TECHNICAL BULLETIN

Summary:

To ensure the highest level of protection, as well as to provide more compatibility and stability, Hikvision has introduced a new version of the SADP (Search Active Device Protocol) software. To avoid any compatibility or functionality issues, it is recommended to upgrade to the newest version of the software. With the new and improved of the SADP software interface, the password reset procedure has taken a slightly new shape.

Procedure:

1. Click on the link below to download the latest version of the SADP software:
    https://mssecurityinc.com/tools/SADPTool.zip

2. After downloading the software, launch the installation wizard to complete the installation process.

    NOTE: It is recommended to disable the computer's antivirus software before launching the SADP software.

3. To reset a device's password, launch the SADP software, which will locate all Hikvision devices on the network (Figure 1, SADP Lis of Devices).
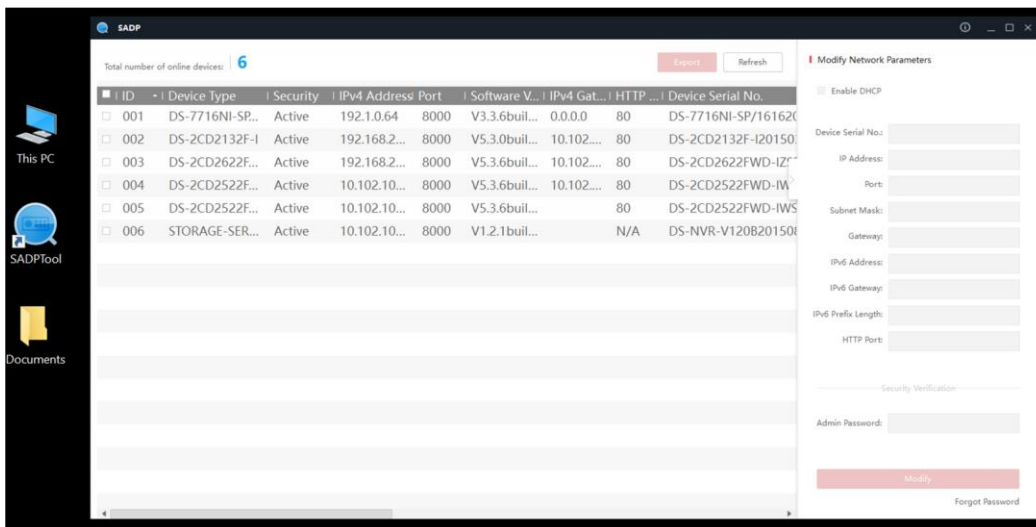

Figure 1, SADP List of Devices

4. After the devices are detected and populated in a list (in no particular order), select the device by checking the checkbox to its right.

5. Press the **Forgot Password** option on the bottom-right corner of the user interface (Figure 2, Forgot Password Button). A pop-up window containing instructions will appear (Figure 3, Reset Password Window).
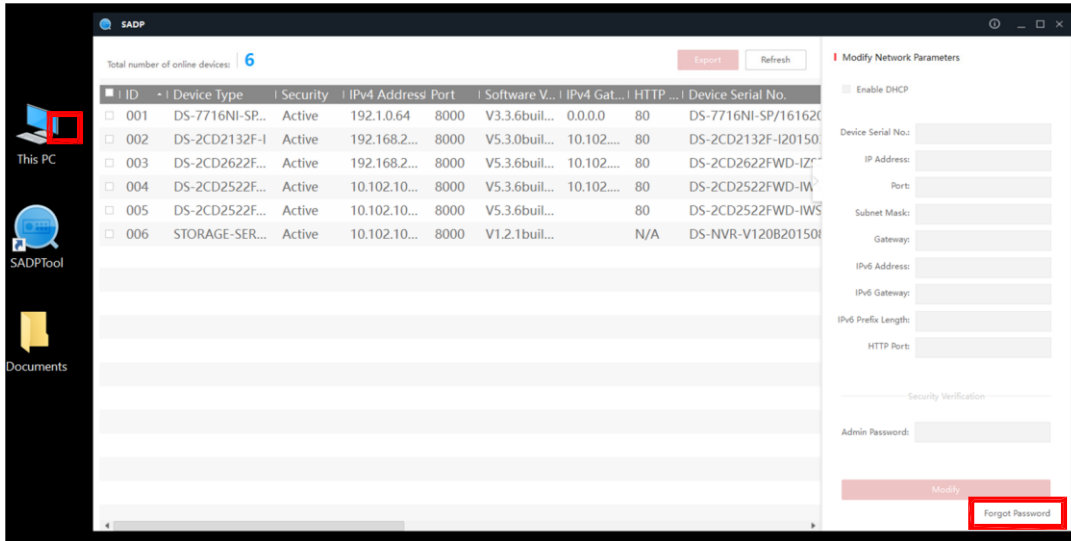
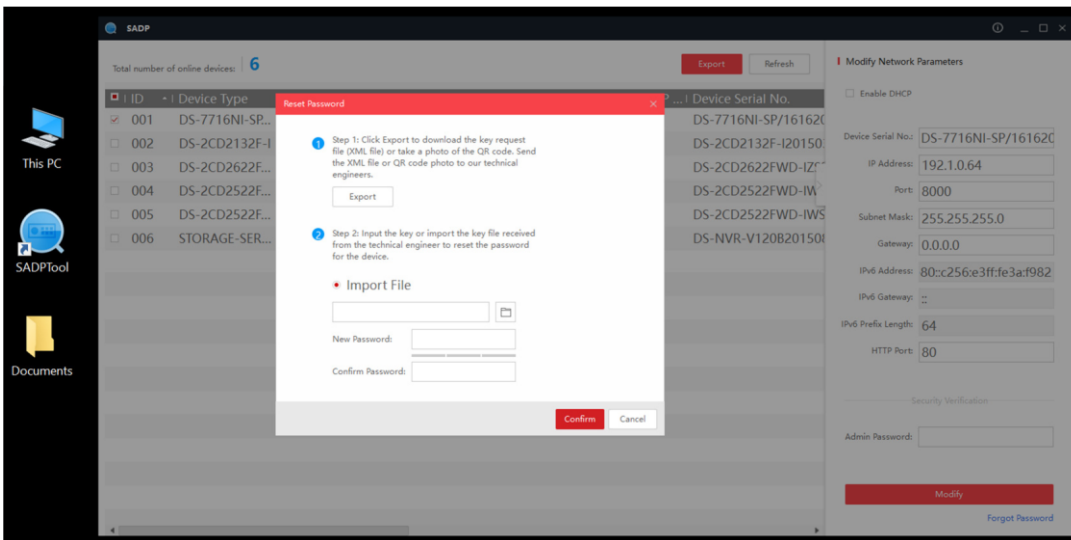Figure 2, Forgot Password Button

Figure 3, Reset Password Window

6. Press the **EXPORT** button to export the password reset key (Figure 4, Reset Password Export Button). **SELECT FOLDER** window will appear.
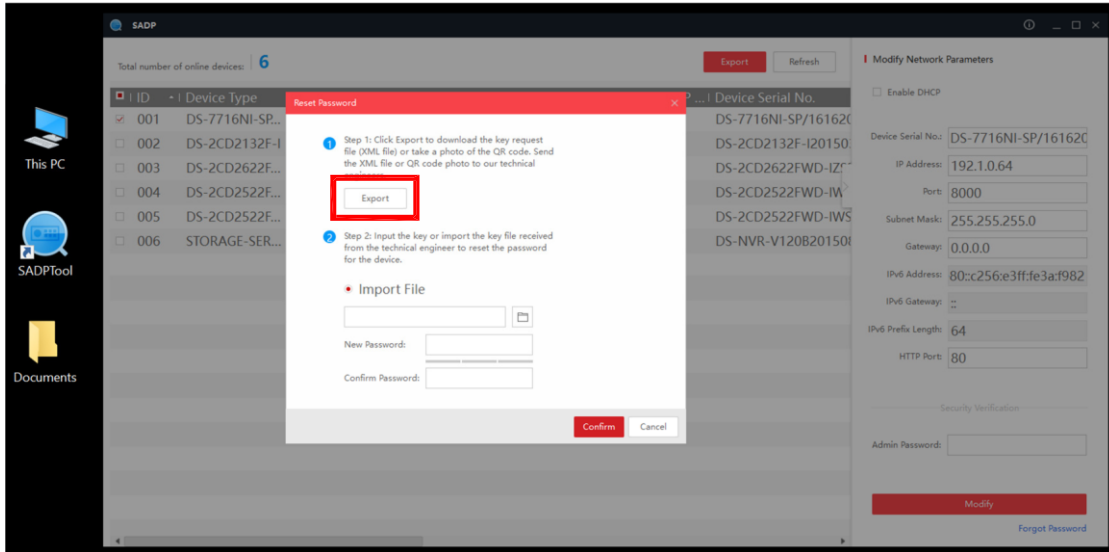
Figure 4, Reset Password Export Button

7. In the **SELECT FOLDER** window, select DESKTOP as the export directory.

8. Click on the **Select Folder** button on the bottom (Figure 5, Select Folder Button), and a success message will appear (Figure 6, Success Message).
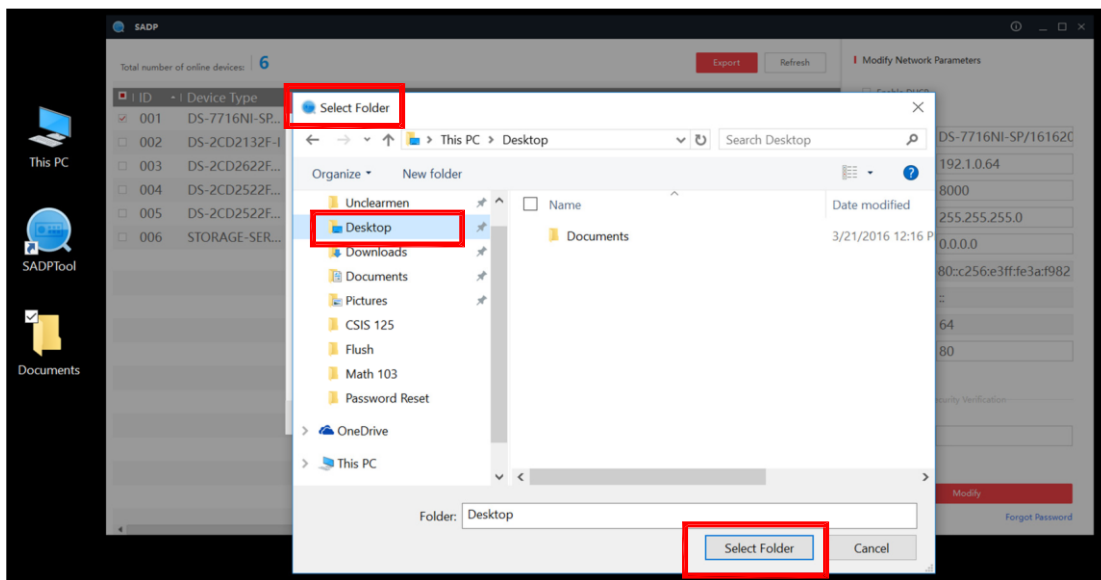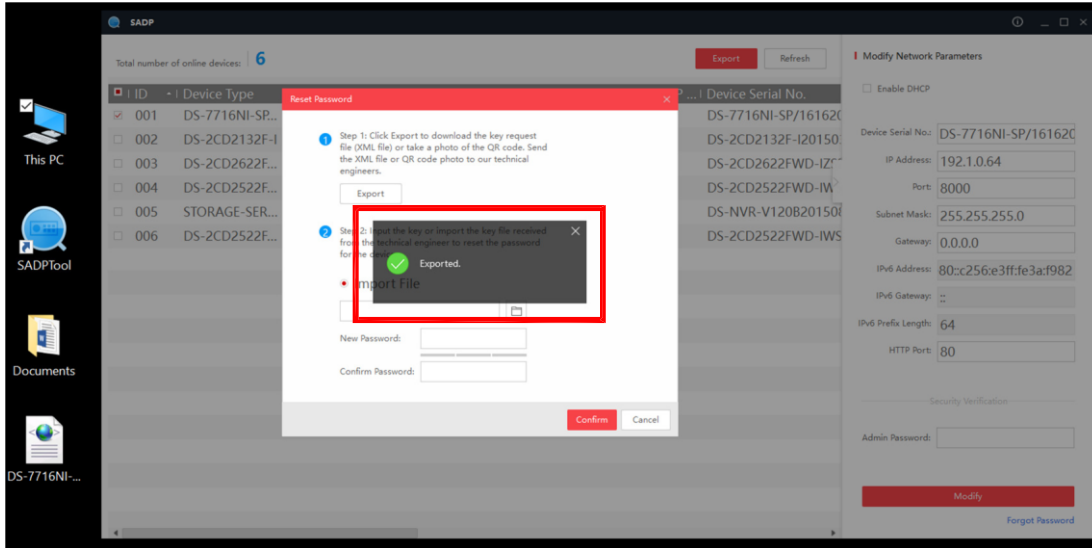

Figure 5, Select Folder Button

Figure 6, Success Message

9. After the file has been exported, locate it on the desktop (Figure 7, File Exported to Desktop).
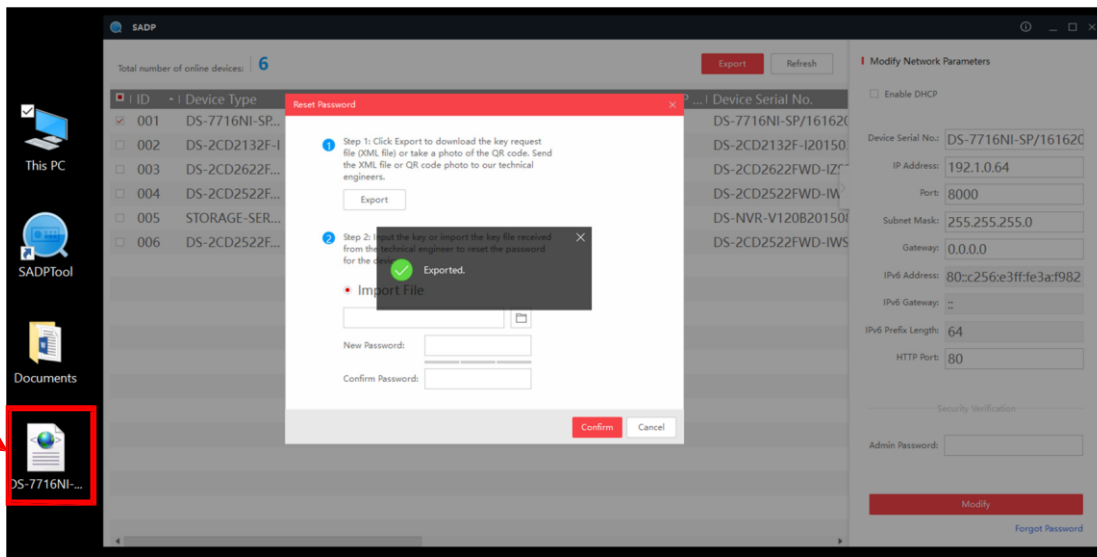

Figure 7, File Exported to Desktop

10. After locating the reset file on the desktop, e-mail it to support@microsystemsecurity.com .Allow an hour to receive a reply during normal business hours (Monday through Friday, 6 A.M. to 6 P.M. PST). If the e-mail is sent outside of normal business hours, the reply will be sent on the next business day.

The reply from the technical support team will contain a reset file, generally called **ENCRYPT** (the file may have an altered name if files for multiple devices are being sent). Upon receiving the reset file, download it to the DESKTOP (for ease of access) (Figure 8, Reset File on Desktop).

> **NOTE:** The reset file is good for two calendar days. During those days the device for which the reset file has been generated cannot be rebooted or powered down.

11. To "import" the reset file, click on the button with a **FOLDER ICON** (Figure 8, Reset File on Desktop).

12. Create a new password (there is no longer a default password), and a new **OPEN** window will appear.
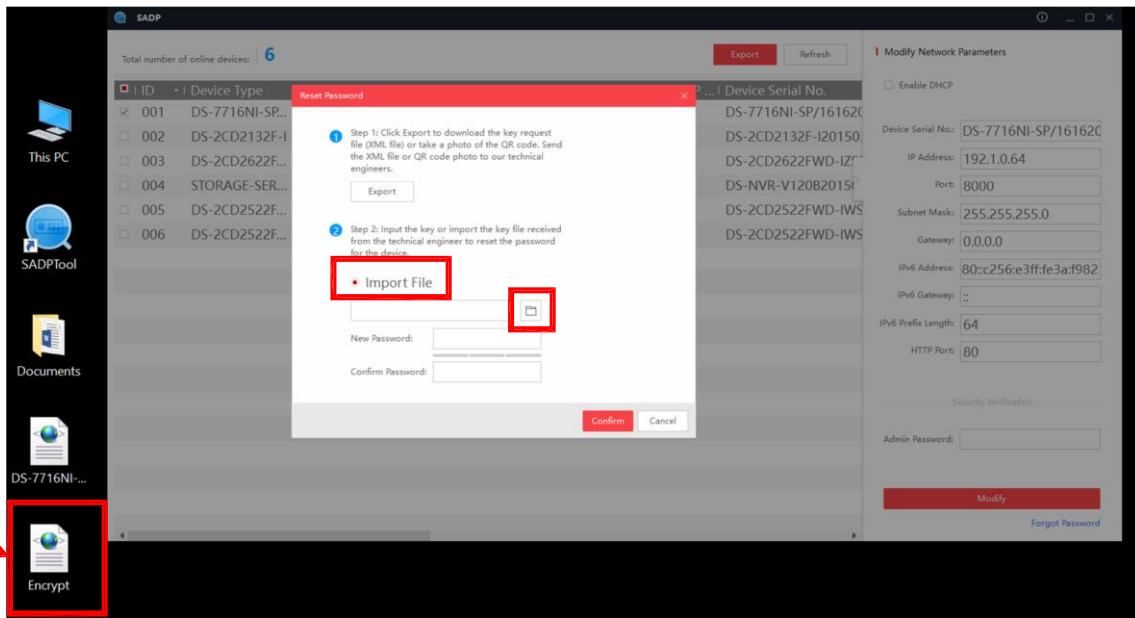

Figure 8, Reset File on Desktop

13. Select DESKTOP as the import directory.

14. Select the reset file.

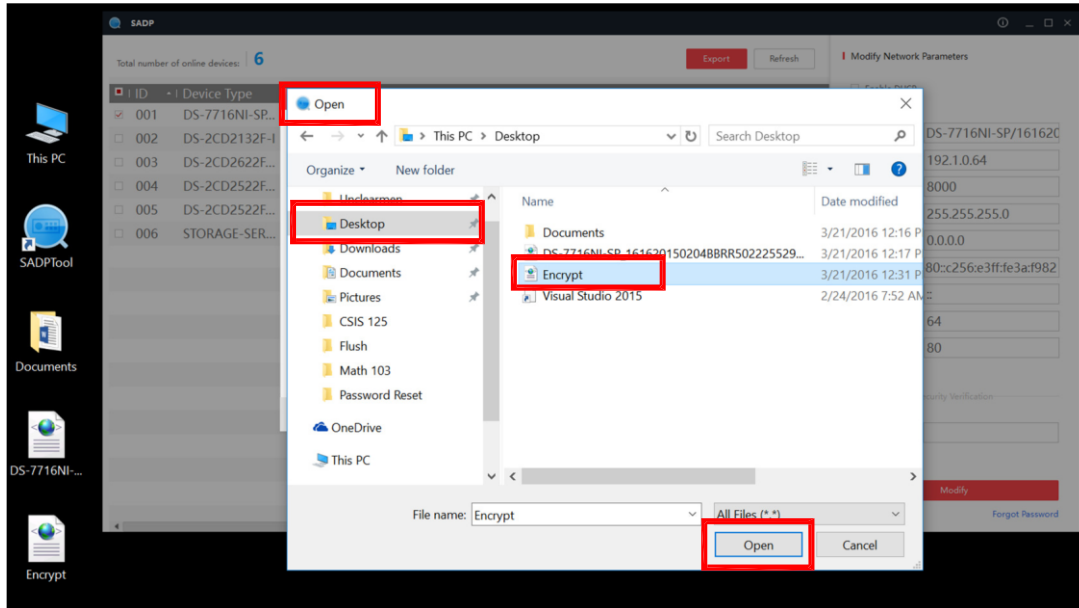15. Click on the **OPEN** button (Figure 9, Open Button).

Figure 9, Open Button

16. After clicking OPEN, type the new password into the **NEW PASSWORD** field.

17. Confirm the password by re-typing the password into the **CONFIRM PASSWORD** field.

18. Press **CONFIRM** (Figure 10, Confirm Button and Figure 11, Confirm Button). A success message will appear notifying a successful password recovery (Figure 12, Reset Password Succeeded Message).
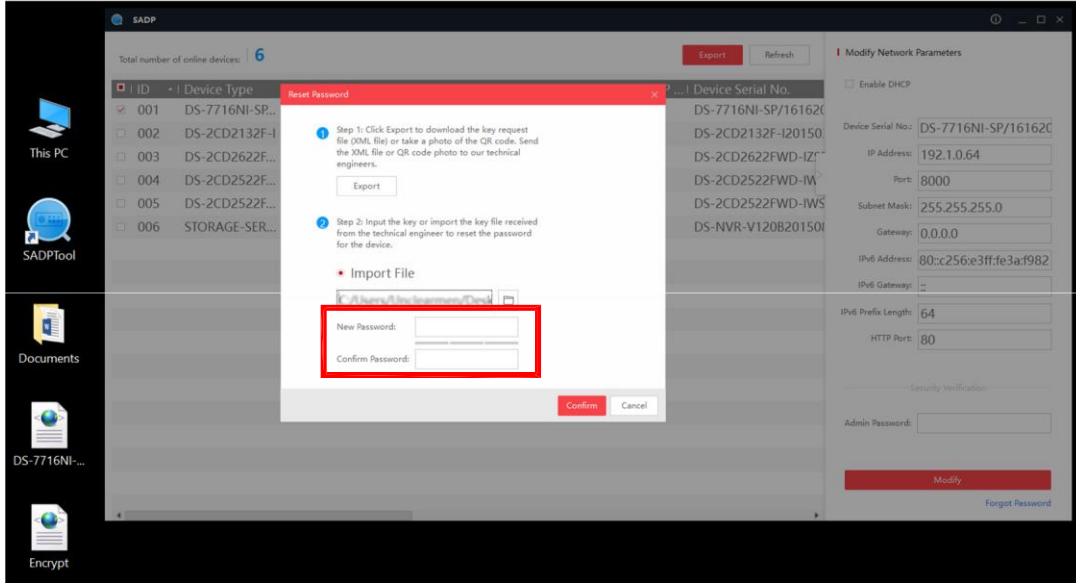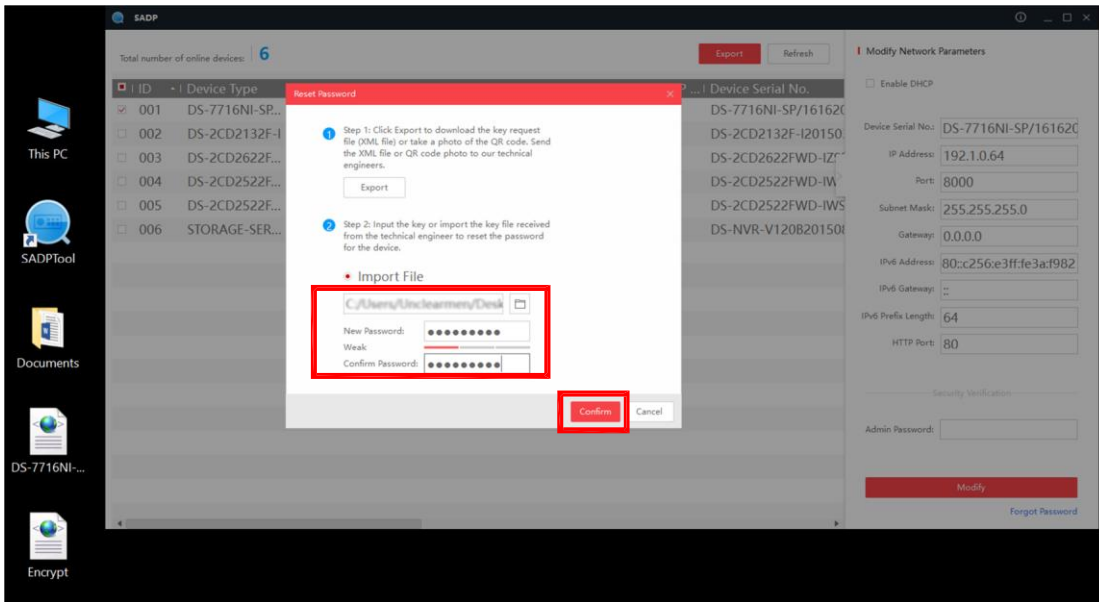
Figure 10, Confirm Button
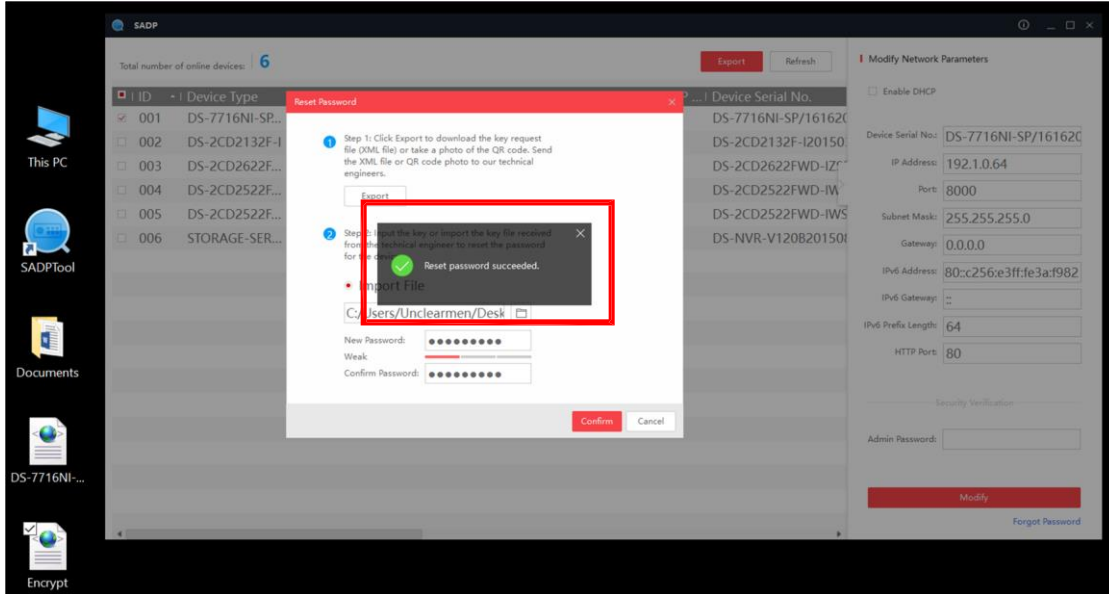

Figure 11, Confirm Button

Figure 12, Reset Password Succeeded Message

NOTE: The new SADP software is also backwards compatible. Passwords of units with firmware versions prior to the secure activation firmware, or units not affected by the secure activation, can also be reset with the new version of SADP software.

19. Select the unit for which the password needs to be reset.

20. Drag the slider, on the bottom of the screen, to the right to reveal the device serial number (Figure 13, Drag Slider To Position Serial Number Field).
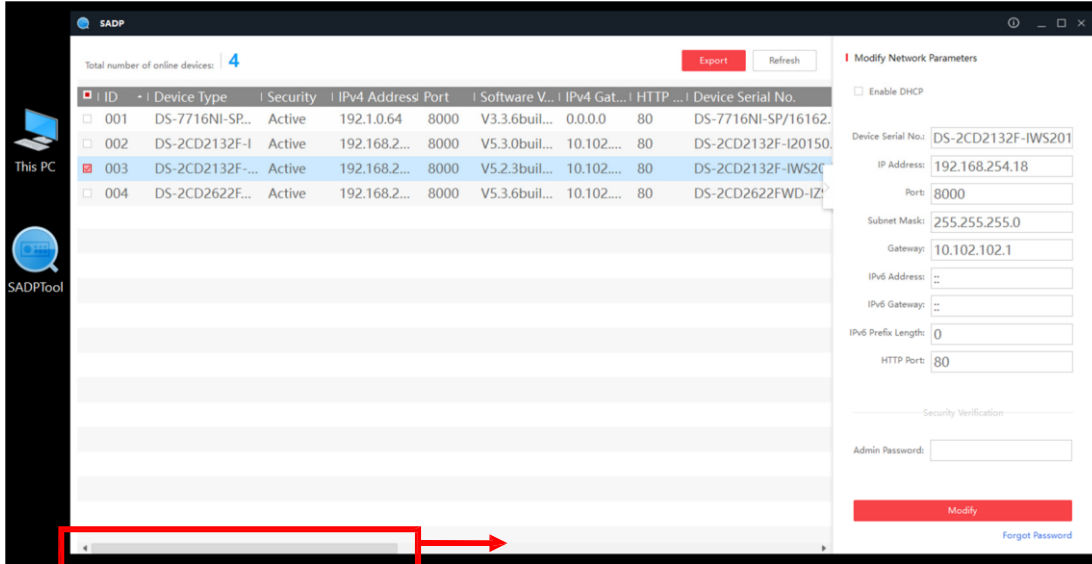
Figure 13, Drag Slider To Position Serial Number Field

21 Click and drag the serial number field border to the left if there is a need to expand the serial number field to expose the complete serial number (Figure 13, Drag Slider To Position Serial Number Field and Figure 14, Drag Column Border To Expose Entire Serial Number).
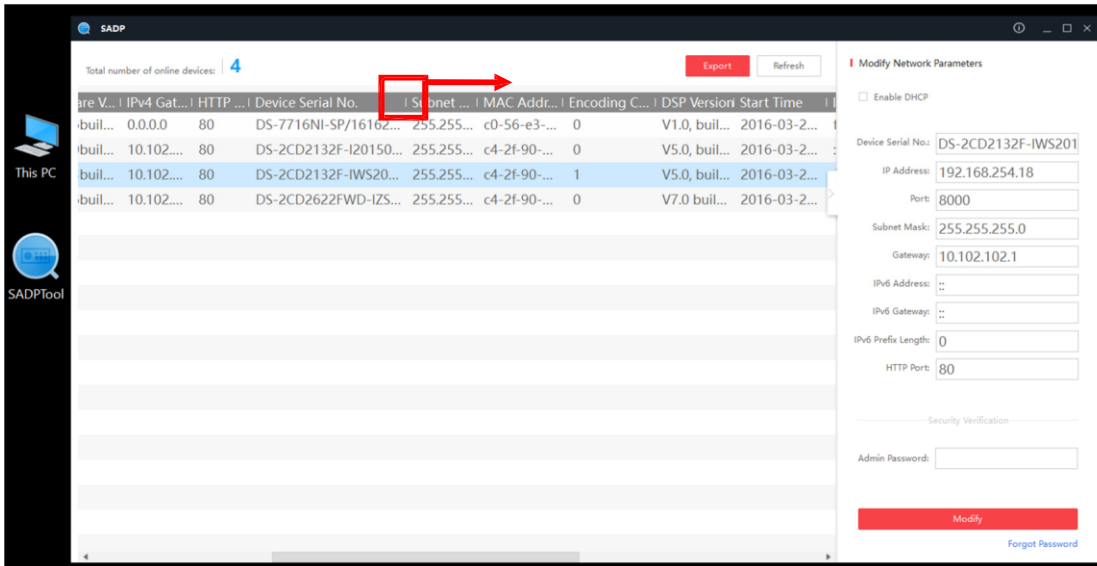

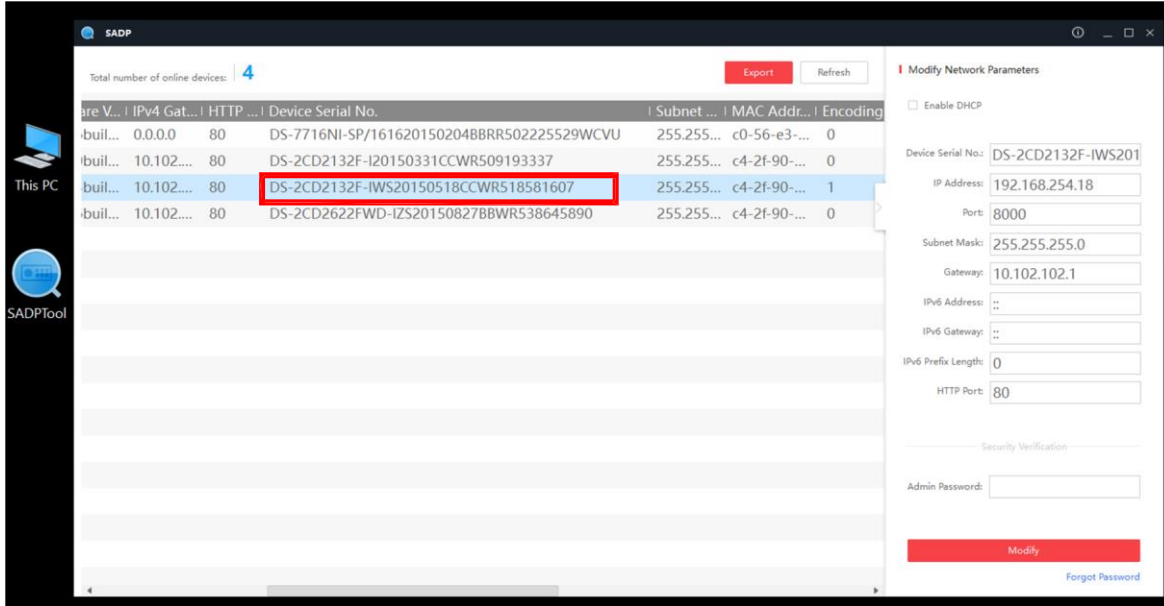Figure 14, Drag Column Border To Expose Entire Serial Number

Figure 15, Complete Serial Number Exposed

22. After revealing the complete serial number, e-mail the serial number to support@microsystemsecurity.com. The technical support team will e-mail back **SECURE CODES**, which will be used to reset the password. The codes will be good for five calendar days.

23. After receiving the codes in an e-mail from the technical support team, press the **Forgot Password** option on the bottom right corner of the user interface (Figure 2, Forgot Password Button). The **Restore Default Password** window will appear.

24. Enter one of the codes in the **Security Code** field and click **Confirm** (Figure 16, Confirm Button). A success message will appear notifying about a successful password recovery (Figure 17, Password Is Recovered Message).
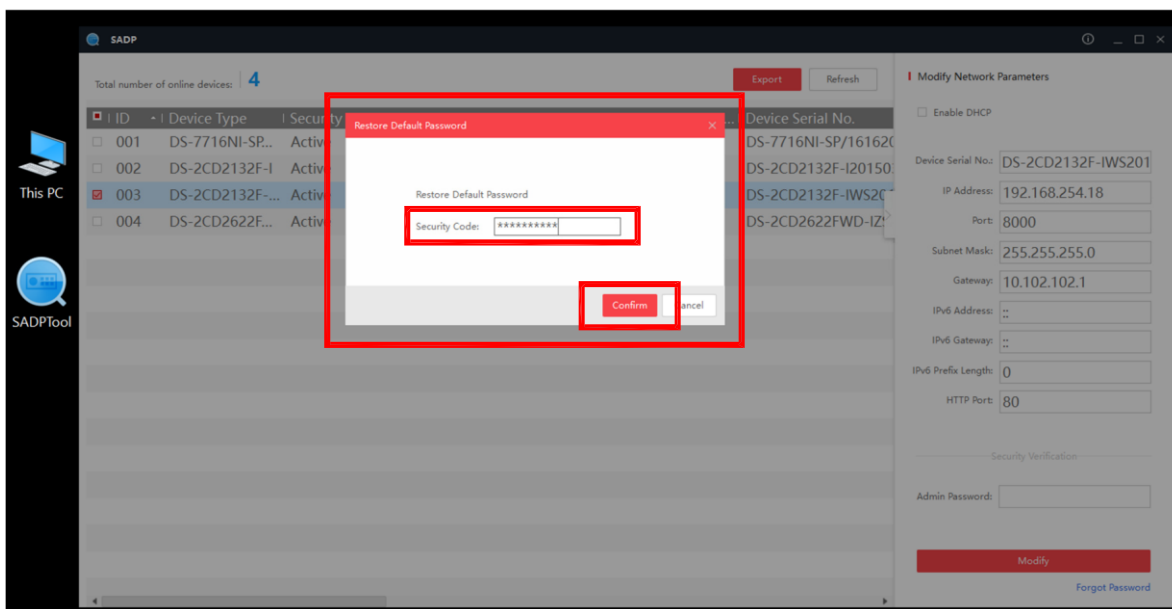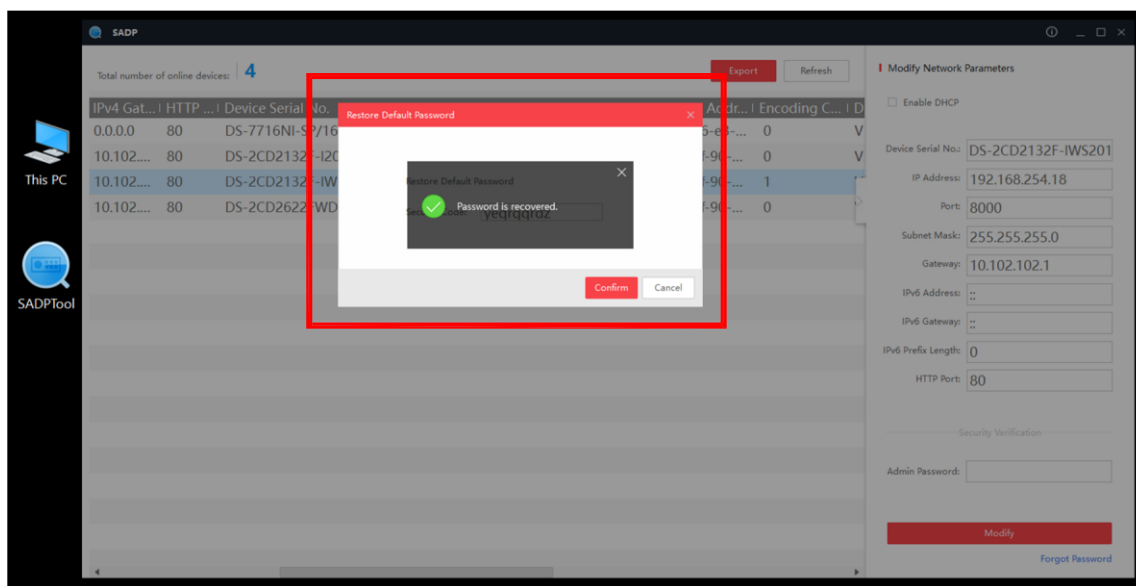
Figure 16, Confirm Button

Figure 17, Password Is Recovered Message