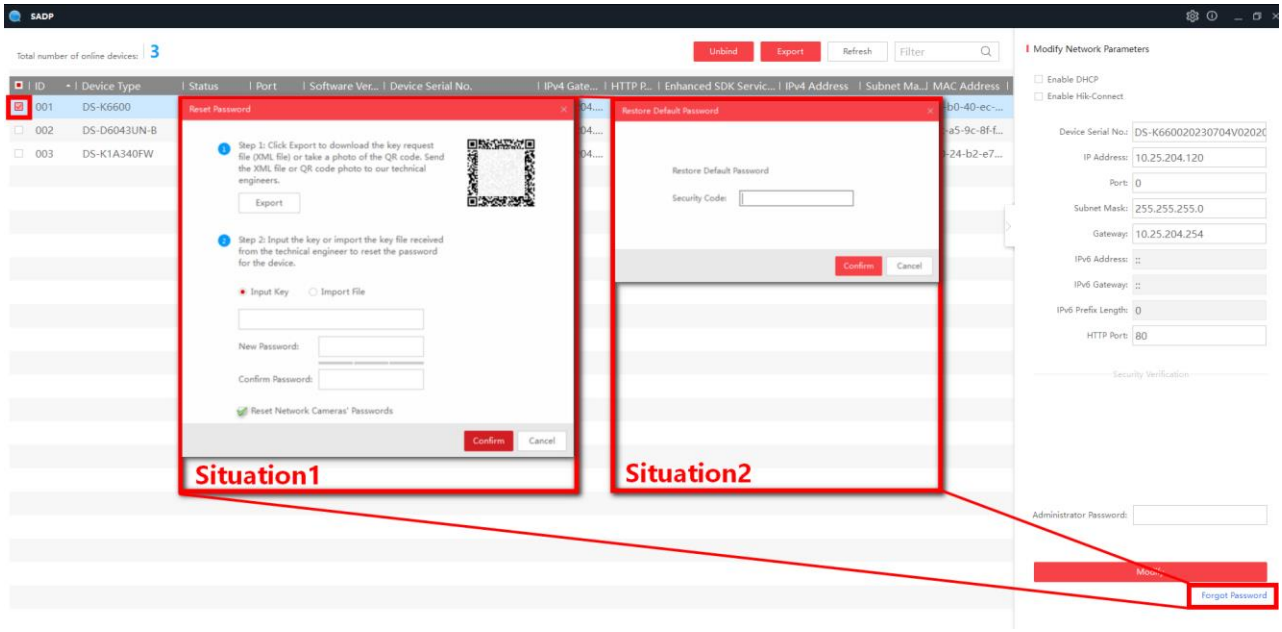
Reset password with xml file/QR code via SADP on computer

Preparation

1. Download SADP tool from Hikvision official website. SADP for Windows SADP for mac
2. The Hikvision device and the computer that have installed SADP should be on the same LAN.
3. Open SADP Tool to search online devices. Select the device and click Forget Password.
4. Check the situation and provide **device label picture** and **xml file/QR code/Start Time & Full Device Serial Number** to support team.



For situation 1, please refer to **Export Xml file or QR code**

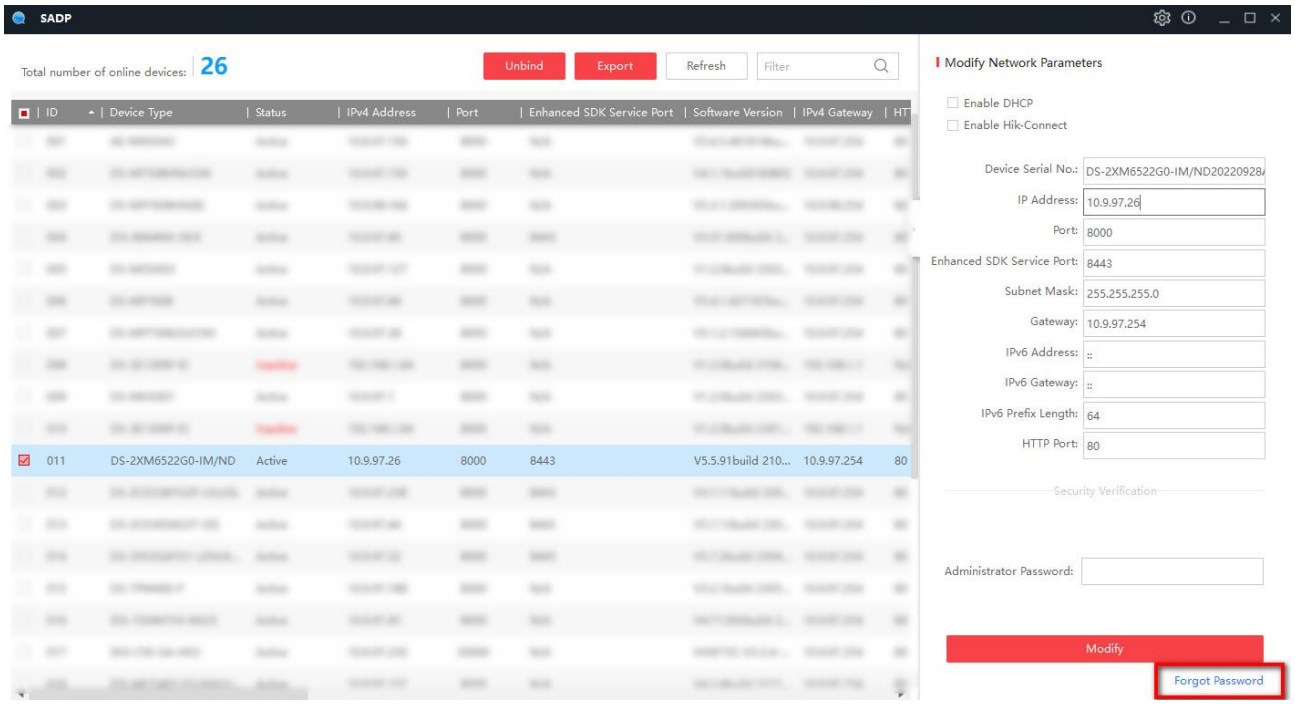
For situation 2, please refer to **Security code**

Reset password with xml file/QR code on SADP

Situation 1: Export Xml file or QR code

Run SADP on computer, SADP would search device on the same LAN.

Tick the device that you want to reset password, click **Forgot Password** button.

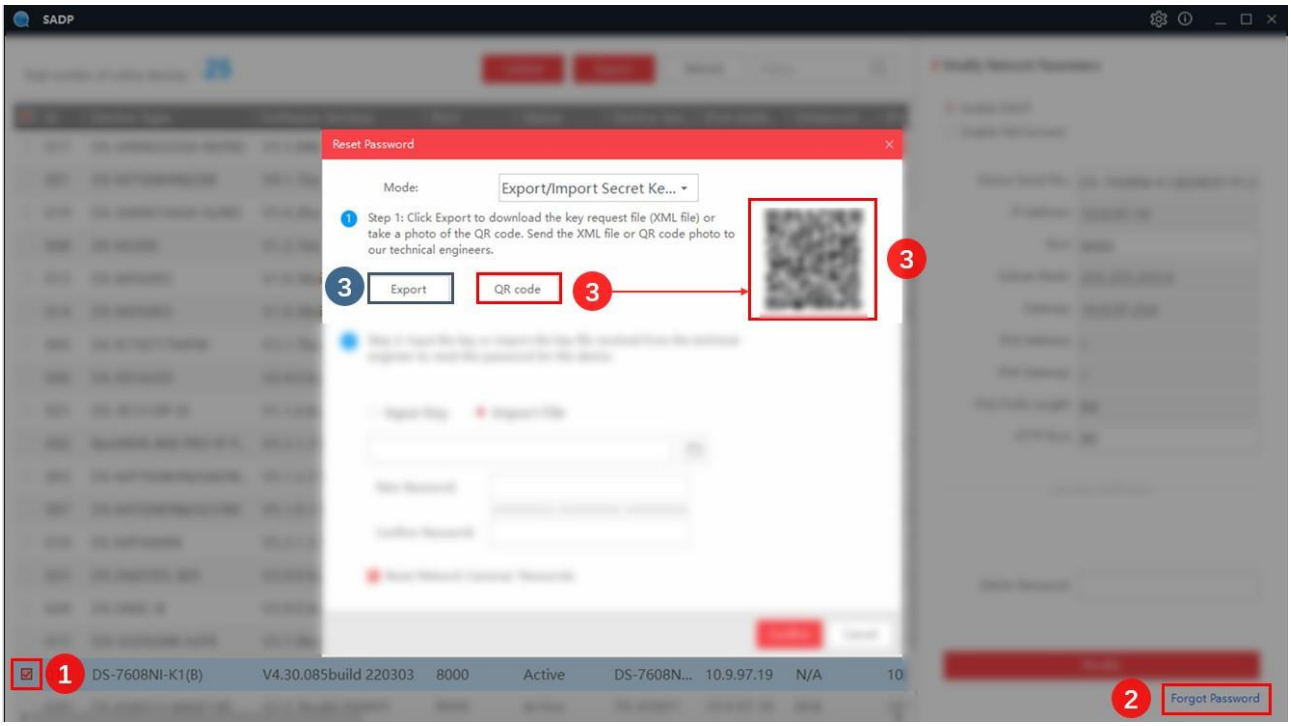


According different devices and firmware, some devices would show Export and QR code button, you could choose one of them. Other devices would show Export button only.

Export: Click Export button to save xml file on your computer.

QR code: Click QR code button, then save the screenshot of QR code on your computer.

Send xml file or QR code to Hikvision support team with device label picture and wait for reply.

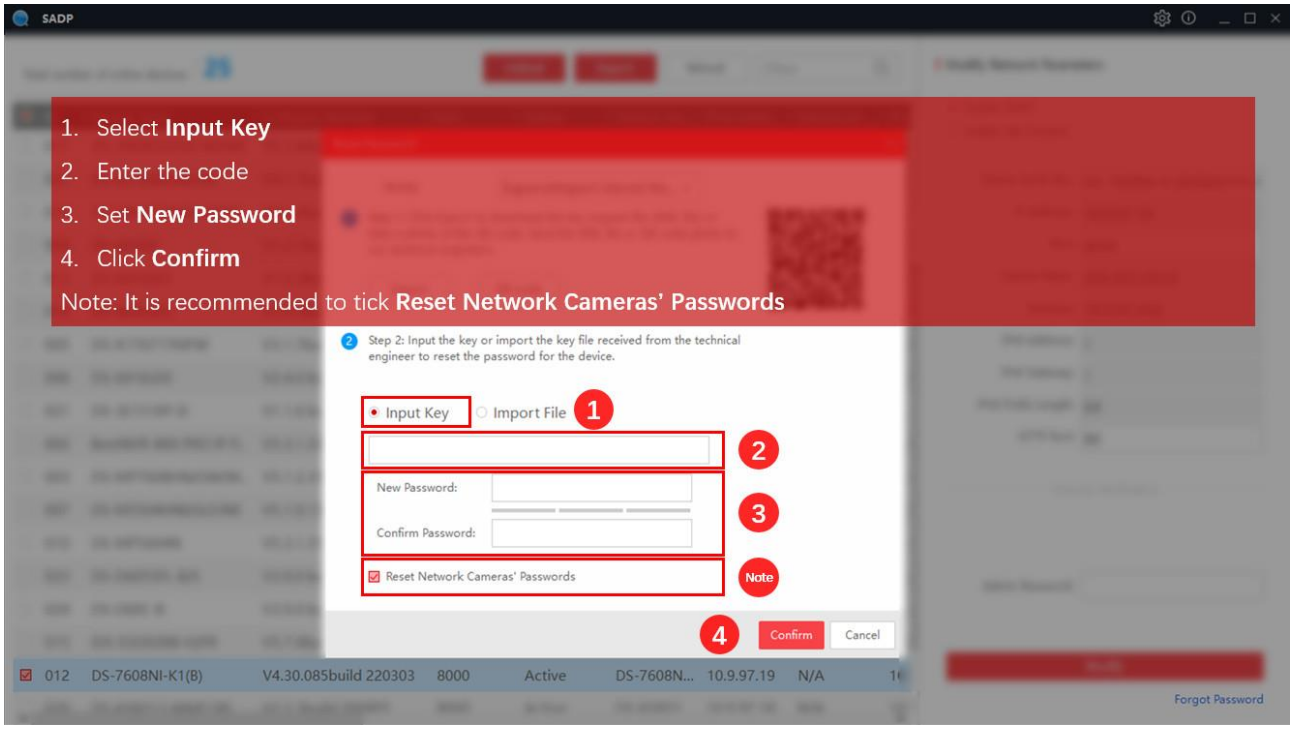


Input key or import encrypted file to reset password

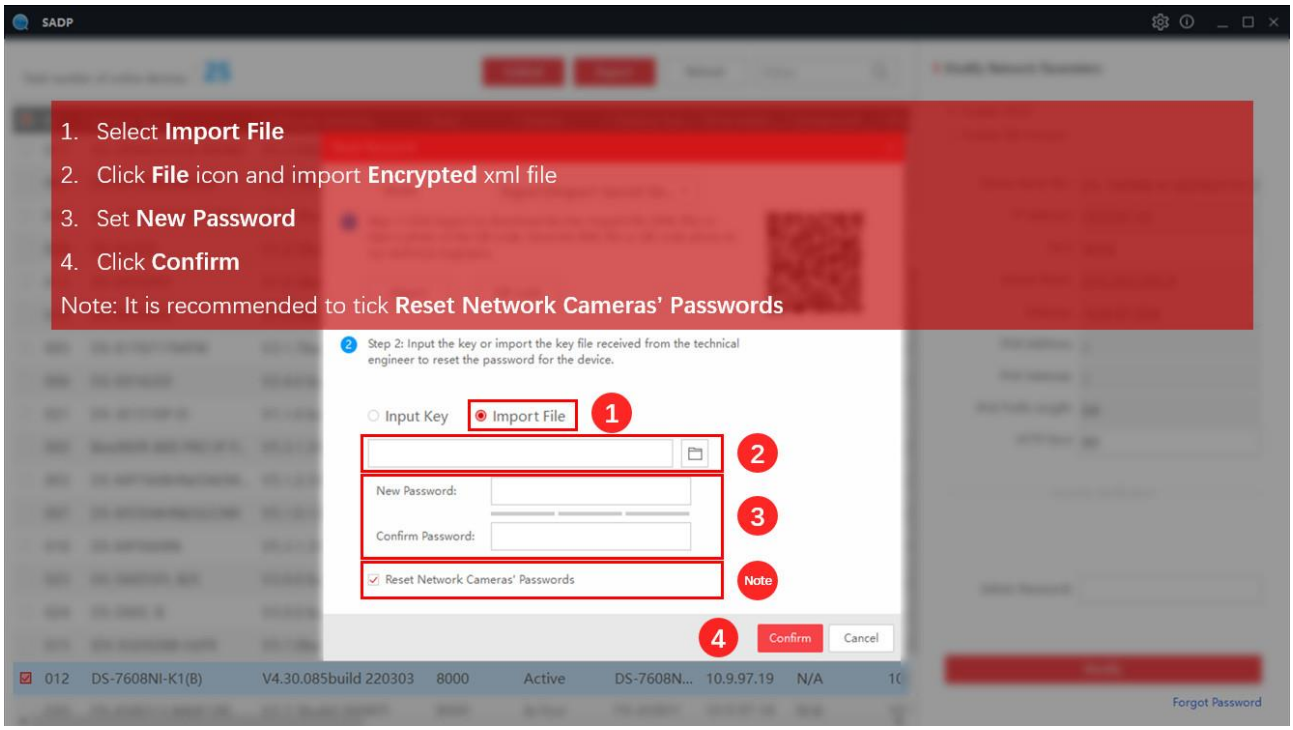
Steps:

1. Select Input Key/ Import File
2. Enter the **code**/ Click **File** icon and import **Encrypted** xml file
3. Set New Password
4. Click Confirm

a) If you receive key, please follow steps to input and reset password.



b) If you receive encrypted file, please follow steps to import and reset password.



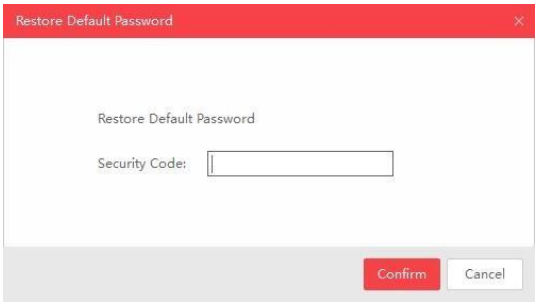
Attention:

The key or xml file is **valid for 48 hours**.

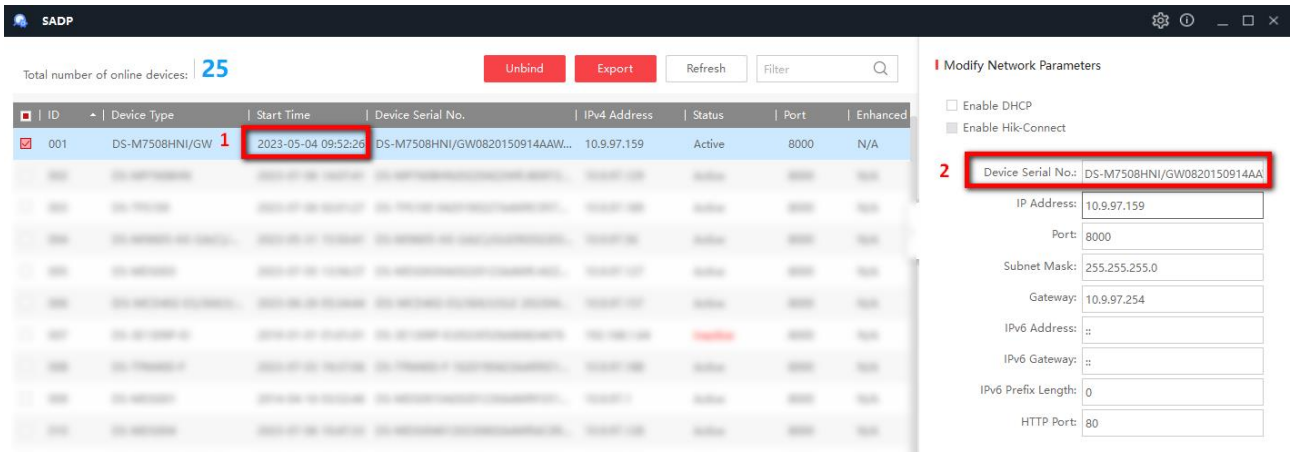
If **reset failed**, please **reboot** Hikvision device and your computer to re-export the QR code/xml file, keep your device running. Do not reboot Hikvision device or re-export password QR code/xml file again before importing file.

Situation 2: Security code

You might see below pop-up **requires a security code** after you click **Forgot Password**.

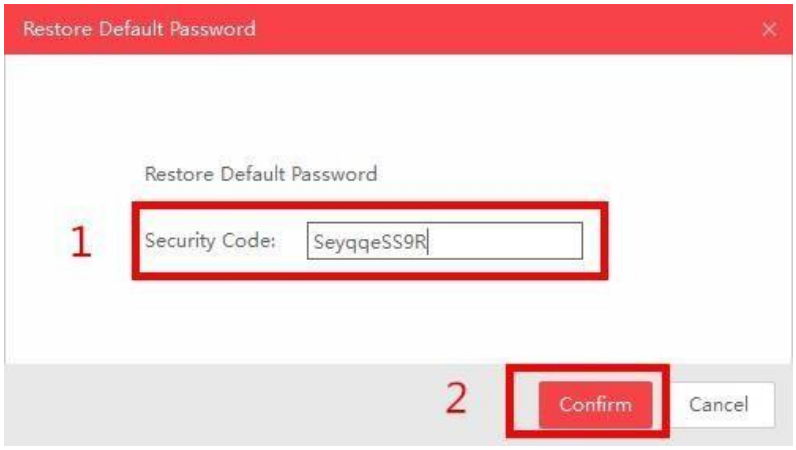


Copy **Start Time** and **Device Serial No.**， then send the information to Hikvision technical support team with device label picture, support team would send back security codes.



After receiving security codes, please choose one code according to **device's current time**. Input security code then click **Confirm**.

2023-07-03:SeyqqeSS9R
2023-07-04:R9dQdzdqr
2023-07-05:rRdRReRQer
2023-07-06:RqSqdqdedQ
2023-07-07:RrqdrRzrez



Attention:

If reset failed, please reboot the device and search on SADP, copy Start time and full device serial number to support team again.

See Far, Go Further