculate the master password .The calculating tool is same as that one which we use to calculate the master password of the recorder.

For NKB1000, you can also try to long press ESC button more than 15S, to clean the configurations.

For NKB5000,you can log out first .Then long press the red circle button more than 15S to clean the configurations.



7.Forget Decoder Password




- There are two ways to solve this problem for different models. Meanwhile ,we should tell our customer if the device reset, the configuration will be cleaned.
- Press the power button on the front panel three times within one second to restore the factory. (The picture below is for reference only, different models are slightly different)
- Applicable Model:
 - NVS0104DH-4K、NVD0105DH-4K、NVD0405DH-4K、NVS0904DH、NVS1604DH、NVD0905DH-4K、NVD0905DH-4I-4K

2.1 1-channel 4K High Definition (H.265) Series

Figure 2-1 Front panel



Table 2-1 Description for front panel





Name	Icon	Function
Power button		Power button. <ul style="list-style-type: none">• Press it for 3 times within 1 second to restore default password.• Press it for 5 times within 1 second to restore factory default settings.
Power indicator		The indicator glows after system boots up.
Network indicator		The network indicator glows blue when abnormal network event occurs (offline, IP conflict and etc.).

2.1.2 9-channel 4K High Definition (H.265, with 4 Input Ports) Series

Figure 2-2 Front panel



Table 2-2 Front panel introduction

Name	Icon	Function
Power button		Power button. <ul style="list-style-type: none">• Press it for 3 times within 1 second to restore default password.• Press it for 5 times within 1 second to restore factory default settings.
Power indicator		The indicator is on after system boots up.
Network indicator		<ul style="list-style-type: none">• The network indicator glows blue when abnormal network event occurs (offline, IP conflict and etc.).• In case of dual Ethernet cards, in multi-address mode, insert one network cable, and the blue indicator is on.
USB port		Connect external devices such as mouse, keyboard and flash drive.

7.Forget Decoder Password

- Long press the back panel to restore the default button for 10-15 seconds to restore the factory (refer to the main control board in the figure below)

Applicable Model:

NVD1205DH-4K、NVD1205DH-4I-4K、NVD1505DH-4K、NVD1505DH-4I-4K、NVD1805DH-4K、NVD1805DH-4I-4K、NVD2105DH-4K、NVD2105DH-4I-4K

2.2.2.5 Master Control Board

Figure 2-11 Master control board

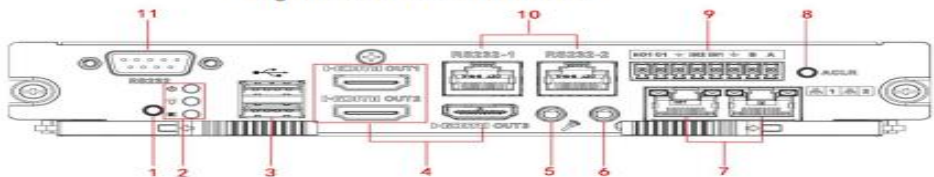


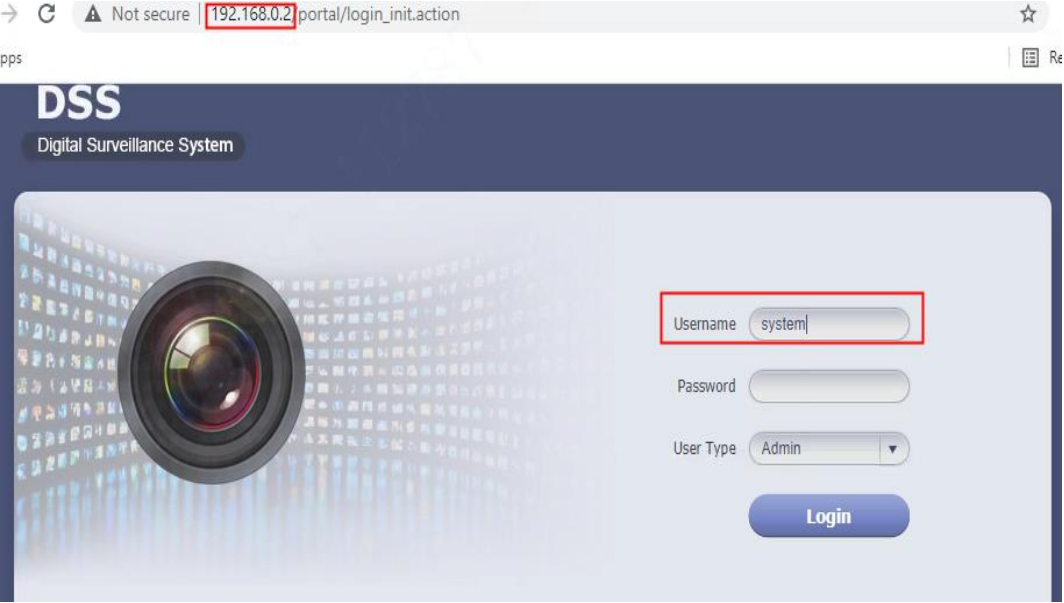
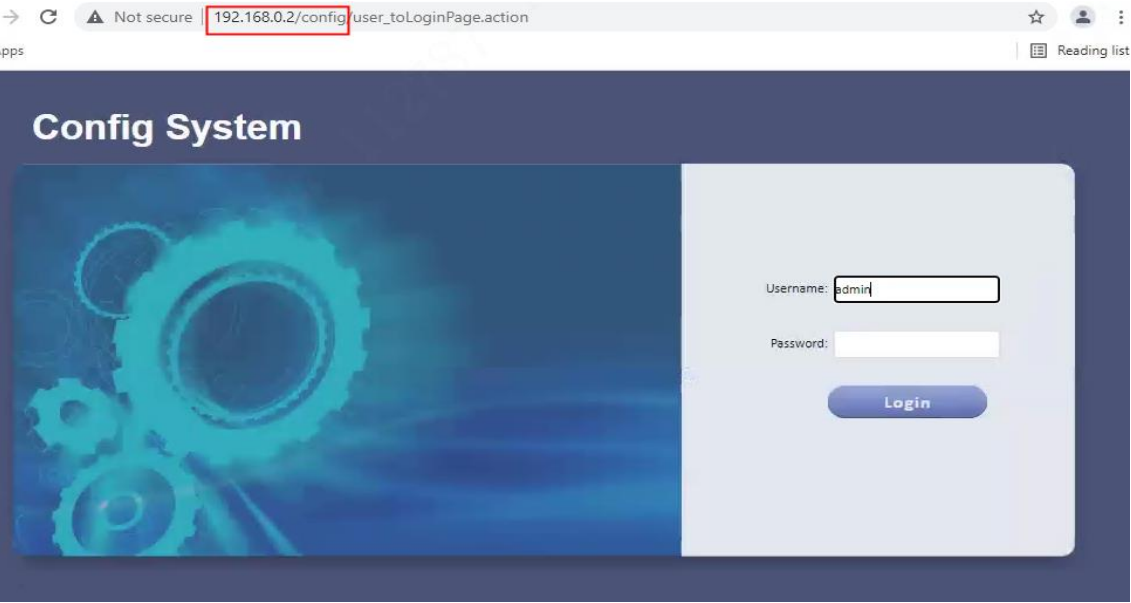
Table 2-7 Master control board introduction

No.	Name	No.	Name	No.	Name
1	Default button	2	• Power indicator of master control board • System status indicator • PCI-E status indicator	3	USB port
4	HDMI output port	5	Audio talk input port	6	Audio talk output port

No.	Name	No.	Name	No.	Name
7	Network port	8	Alarm clear button	9	2-channel alarm input, 1-channel alarm output, RS-485 port
10	RS-232 port of screen control	11	RS-232 serial port	—	—

8.All in One DSS Forgot Password

Address	Interface	User Type
Access to DSS ip by browser / DSS Client eg:192.168.1.110	DSS daily operation interface Add device , preview ,playback , etc	User : system Default password:123456
Other users: they are created by system user		
Aceess to DSS ip\config by browser eg:192.168.1.110\config	DSS configuration interface For DSS system management	User: admin Default password 123456



8.All in One DSS Forgot Password

1.Please the DSS model;and confirm if there is small screen on DSS front panel.

2. Please confirm which user forgot the password;

2.1.For other users ;you can login the daily operation interface by system user ,and modify or reset the user password on user management page

2.2 For system user :the default password is 123456.you can try to login.

If you cannot login by default password .please plugin the mouse by DSS USB port.

And go to system/settings reset password on DSS small screen. After the DSS rebooting ,you can try login by browser ,using system user , password 123456.

If you can access to DSSip\config by browser,user:admin; default password:123456.

Please go to maintenance-Basic- Reset. And try to reset the password.

2. Please confirm which user forgot the password;

2.1.For other users ;you can login the daily operation interface by system user, and modify or reset the user password on user management page

2.2 For system user :the default password is 123456.you can try to login.

If you cannot login by default password .please plugin the mouse by DSS USB port.

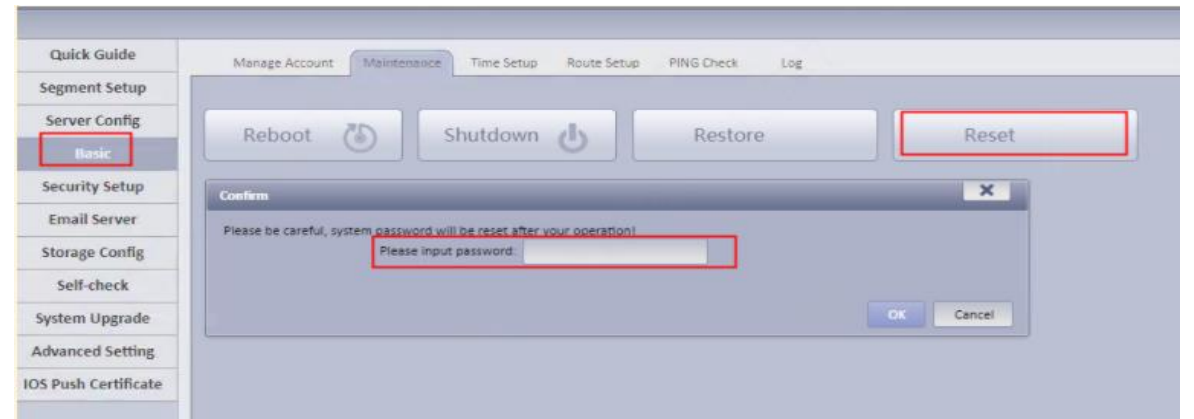
And go to system/settings reset password on DSS small screen. After the DSS rebooting ,you can try login by browser ,using system user ,password 123456.

If you can access to DSSip\config by browser,user:admin; default password:123456.

Please go to maintenance-Basic- Reset . and try to reset the password.

If forgot the admin user's password ,try to reset the password by small screen from front panel.

3.Contact with DT /Repair Center.



9.ESS forgot password

1.ESS default password is 888888888888.

2.If customer forgot password ,and he or she is IT person .Download putty or secureCRT or other tools

3.Your ESS should connect the display.

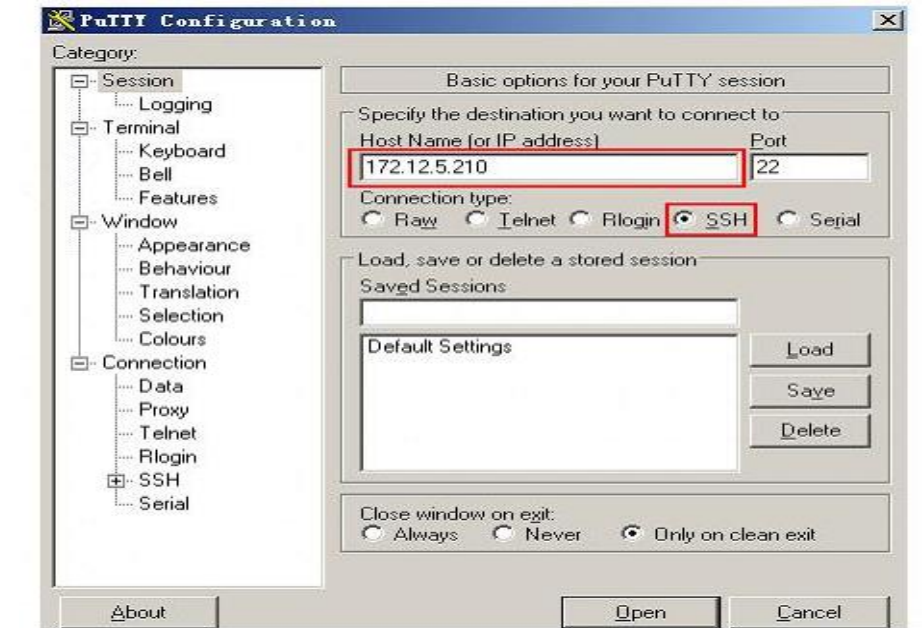
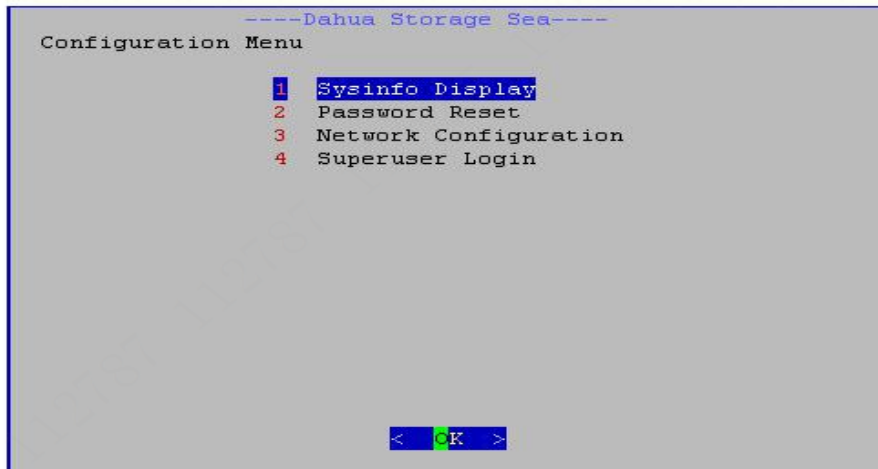
Please confirm your pc and your ESS are same segment .

connect the ESS by putty SSH protocol

the default user is dh_admin password is 666666666666 Enter

Then check the display

select password reset ,Enter ;set the web password is 888888888888

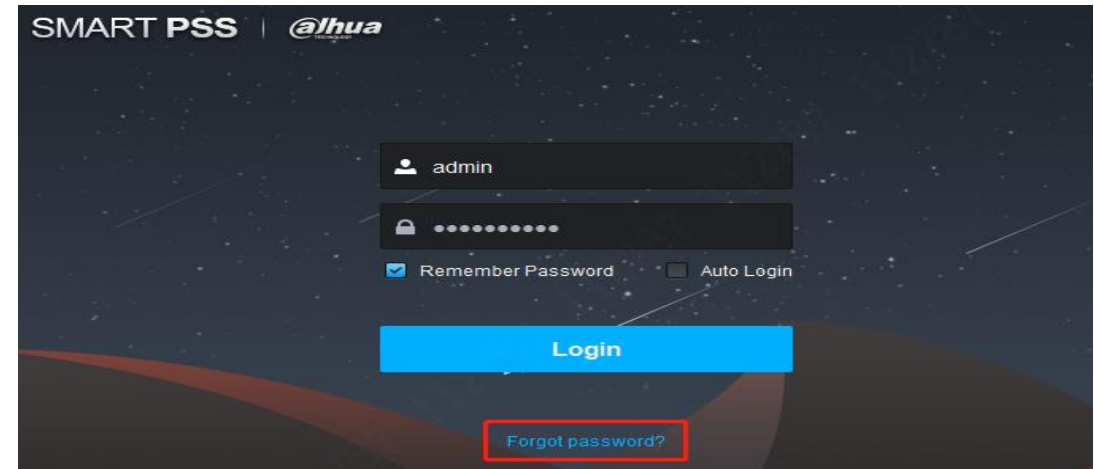


10.Smart PSS forgot password

When you used the smart pss first time ,you should configure the password reset questions

If you remember the answers , you can find reset the password by the answers .

If not ,please delete the smart pss and reinstall it again .



Password Reset

! Please answer these security questions!

Question 1	What is your favorite children's book?
Answer	<input type="text"/>
Question 2	What was the first name of your first boss?
Answer	<input type="text"/>
Question 3	What is the name of your favorite fruit?
Answer	<input type="text"/>