



How to Reset Password with Validation Question and GUID file

Quick Guide

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

HIKVISION TECHNICAL SUPPORT TEAM

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How to reset password with GUID file and Validation Question

Note:

- (1) Both the two resetting strategies are available for -E/-K/-I series NVR from V3.4.90 and Turbo DVR from V3.4.80. Reset password by setting and answering validation question is available for IPC from V5.5.0. With these new methods, customers would be able to reset device password on their own.
- (2) Both the two strategies are valid only in local area network. Local GUI, SADP, iVMS-4200, and Web client support new password resetting strategy.

Note:

For detailed models, please refer to [Appendix](#).

Method 1 Validation Question

- (1) You can set validation questions **in advance** and reset the password by answering the questions when needed.

HIKVISION Live View Playback Picture **Configuration**

User Management Online Users

User List Security Question Export GUID File Add Modify Delete

No.	User Name	Level
1	admin	Administrator

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Security Question Configuration

Security Question1 You father's name. ▾

Answer

Security Question2 You mother's name. ▾

Answer

Security Question3 Your senior class teacher's name. ▾

Answer

OK Cancel

(2) When you forget your device password, enter new password resetting interface by clicking **Forget password** via web browser.



(3) After answering all the questions correctly, you'd be able to set a new password.

1 ————— 2 ————— 3

Verify Identification Set New Password Complete

Verification Mode	Security Question Verification
Security Question1	You father's name.
Answer	
Security Question2	You mother's name.
Answer	
Security Question3	Your senior class teacher's name.
Answer	

Next Clear

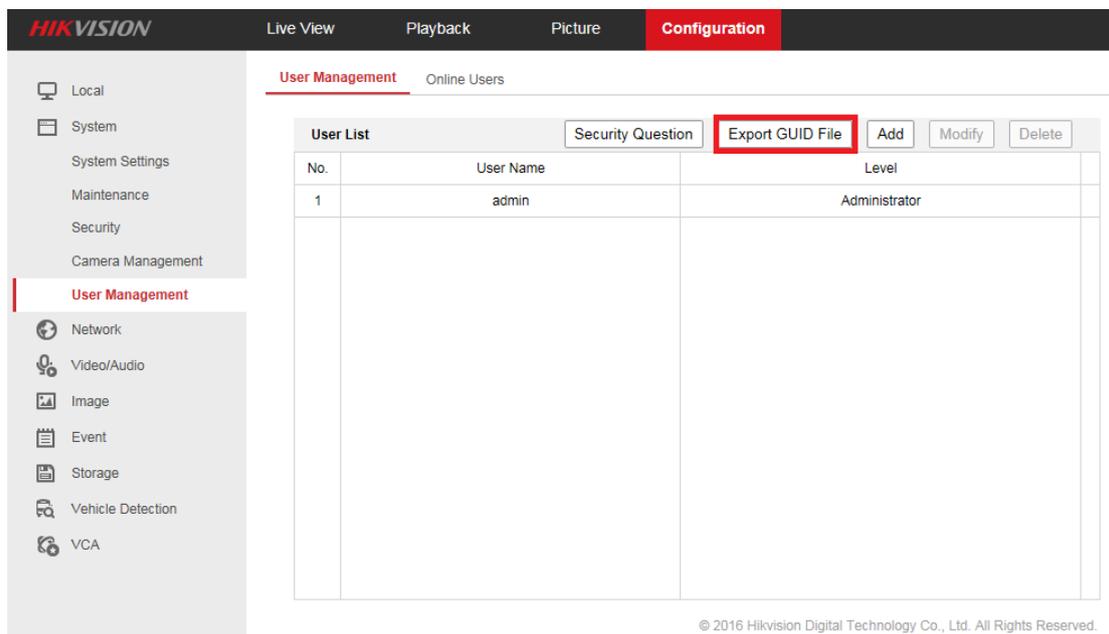
Method 2 GUID File

(1) You can export a GUID file **in advance** to PC or USB drive and reset device password by importing the GUID file to device when needed. Remember to input the correct password before exporting the GUID file. Please notice that if the admin

password is changed, the exported GUID file will be invalid immediately. And the GUID file could only be used for one time.



Export via local monitor



Export via web browser

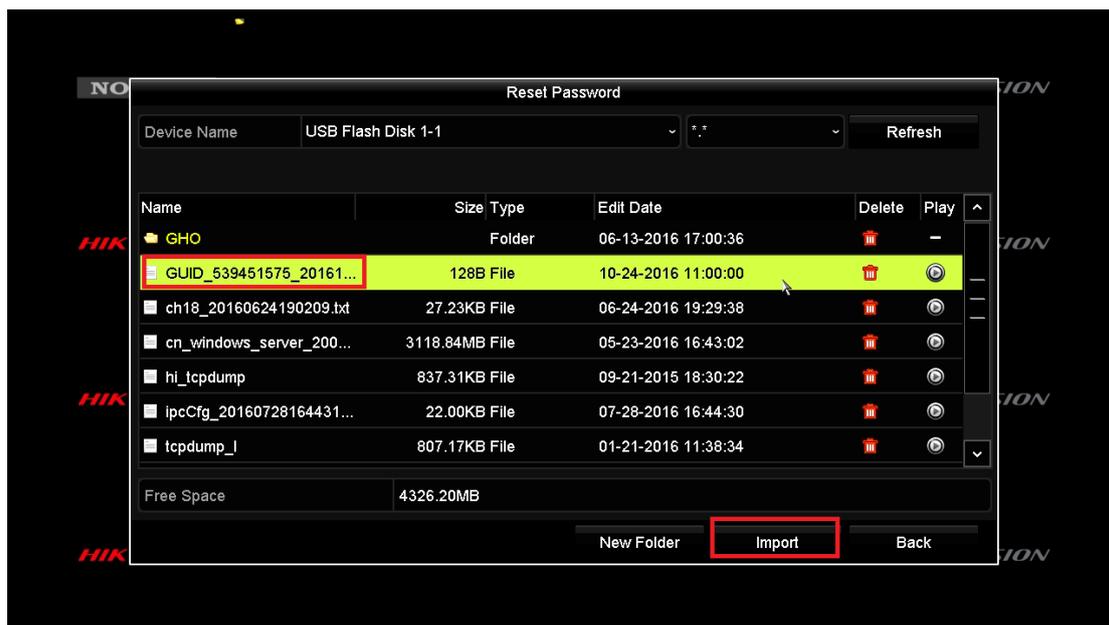
(2) When you forget your device password, enter new password resetting interface by clicking **Forget password**.

Login

User Name	admin
Password	

Forget Pa...OKCancel

(3) Find the exported GUID file, import it to reset device password.



Appendix:

Devices (partial) that support this function:

NVR	DS-71XXNI-E
	DS-76XXNI-E
	DS-77XXNI-E
	DS-76XXNI-K
	DS-77XXNI-K
	DS-96XXNI-I
	DS-77XXNI-I
	DS-76XXNI-I

DVR	DS-71XXHGHI-F
	DS-72XXHGHI-F
	DS-72XXHQHI-F
	DS-73XXHQHI-F
	DS-81XXHQHI-F
	DS-72XXHUHI-F
	DS-73XXHUHI-F
	DS-81XXHUHI-F
	DS-90XXHUHI-F
	DS-76XXHUHI-F
	DS-72XXHUHI-F
	DS-72XXHQHI-K
	DS-72XXHUHI-K

IPC	DS-2CD2X52
	DS-2CD2XX5
	DS-2CD2X22FWD
	DS-2CD2X42FWD
	DS-2CD64X4FWD
	DS-2CD4X26EFWD
	DS-2CD4BX6
	DS-2CD4CX6
	DS-2CD4DX6

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