

HIKVISION



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Parooli lähtestamine

1. SISSEJUHATUS

Parooli saab lähtestada kaht viisi:

Tasuliselt läbi BK Eesti tehnilise osakonna saates meili aadressil hooldus@bkeesti.ee
(teenus on tasuline, hinnaks 2026 seisuga on 20€ + käibemaks)

Tasuta HikPartner Pro konto olemasolekul.

Antud manuaal käsitleb mõlemat viisi.

Kuna HikPartner Pro on saadaval nii arvuti veebilehitsejas kui ka mobiilirakendusena, siis antud juhendis on käsitletud mõlemad.

2.ETTEVALMISTUS

Nii tasuta kui ka tasulise versiooniga on vajalik genereerida SADP programmi kaudu kas XML fail või QR kood, seega järgnev info puudutab seda, kuidas antud fail/kood genereerida.

Programmi SADP saab alla laadida lehelt

[SADP - HiTools - Hikvision Europe](#)

Esmalt tuleb ühendada kõik seadmed arvutiga samasse võrku, valida nimekirjast soovitud seade, märkides vasakul pool tulbas oleva linnukesega ning vajutada avanenud menüüst „*forgot password*“.

The screenshot shows the SADP web interface. On the left, there is a table of online devices. The table has columns: ID, Device Type, Status, IPv4 Address, Port, Enhanced SDK Service Port, Software Version, IPv4 Gateway, and HTTP Port. The table lists 17 devices. A red arrow points from the 'Forgot Password' button in the sidebar to the 'Forgot Password' button in the device list.

ID	Device Type	Status	IPv4 Address	Port	Enhanced SDK Service Port	Software Version	IPv4 Gateway	HTTP Port
001	CS-X55-R100-4W	Active	192.168.110.27	8000	N/A	V3.5.0build 251124	192.168.110.1	N/A
001	NVR-108H-D/8P	Active	192.168.110.214	8000	N/A	V4.74.115build 240...	192.168.110.1	80
001	DS-KV9503-WBE1	Active	192.168.110.199	8000	N/A	V2.3.5build 230906	192.168.110.1	80
001	DS-KD9633-E6	Active	192.168.110.51	8000	N/A	V2.3.9build 230208	192.168.110.1	80
001	DS-KD8003-IME1(B)	Active	192.168.110.244	8000	N/A	V2.2.78build 240515	192.168.110.1	80
001	DS-K1T342MPWX	Active	192.168.110.204	8000	N/A	V4.39.180build 250...	192.168.110.1	80
001	DS-K2602	Active	192.168.110.201	8000	N/A	V2.0.9build 211028	192.168.110.1	N/A
001	DS-KB8113-IME1(B)	Active	192.168.110.64	8000	N/A	V2.2.60build 230703	192.168.110.1	80
001	DS-KV8213-WME1	Active	192.168.110.149	8000	N/A	V2.2.53build 221229	192.168.110.1	80
001	DS-KD8003-IME1(B)	Active	192.168.110.232	8000	N/A	V2.2.78build 240515	192.168.110.1	80
001	DS-KH8350-TE1	Active	192.168.110.28	8000	N/A	V2.2.24build 240115	192.168.110.1	80
001	DS-KH6320-TE1	Active	192.168.110.180	8000	N/A	V2.2.24build 240115	192.168.110.1	80
001	DS-KH9520-WTE1	Active	192.168.110.48	8000	N/A	V2.2.24build 240115	192.168.110.1	80
001	DS-K1T502DBWX	Active	192.168.110.182	8000	8443	V1.7.4build 230627	192.168.110.1	80
001	DS-KH9310-WTE1(B)	Active	192.168.110.148	8000	N/A	V2.2.38build 240115	192.168.110.1	80
001	DS-KH9310-WTE1(B)	Active	192.168.110.179	8000	N/A	V2.2.38build 240115	192.168.110.1	80
017	DS-KH6350-WTE1	Active	192.168.110.154	8000	N/A	V2.2.20build 230601	192.168.110.1	80

The 'Modify Network Parameters' sidebar on the right contains fields for Device Serial No., Device Short Serial, Start Time, IP Address, Port, Subnet Mask, Gateway, IPv4 Address, IPv6 Gateway, IPv6 Prefix Length, HTTP Port, and Security Verification. A red arrow points from the 'Forgot Password' button in the sidebar to the 'Forgot Password' button in the device list.

Juhul kui linnukest vajutades menüü ei avane tuleb vajutada paremal pool olevat noolt.

The screenshot shows the SADP web interface. On the left, there is a table of online devices. The table has columns: ID, Device Type, Status, IPv4 Address, Port, Enhanced SDK Service Port, Software Version, IPv4 Gateway, HTTP Port, Device Name, Subnet Mask, MAC, Encoding Channel(s), and DSP Version. The table lists 17 devices. A red arrow points from the 'Forgot Password' button in the sidebar to the 'Forgot Password' button in the device list.

ID	Device Type	Status	IPv4 Address	Port	Enhanced SDK Service Port	Software Version	IPv4 Gateway	HTTP Port	Device Name	Subnet Mask	MAC	Encoding Channel(s)	DSP Version
001	CS-X55-R100-4W	Active	192.168.110.27	8000	N/A	V3.5.0build 251124	192.168.110.1	N/A	CS...	255.255.255.0	ac...	0	V3.0, b...
001	NVR-108H-D/8P	Active	192.168.110.214	8000	N/A	V4.74.115build 240...	192.168.110.1	80	NV...	255.255.255.0	3c...	0	V5.0, b...
001	DS-KV9503-WBE1	Active	192.168.110.199	8000	N/A	V2.3.5build 230906	192.168.110.1	80	DS...	255.255.255.0	e0...	0	V4.0, b...
001	DS-KD9633-E6	Active	192.168.110.51	8000	N/A	V2.3.9build 230208	192.168.110.1	80	DS...	255.255.255.0	bc...	0	V4.0, b...
001	DS-KD8003-IME1(B)	Active	192.168.110.244	8000	N/A	V2.2.78build 240515	192.168.110.1	80	DS...	255.255.255.0	bc...	0	V0.0, b...
001	DS-K1T342MPWX	Active	192.168.110.204	8000	N/A	V4.39.180build 250...	192.168.110.1	80	DS...	255.255.255.0	ac...	1	V0.0, b...
001	DS-K2602	Active	192.168.110.201	8000	N/A	V2.0.9build 211028	192.168.110.1	N/A	DS...	255.255.255.0	98...	0	V0.0, b...
001	DS-KB8113-IME1(B)	Active	192.168.110.64	8000	N/A	V2.2.60build 230703	192.168.110.1	80	DS...	255.255.255.0	e0...	0	V0.0, b...
001	DS-KV8213-WME1	Active	192.168.110.149	8000	N/A	V2.2.53build 221229	192.168.110.1	80	DS...	255.255.255.0	98...	0	V0.0, b...
001	DS-KD8003-IME1(B)	Active	192.168.110.232	8000	N/A	V2.2.78build 240515	192.168.110.1	80	DS...	255.255.255.0	bc...	0	V0.0, b...
001	DS-KH8350-TE1	Active	192.168.110.28	8000	N/A	V2.2.24build 240115	192.168.110.1	80	DS...	255.255.255.0	bc...	1	V1.0, b...
001	DS-KH6320-TE1	Active	192.168.110.180	8000	N/A	V2.2.24build 240115	192.168.110.1	80	DS...	255.255.255.0	44...	1	V1.0, b...
001	DS-KH9520-WTE1	Active	192.168.110.48	8000	N/A	V2.2.24build 240115	192.168.110.1	80	DS...	255.255.255.0	98...	1	V1.0, b...
001	DS-K1T502DBWX	Active	192.168.110.182	8000	8443	V1.7.4build 230627	192.168.110.1	80	DS...	255.255.255.0	bc...	1	V2.7, b...
001	DS-KH9310-WTE1(B)	Active	192.168.110.148	8000	N/A	V2.2.38build 240115	192.168.110.1	80	DS...	255.255.255.0	bc...	1	V1.0, b...
001	DS-KH9310-WTE1(B)	Active	192.168.110.179	8000	N/A	V2.2.38build 240115	192.168.110.1	80	DS...	255.255.255.0	ac...	1	V1.0, b...
017	DS-KH6350-WTE1	Active	192.168.110.154	8000	N/A	V2.2.20build 230601	192.168.110.1	80	DS...	255.255.255.0	08...	1	V1.0, b...

The 'Modify Network Parameters' sidebar on the right contains fields for Device Serial No., Device Short Serial, Start Time, IP Address, Port, Subnet Mask, Gateway, IPv4 Address, IPv6 Gateway, IPv6 Prefix Length, HTTP Port, and Security Verification. A red arrow points from the 'Forgot Password' button in the sidebar to the 'Forgot Password' button in the device list.

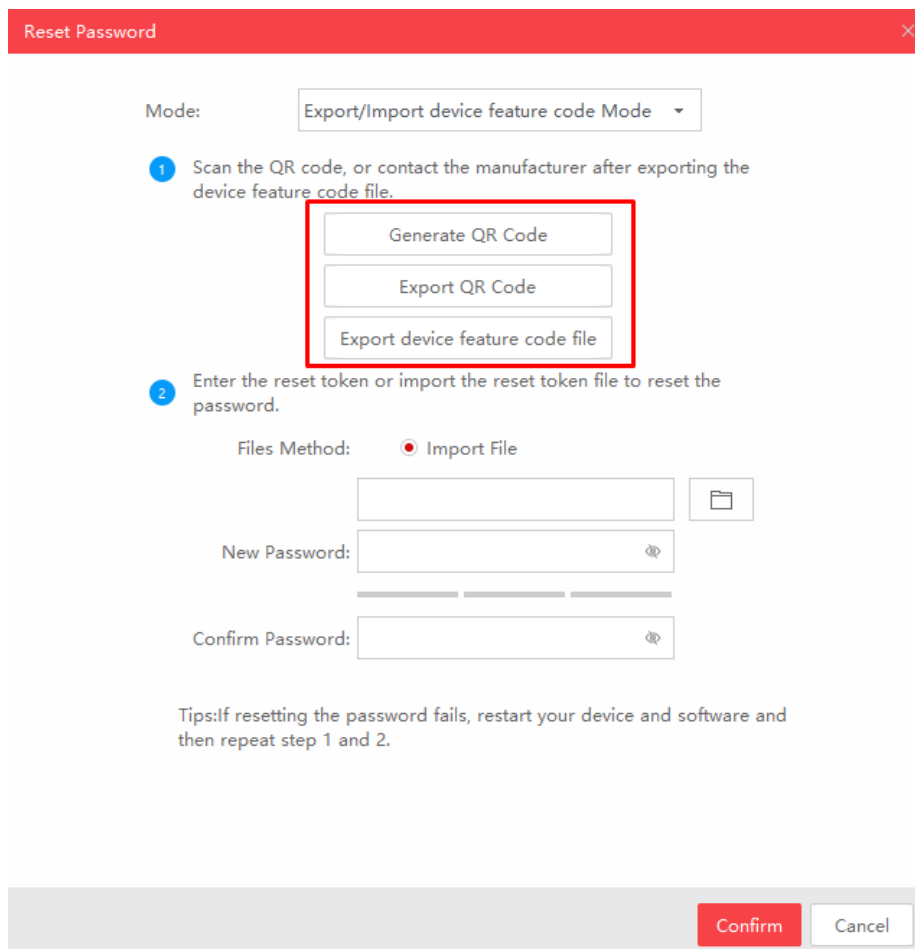
Pärast „*forgot password*“ vajutamist avaneb üks kahest võimalikust aknast.

1. Vanema tarkvaraga seadmete puhul saab parooli taastada turvakoodi abil. See ühtlasi tähendab ka seda, et *HikPartner Pro* abil ei saa tasuta lähtestamist teha.



The screenshot shows a dialog box titled "Restore Default Password" with a red header bar. Inside, there is a label "Restore Default Password" and a text input field labeled "Security Code:". At the bottom right, there are two buttons: "Confirm" (red) and "Cancel" (white).

2. Uuema tarkvaraga seadmetel tuleb parooli taastamiseks eksportida XML fail või QR kood.



The screenshot shows a dialog box titled "Reset Password" with a red header bar. It contains two main steps:

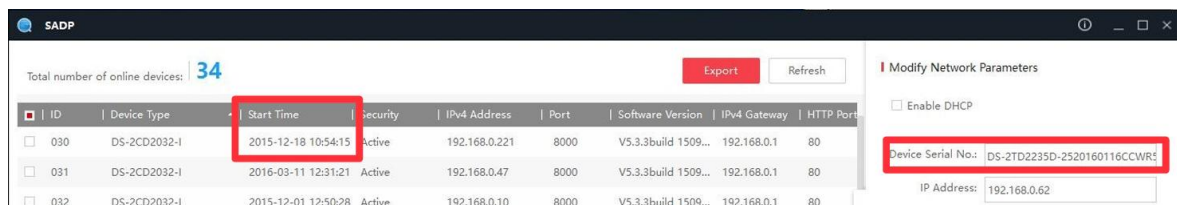
- Step 1:** "Scan the QR code, or contact the manufacturer after exporting the device feature code file." Below this, there are three buttons: "Generate QR Code", "Export QR Code", and "Export device feature code file". These three buttons are enclosed in a red rectangular box.
- Step 2:** "Enter the reset token or import the reset token file to reset the password." Below this, there is a "Files Method:" section with a radio button selected for "Import File". This is followed by a file selection input field with a folder icon. Below that are two password input fields labeled "New Password:" and "Confirm Password:", each with an eye icon for toggling visibility.

At the bottom, there is a tip: "Tips: If resetting the password fails, restart your device and software and then repeat step 1 and 2." At the bottom right, there are "Confirm" (red) and "Cancel" (white) buttons.

- 3.

3. TURVAKOODI ABIL PAROOLI LÄHTESTAMINE

Kopeerige **Start Time** ja **Device Serial No** väljad ning edastage need BK Eesti tehnilisele toele.



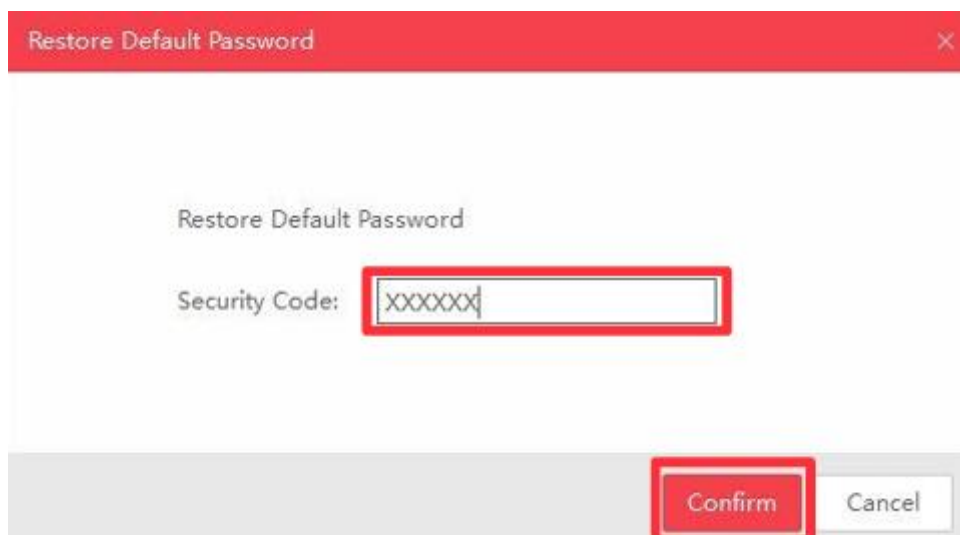
ID	Device Type	Start Time	Security	IPv4 Address	Port	Software Version	IPv4 Gateway	HTTP Port
030	DS-2CD2032-I	2015-12-18 10:54:15	Active	192.168.0.221	8000	V5.3.3build 1509...	192.168.0.1	80
031	DS-2CD2032-I	2016-03-11 12:31:21	Active	192.168.0.47	8000	V5.3.3build 1509...	192.168.0.1	80
032	DS-2CD2032-I	2015-12-01 12:50:28	Active	192.168.0.10	8000	V5.3.3build 1509...	192.168.0.1	80

Device Serial No.: DS-2TD2235D-2520160116CCWR5

Tehniline tugi vastab teile turvakoodidega. Valige kood, mis vastab seadme ajale.

2015-11-27:RRrezeSezz
2015-11-28:RzzSRrRyzd
2015-11-29:zQeqz9yee
2015-11-30:qQRzed9ezR
2015-12-01:qe9ryzRQdy

Sisestage turvakood **Security Code** väljale ning vajutage **Confirm**. Seadme parool taastatakse vaikimisi parooliks **12345**



Restore Default Password

Restore Default Password

Security Code:

4. XML FAILIGA PAROOLI TAASTAMINE

Vajutage **Export XML** faili salvestamiseks või vajutage **Generate QR Code** ning seejärel **Export QR Code** QR-i salvestamiseks. Saatke XML fail või QR kood BK Eesti tehnilisele toele. **TÄHELEPANU: Encryption fail kehtib 24 tundi!**

Reset Password

Mode: Export/Import device feature code Mode

1 Scan the QR code, or contact the manufacturer after exporting the device feature code file.

Generate QR Code

Export QR Code

Export device feature code file

2 Enter the reset token or import the reset token file to reset the password.

Files Method: ☒ Import File

New Password:

Confirm Password:

Tips: If resetting the password fails, restart your device and software and then repeat step 1 and 2.

Confirm Cancel

Tehniline tugi saadab teile „encrypt“ faili. Valige fail ning sisestage uus parool. Vajutades **Confirm** saate seadmesse edaspidi sisse logitud äsja määratud parooliga.

2 Enter the reset token or import the reset token file to reset the password.

Files Method: ☒ Import File

sktop/DS-KH6350-WTE10120231017\

New Password: ●●●●●●●●

Strong

Confirm Password: ●●●●●●●●

Tips: If resetting the password fails, restart your device and software and then repeat step 1 and 2.

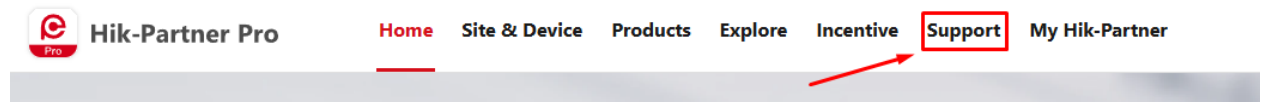
Confirm Cancel

5. TASUTA PAROOLI LÄHTESTAMINE HIKPARTNER PRO ABIL

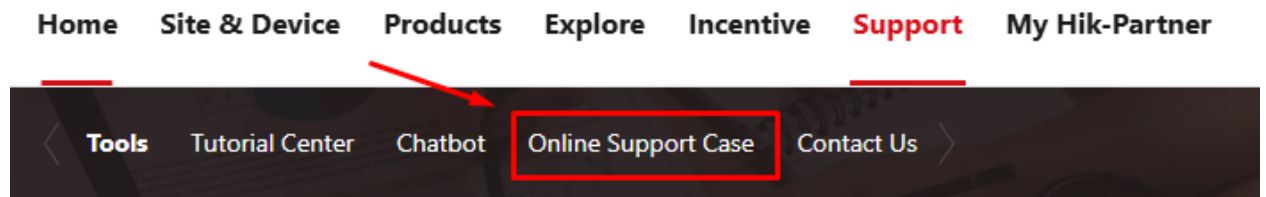
Parooli lähtestamine on võimalik ka **TASUTA** läbi HikPartner Pro (juhul kui Teie ettevõtte on antud portaalis registreeritud)

5.1. Parooli lähtestamine läbi arvuti (HikPartner Pro)

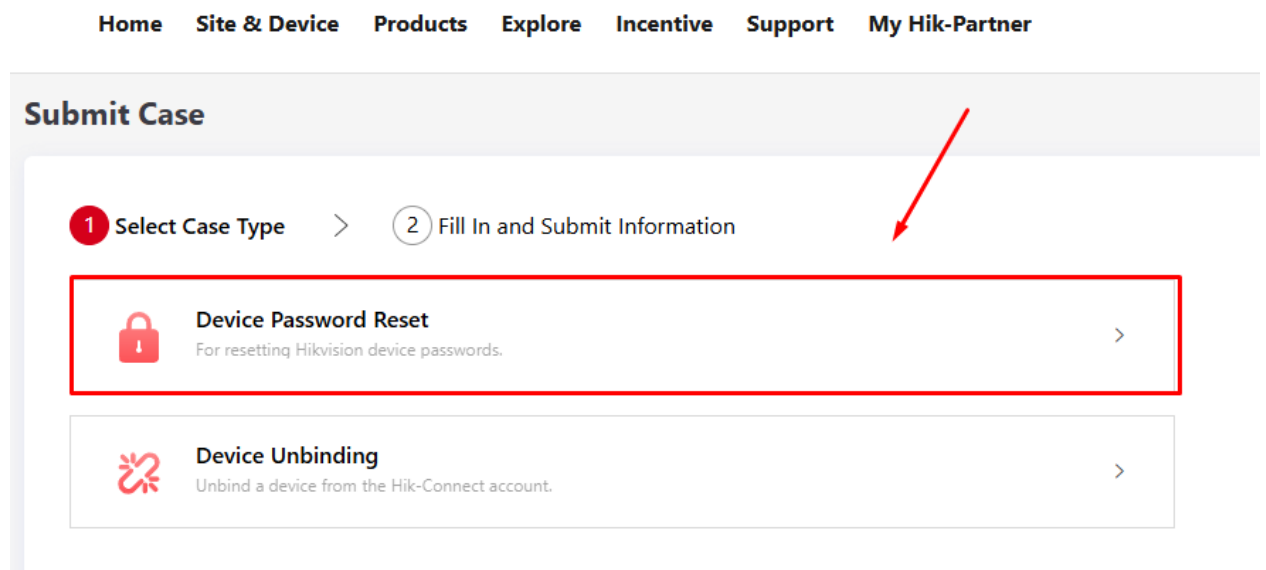
Esmalt tuleks minna hik-partner.com lehele ning sisse logida, seejärel valida ülevalt menüüst „Support“



Seejärel valida „Online Support Case“



Seejärel valida „Device Password Reset“.



Järgmisena tuleb valida „Other“

Submit Case

1 Select Case Type > 2 Fill In and Submit Information

 **Device Password Reset**
For resetting Hikvision device passwords.

 **Device Unbinding**
Unbind a device from the Hik-Connect account.

Please Select

LAN Device(SADP)
Click here if the device and your computer are on the same LAN.

Other
Click here if the device and your computer are not on the same LAN.



Edasi tuleb sisestada kas XML fail või pilt SADP-s genereeritud QR koodist ning pilt seadme sildist, vajutada linnukest ning lõpetuseks vajutada „Submit“.



Näidispilt seadme sildist.

Submit Case

1 Select Case Type > 2 Fill In and Submit Information

Selected Case Type: Device Password Reset [Reselect](#)

How do I reset the device password? [View](#)

Password Rest QR code / Device Feature Code File from SADP [?](#) Siia vajutades saab üles laadida XML faili / QR koodi

Upload device feature code file or enter manually

Upload File

Device Serial No.

Auto Retrieve

Device Label / Invoice *

+

Siia vajutades saab üles laadida pildi seadme sildist

[?](#) How do I get the device label / invoice

☐ You hereby undertake and accept that you have the permission to reset the password and that shall enable and use the function legally,fairly and reasonably. Hikvision shall not take any liability for the losses occurred.

Siia tuleb panna linnuke

VS

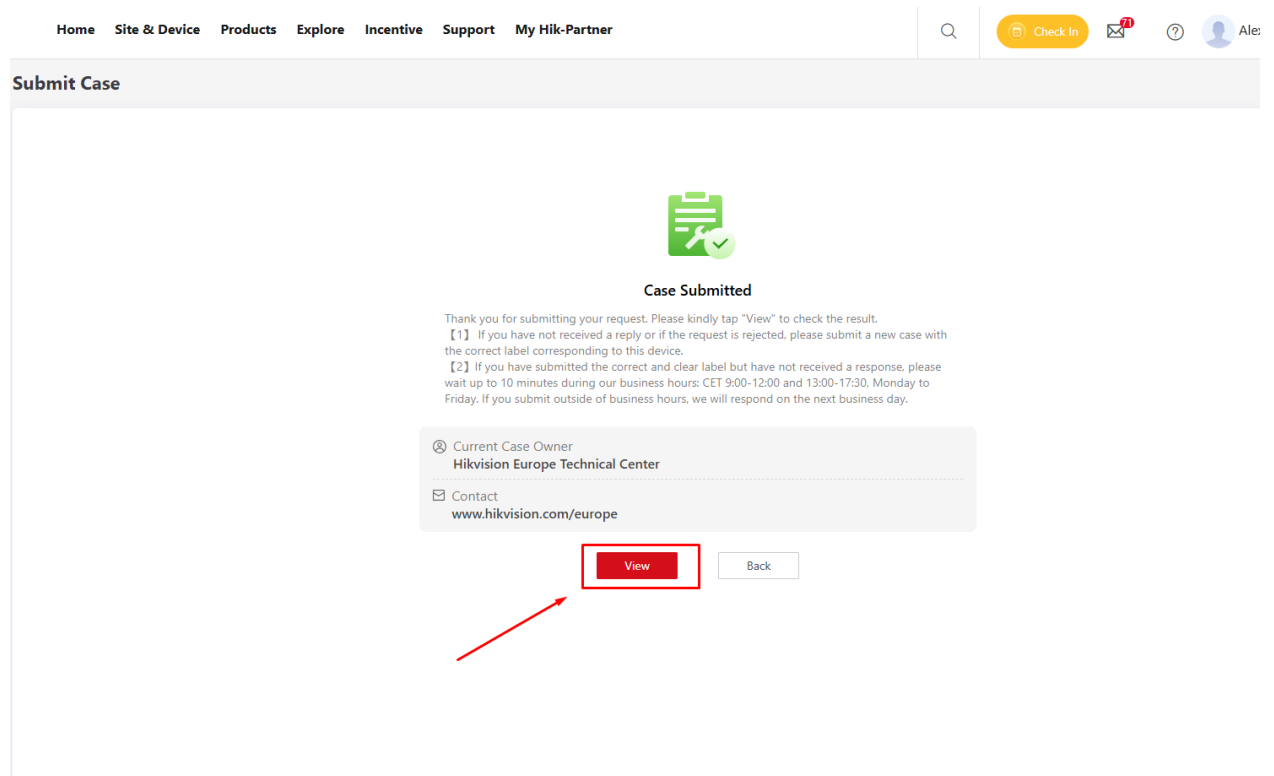
OK

>>

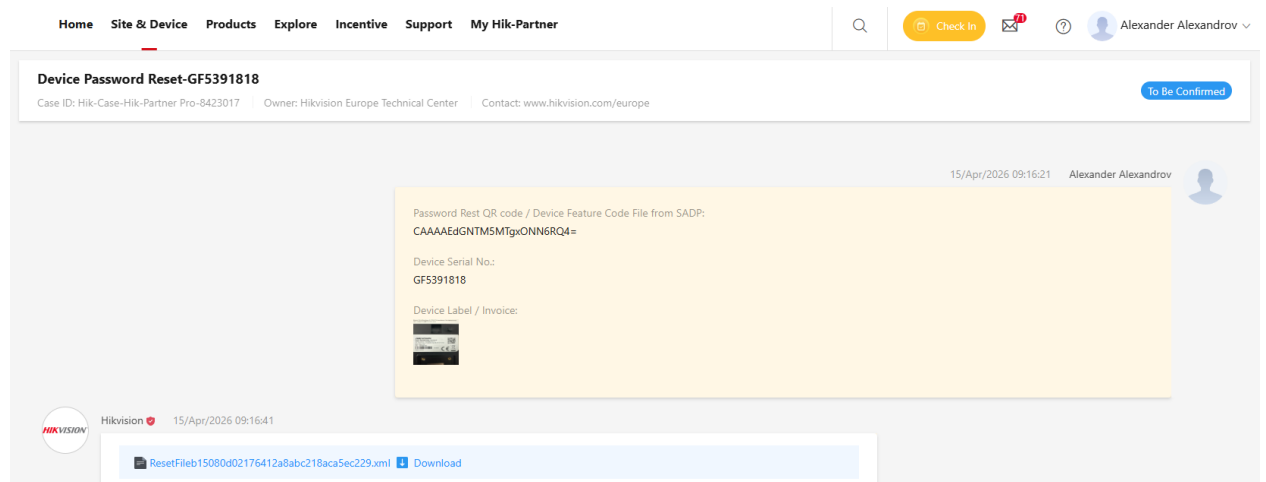
Submit

Cancel

Järgmisel lehel saab vajutada „View“ et avaneks vestlusaken, kuhu mõne aja pärast saadetakse fail, lehte peab manuaalselt värskendama, kuid ka meilile tuleb teavitust, et sellesse vestlusaknasse on tulnud vastus.

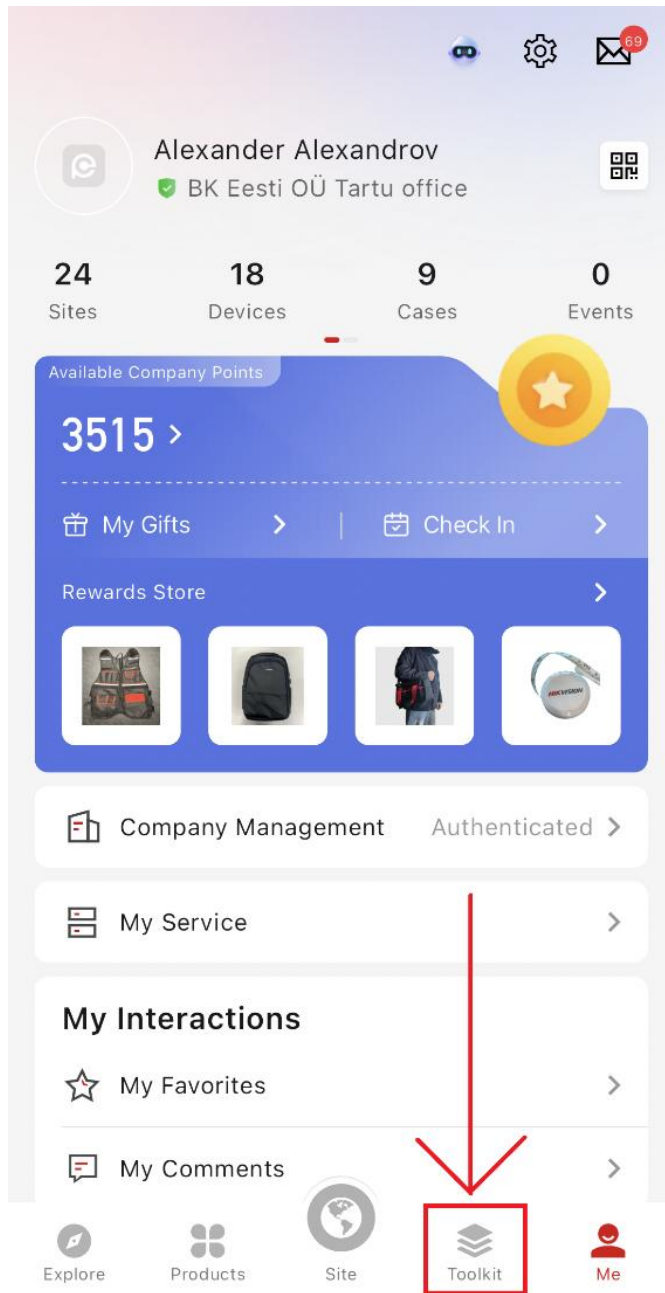


Vastus näeb lõplikult välja umbes nagu on näha järgmiselt pildilt, sealt saab faili, mida SADP-sse panna kohe alla laadida.

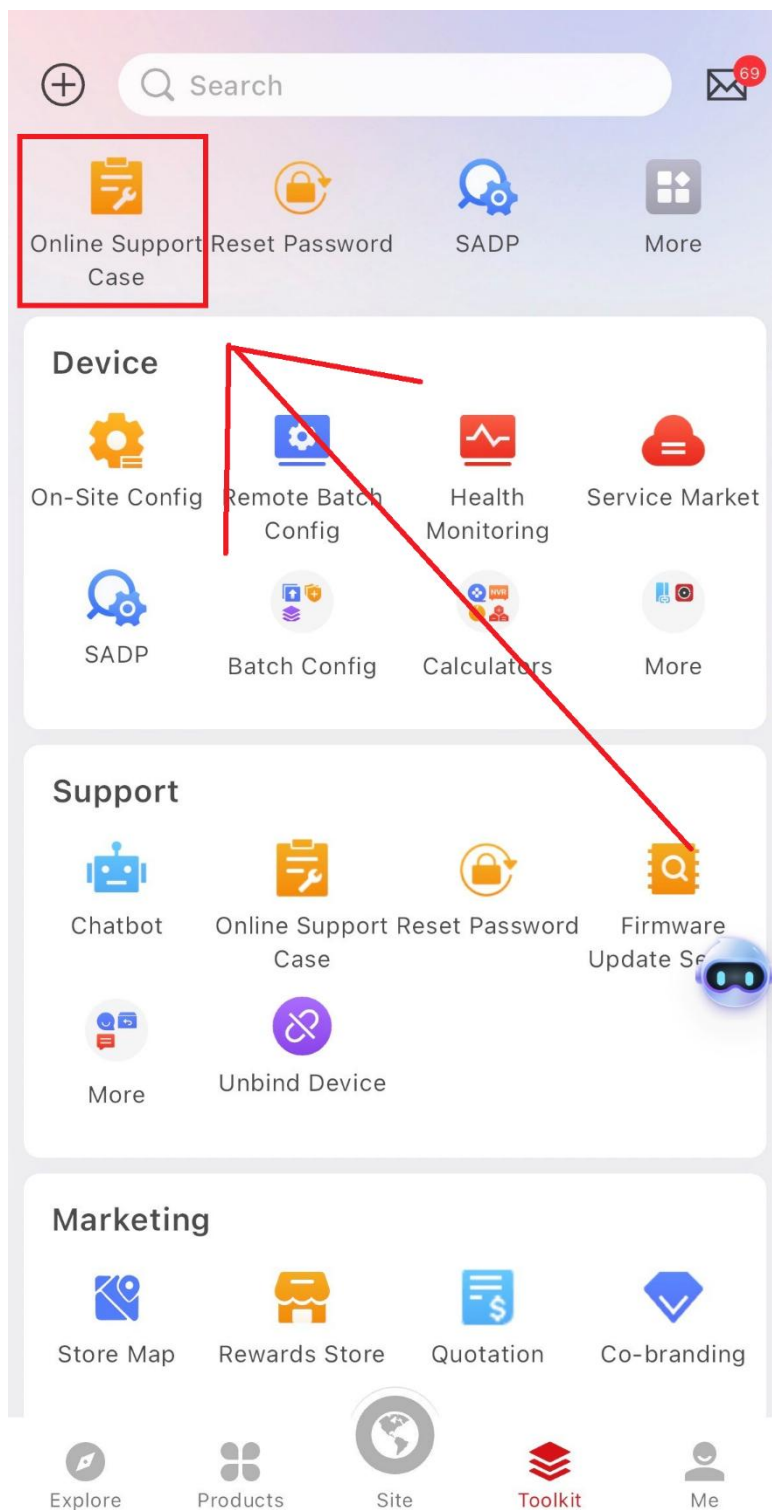


5.2. Parooli lähtestamine läbi telefoni (HikPartner Pro)

1. Selleks peate valima telefonirakenduses „toolkit“ menüü.



2. „Toolkit“ menüüst tuleb valida „online support case“



3. Järgmiseks tuleb valida „New Case“

Case

My Case Records



9s

Device Unbinding-C52090349

Created Time: 25/Nov/2025 15:20

Issue Type: Device Unbinding

Current Case Owner: Hikvision Europe Technical Center

Contact Info: www.hikvision.com/europe

Case ID: Hik-Case-Hik-Partner Pro-7019422 Closed

Device Unbinding-Q05575954

Created Time: 4/Oct/2025 13:11

Issue Type: Device Unbinding

Current Case Owner: Hikvision Europe Technical Center

Contact Info: www.hikvision.com/europe

Case ID: Hik-Case-Hik-Partner Pro-6497239 Closed

Device Unbinding-679405860

Created Time: 25/Sep/2025 15:56

Issue Type: Device Unbinding

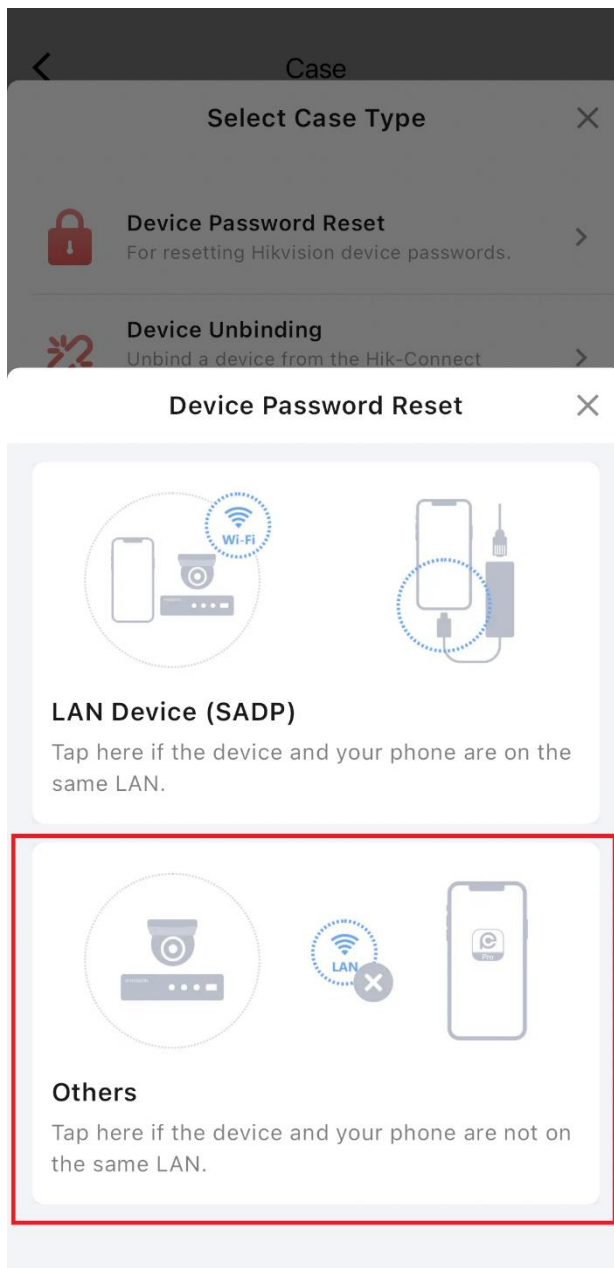
Current Case Owner: Hikvision Europe Technical Center

Contact Info: www.hikvision.com/europe

Case ID: Hik-Case-Hik-Partner Pro-6415766 Closed

New Case

4. Tuleb valida password reset.



5. Järgmises menüüs tuleb teha sisestada pilt seadme sildist (näidis allpool) esimeses punktis ning teises punktis skaneerida „SADP“ genereeritud QR kood.



< Submit Case

● How do I reset the device password? [View](#)

* Device Label / Invoice
Supported attachment formats: PNG, JPG, BMP, JPEG.

 **siia tuleb lisada pilt**

* Password Reset QR code / Device Feature 
Code File from SADP

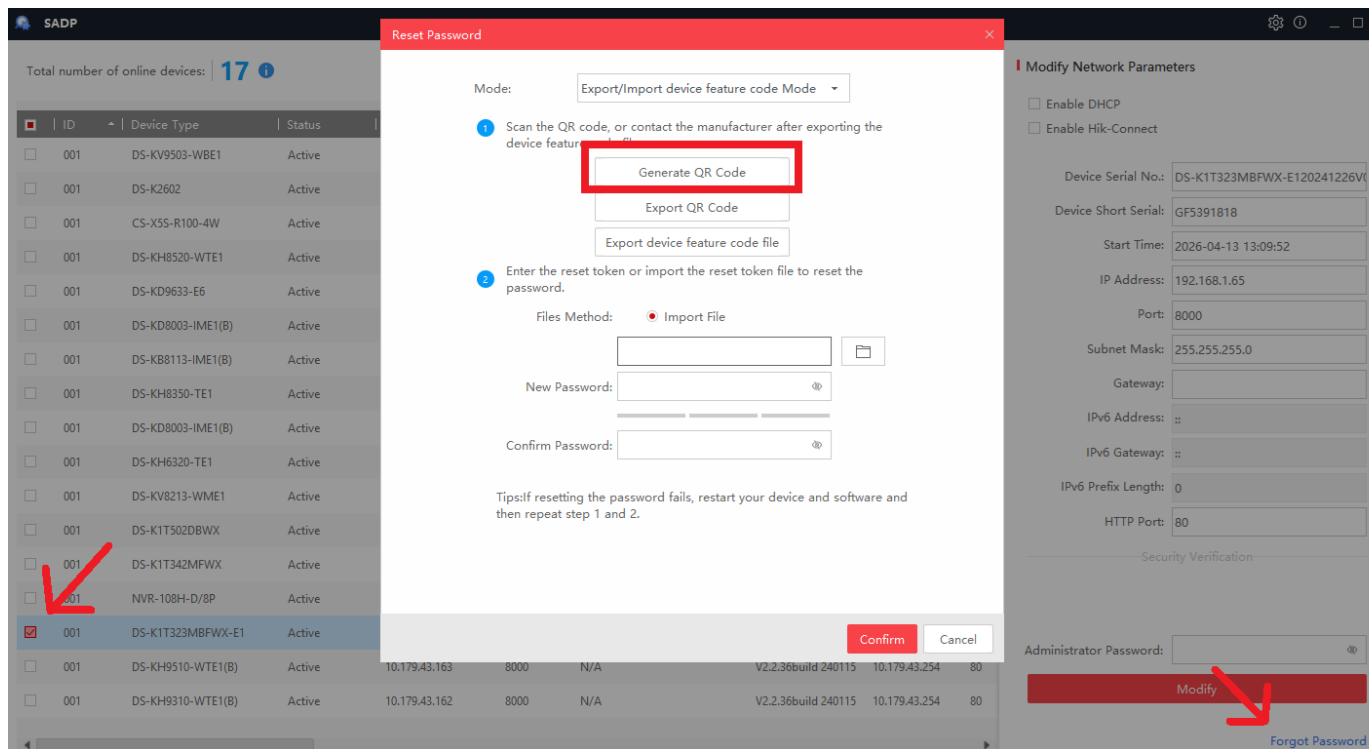
Scan QR code or enter manually. 

☐ You hereby undertake and accept that you have the permission to reset the password and that shall enable and use the function legally, fairly and reasonably. Hikvision shall not take any liability for the losses occurred. 

siia vajutades saab skaneerida SADP QR koodi

Confirm

SADP koodi saab järgnevalt pildilt:



6. „Confirm“ vajutades viib rakendus teid järgmisele lehele kus teid teavitatakse sellest, et kõik on edukalt sisestatud.

„View“ vajutades saab siis vaadata vestlusakent kuhu vastatakse teile XML failiga, et parooli taastus lõpule viia.



Case Submitted

We will reply in 8 hours during business hours. For cases submitted outside business hours, we will reply on the next business day.



Owner

Hikvision Europe Technical Center



Contact Info

www.hikvision.com/europe



View



Case Details

Device Password Reset-GF5391818

Case ID: Hik-Case-Hik-Partner

Pro-8423017

Current Case Owner: Hikvision Europe

Technical Center

Contact Info: www.hikvision.com/europe

To Be Confirmed

15/Apr/2026 09:16

Alexander Alexandrov



Device Serial No.:

GF5391818

Device Label / Invoice:



Password Reset QR code / Device

Feature Code File from SADP:

CAAAAEdG*****ONN6RQ4=



Hikvision

15/Apr/2026 09:16

? ResetFileb15080d02176412a....xml Copy

Dear customer,

The reset string file is valid for 48 hours.

1. If the device and your phone are **in the same LAN**, tap **COPY icon** to set New

Reply

Close Case