

Title:	Password Reset with email on v4.21x	Version:	v1.2	Date:	06/18/2019
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Action Required:	Information Only				

Using the Password Reset option with firmware v4.21.x

1. Prelude

This technical bulletin addresses the issue of using the password reset option directly from an I Series NVR using firmware v4.21.x

The firmware used was, **NVR_K51_BL_ML_STD_V4.21.005_190509** on a 9632NI-I8

2. Basic Knowledge and Implementation

**** Please note:** before continuing to upgrade the firmware, it is suggested that you disable the password just in case the user names and becomes corrupted during the process.

Warning. Disabling the password is not recommended at any other time except while doing a firmware upgrade. ******

Firstly, upgrade your I Series NVR with firmware v.4.21x

Once that is done, the option to enter an email address will appear when you try to modify the user.

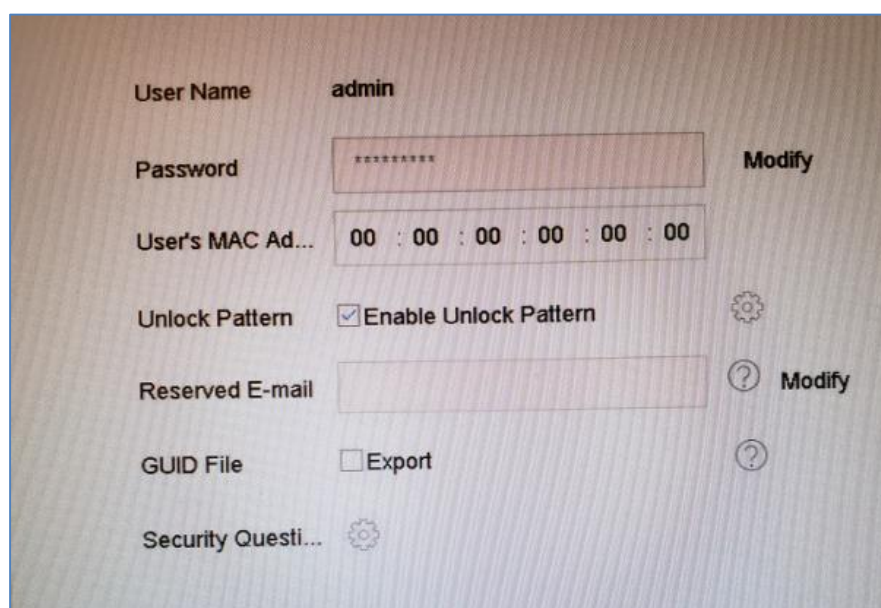


Figure 1

If you don't see the "e-mail" option, you will have to **default** the NVR. See Figures 2 and 3.

**** Tip:** if your mouse stops responding, just reseal the cable ******

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Once the unit is finished rebooting, you will be prompted with the activation menu.

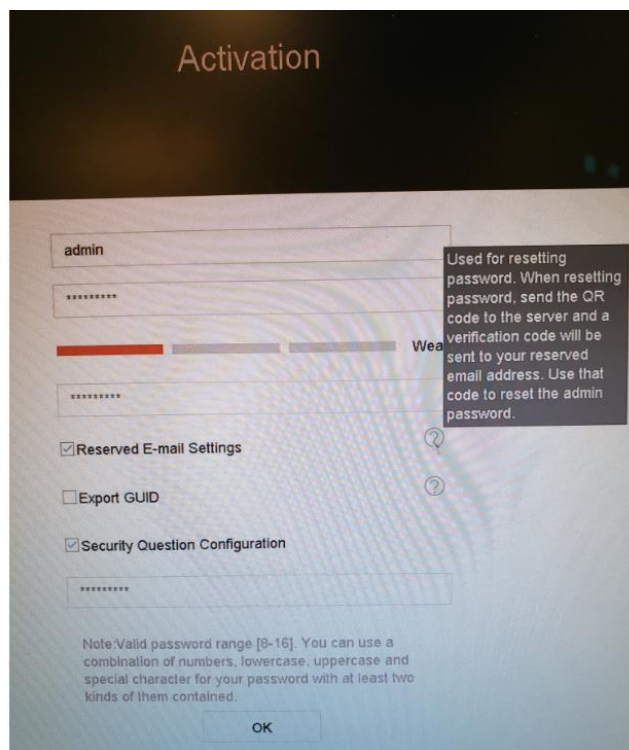


Figure 2

Once you enter your password and hit OK, you will be prompted with the following:

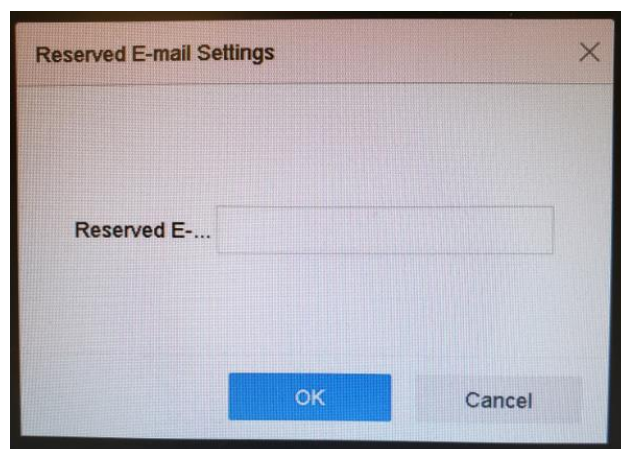


Figure 3

Enter the e-mail address you want the password reset e-mail sent to. Then hit OK.

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To use the password e-mail function, click on Forgot Password and choose Verify by Reserved Email, press OK.

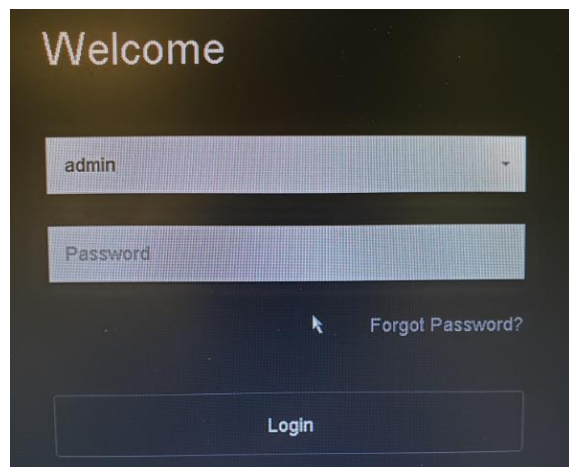


Figure 4

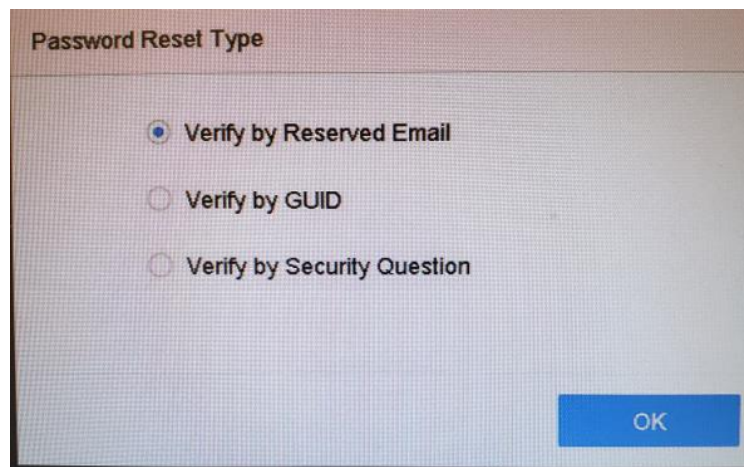


Figure 5

You will then see the Legal Disclaimer, hit Next.

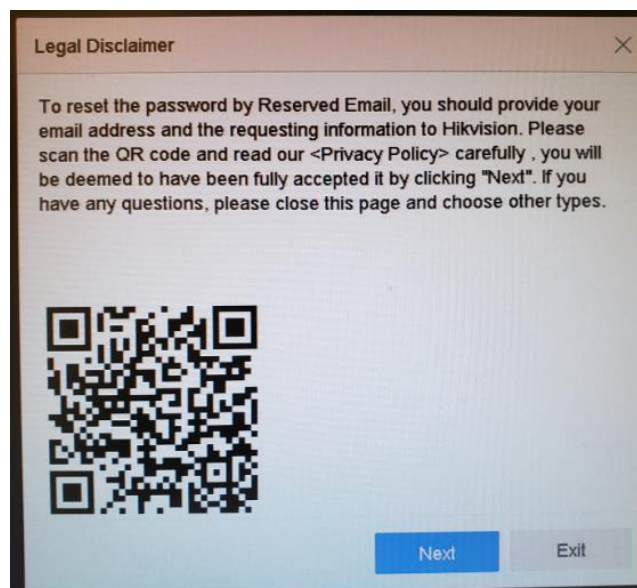


Figure 6

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You will then be prompted by 1 of 2 menus depending which method you use.

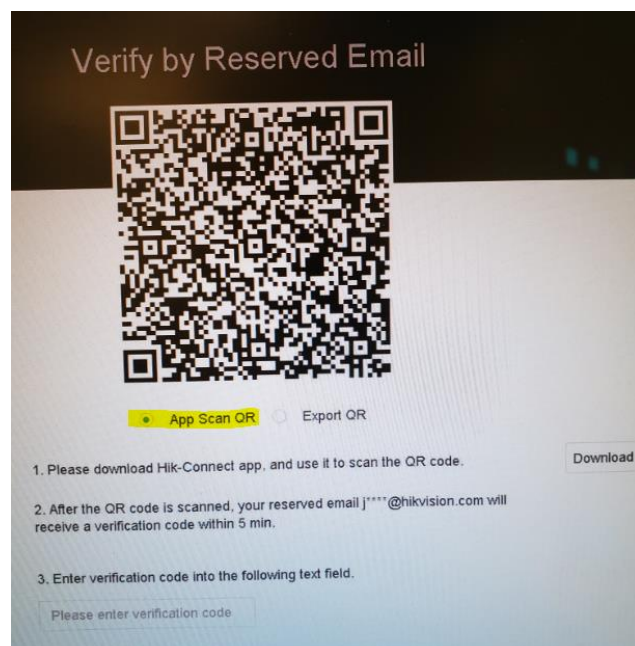


Figure 7

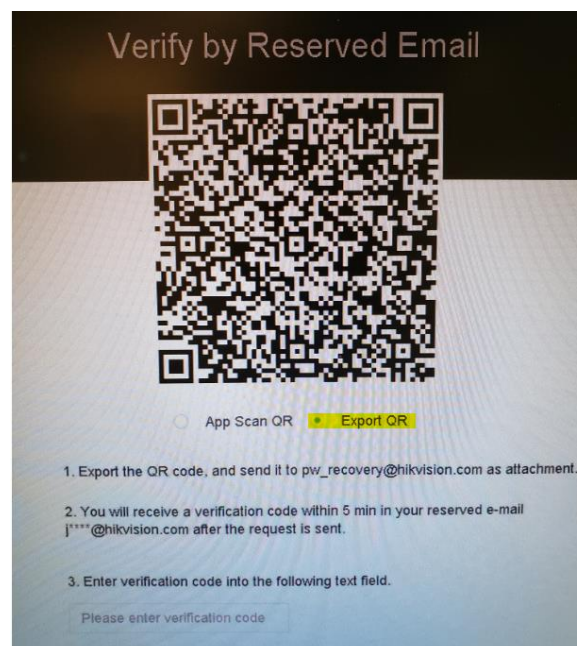


Figure 8

App Scan QR Method:

If you choose App Scan QR, you will need the Hik-Connect application. If you hit the download button, a QR code will appear, scan it with your phone and download it. Once you open the app, top right hand corner, hit the + plus button, choose Scan QR code. You see the following message on your phone.

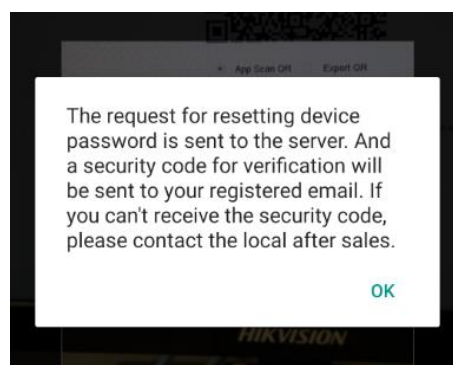


Figure 9

**** Tip:** This option will not work in Visitor mode. Also regardless of what email is “paired” to the hik-connect account, the password reset code will be sent to the e-mail address that’s listed on the NVR ******

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Export QR Method:

Insert USB key into the NVR. Hit the **export** button, save the generated QR code (Figure 10). Then e-mail the QR code as an **attachment** to pw_recovery@hikvision.com



Figure 10

Within several minutes, you will receive an email from pw_recovery@device-service.com, regardless of which method you used.

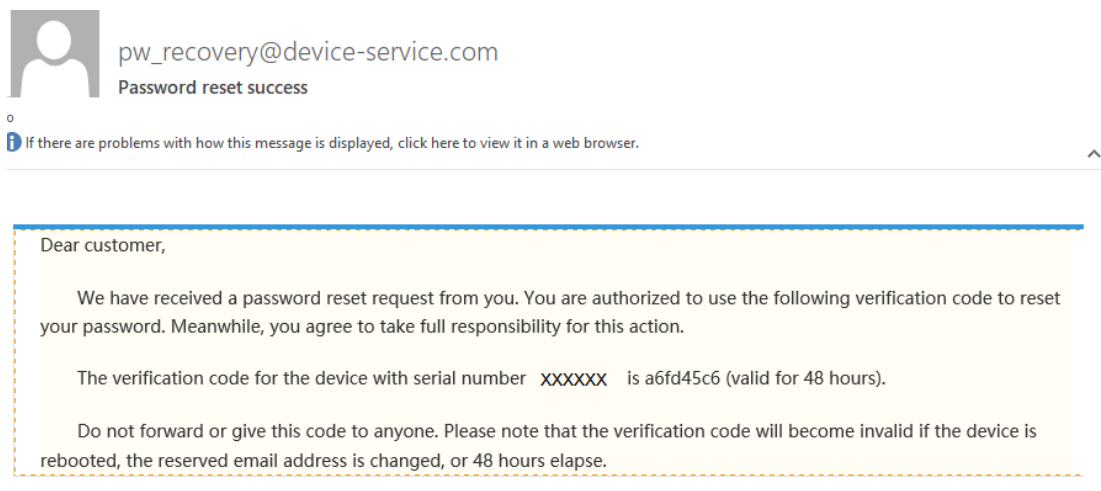


Figure 11

You will notice the e-mail will list the serial number of the NVR along with the verification code which you will enter in step 3 of the reset menu (refer to image 7 / 8). Then proceed to create a new password and the option to push the new password to the cameras will appear as well.