

Technical Quick Guides

Dahua Device Reset Guide

Guide on reset/forgot password on Dahua Devices

1. IPC
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IPC

- Reset via Config Tool
- Reset via XML
- Reset via Web Browser
- Hard Reset

NVR

- Reset via Config Tool
- Reset QR code/Super Password on Local Machine
- Hard Reset
- Serial command

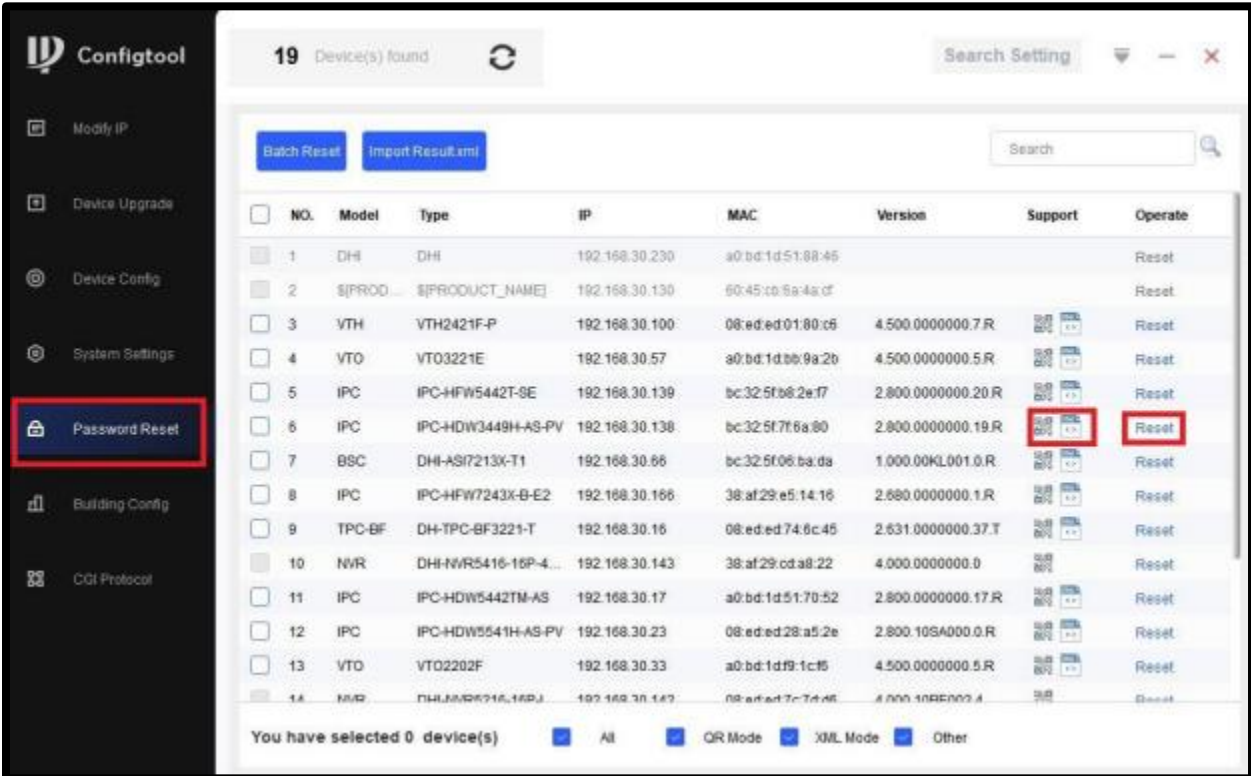
Intercom

- Reset Via VDP/ Config Tool

IPC reset via Config Tool

Go to password reset function → Select the device and hit the reset button

The two icon listed in support means reset function supported via QR code or XML file





Configtool

19 Device(s) found

Search Setting

Batch Reset Import Result.xml

Search

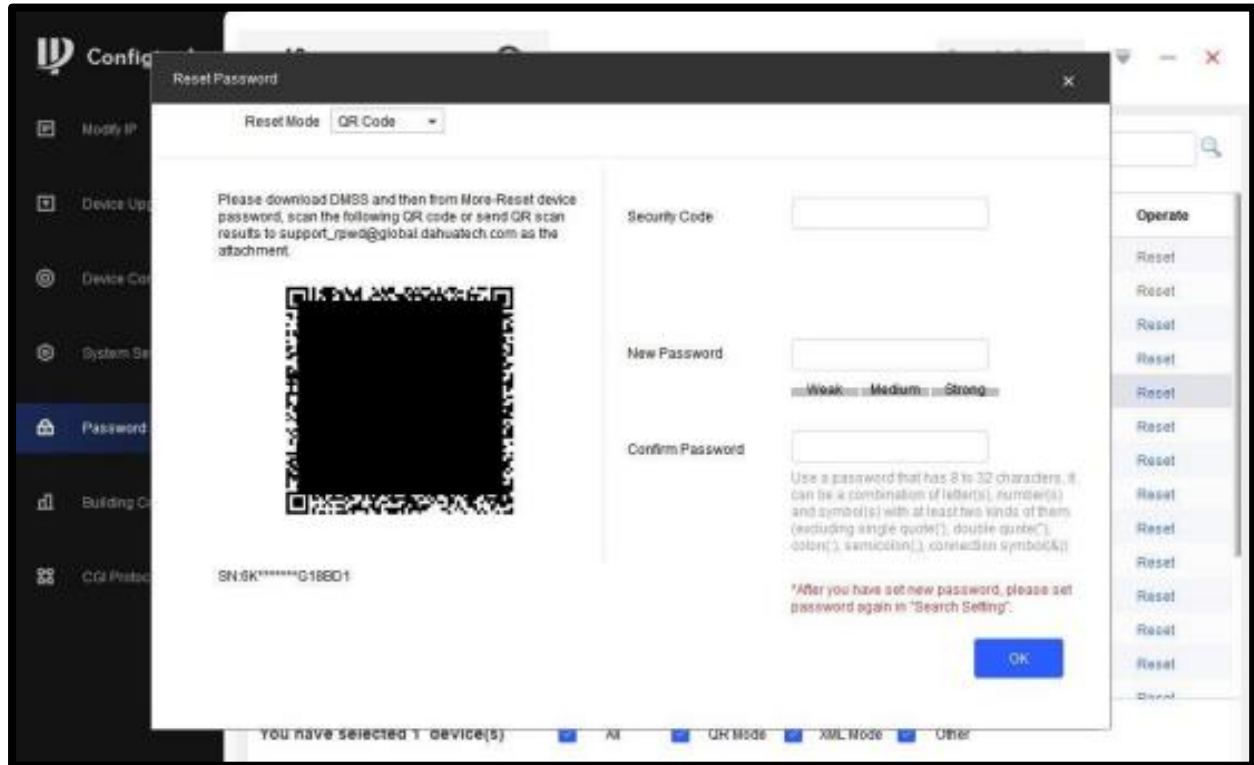
<input type="checkbox"/>	NO.	Model	Type	IP	MAC	Version	Support	Operate
<input type="checkbox"/>	1	DHI	DHI	192.168.30.230	a0:bd:1d:51:88:45			Reset
<input type="checkbox"/>	2	\$[PROD...	\$[PRODUCT_NAME]	192.168.30.130	50:45:cc:5a:4a:c7			Reset
<input type="checkbox"/>	3	VTH	VTH2421F-P	192.168.30.100	08:ed:ed:01:80:c6	4.500.0000000.7.R		Reset
<input type="checkbox"/>	4	VTO	VTO3221E	192.168.30.57	a0:bd:1d:bb:9a:2b	4.500.0000000.5.R		Reset
<input type="checkbox"/>	5	IPC	IPC-HFW5442T-SE	192.168.30.139	bc:32:5f:b8:2e:f7	2.800.0000000.20.R		Reset
<input checked="" type="checkbox"/>	6	IPC	IPC-HDW3449H-AS-PV	192.168.30.138	bc:32:5f:7f:6a:80	2.800.0000000.19.R	 	Reset
<input type="checkbox"/>	7	BSC	DHI-ASI7213X-T1	192.168.30.66	bc:32:5f:06:ba:da	1.000.00KL001.0.R		Reset
<input type="checkbox"/>	8	IPC	IPC-HFW7243X-B-E2	192.168.30.166	38:af:29:e5:14:16	2.680.0000000.1.R		Reset
<input type="checkbox"/>	9	TPC-BF	DH-TPC-BF3221-T	192.168.30.16	08:ed:ed:74:6c:45	2.631.0000000.37.T		Reset
<input type="checkbox"/>	10	NVR	DHI-NVR5416-16P-4...	192.168.30.143	38:af:29:cd:a8:22	4.000.0000000.0		Reset
<input type="checkbox"/>	11	IPC	IPC-HDW5442TM-AS	192.168.30.17	a0:bd:1d:51:70:52	2.800.0000000.17.R		Reset
<input type="checkbox"/>	12	IPC	IPC-HDW5541H-AS-PV	192.168.30.23	08:ed:ed:28:a5:2e	2.800.10SA000.0.R		Reset
<input type="checkbox"/>	13	VTO	VTO2202F	192.168.30.33	a0:bd:1d:f9:1c:f5	4.500.0000000.5.R		Reset
<input type="checkbox"/>	14	NVR	DHI-NVR5216-16P-4...	192.168.30.142	08:ed:ed:7c:7d:45	4.000.10BF000.4		Reset

You have selected 0 device(s)

☒ All ☒ QR Mode ☒ XML Mode ☒ Other

QR Code

You will be asked to enter an email address if you haven't provided one when set up the device. **Please make sure the email address is accessible.** You can use DMSS and go to more- reset device password to bring QR code scanner and request password reset.



Note: You can also use any third party QR code reader as Well. This will generate an encrypted list of strings. (combination of random characters). Copy and paste the whole string and write an email to support_rpwd@global.dahuatech.com Within a few minutes time you will receive a reset code from the email address you registered on this device.

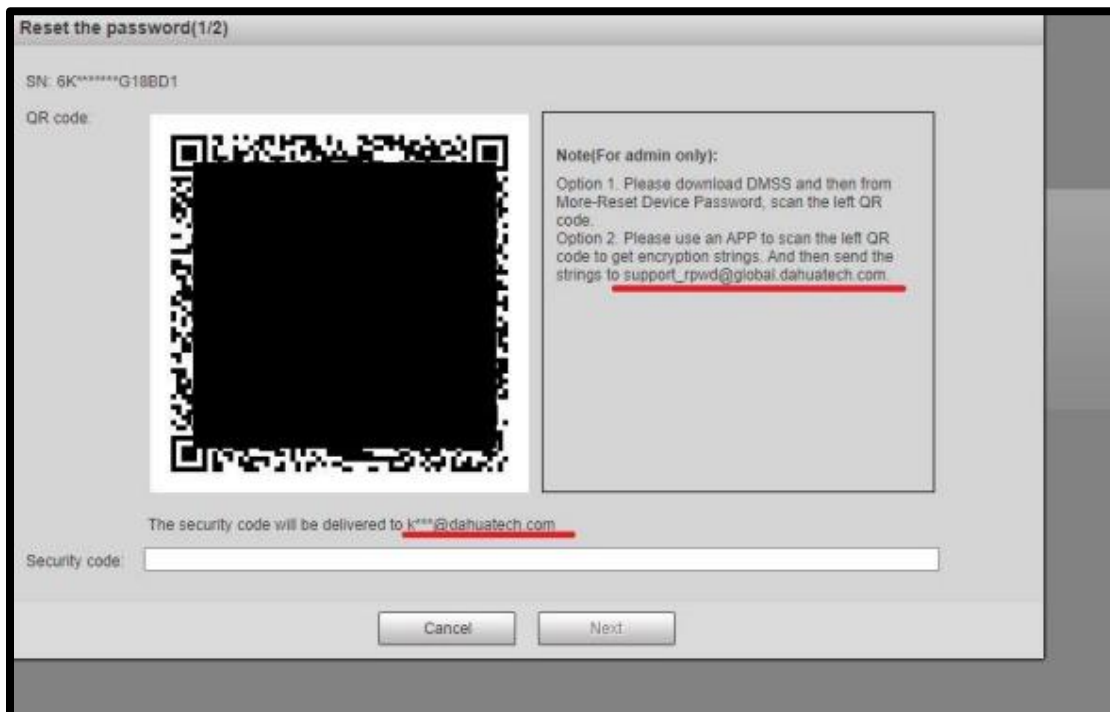
Reset via QR code from web browser

This is a similar process for reset from config tools.

On the login tab click the “**Forgot password?**”.



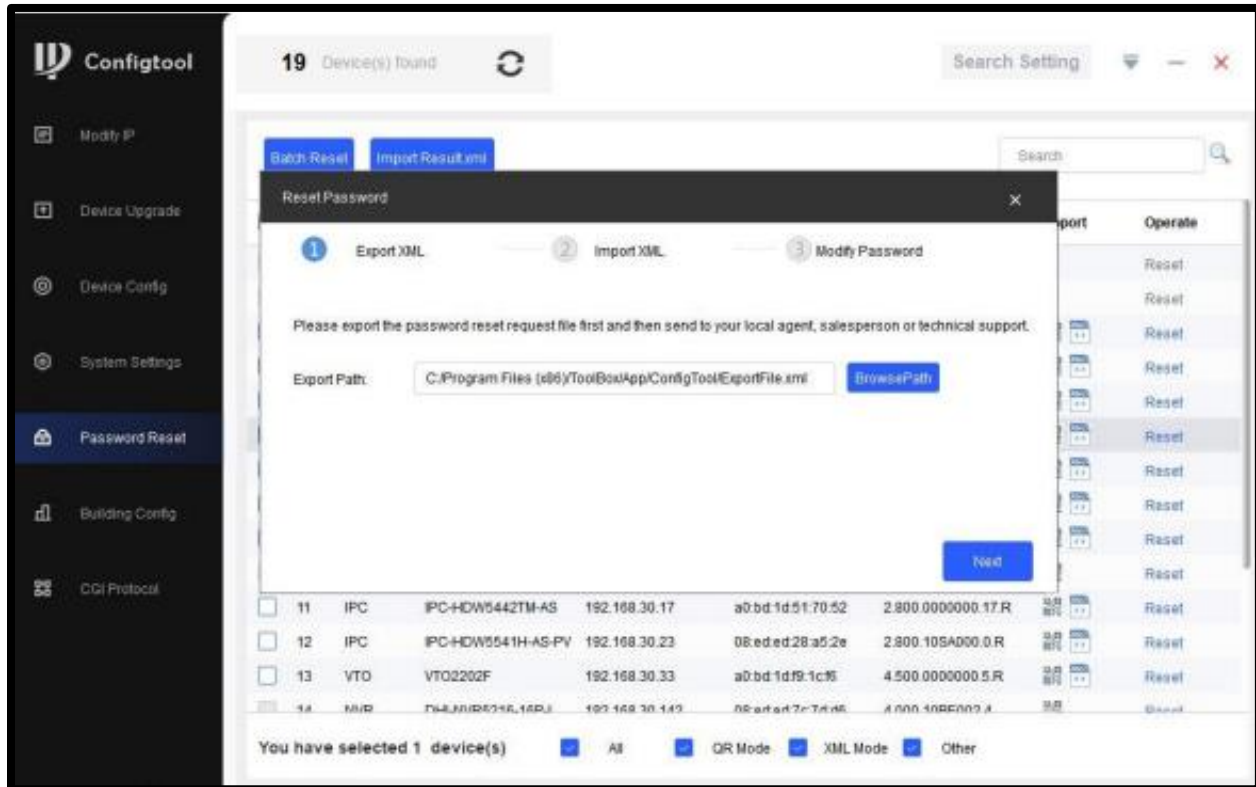
Scan the QR code and follow the instructions on the screen.



XML File

Reset via Config tools use export XML file

In case of email address doesn't work, there's option for export XML file from reset function. You will need to send the XML file to us for reset password code.



Hard Reset

Unscrew the plate from bottom of IPC, there is a reset button there.

Disconnect the power of IPC, press the reset button and put the power back on; while holding button for around 10-15 seconds, this will bring the IPC to inactive mode and clear all configs.

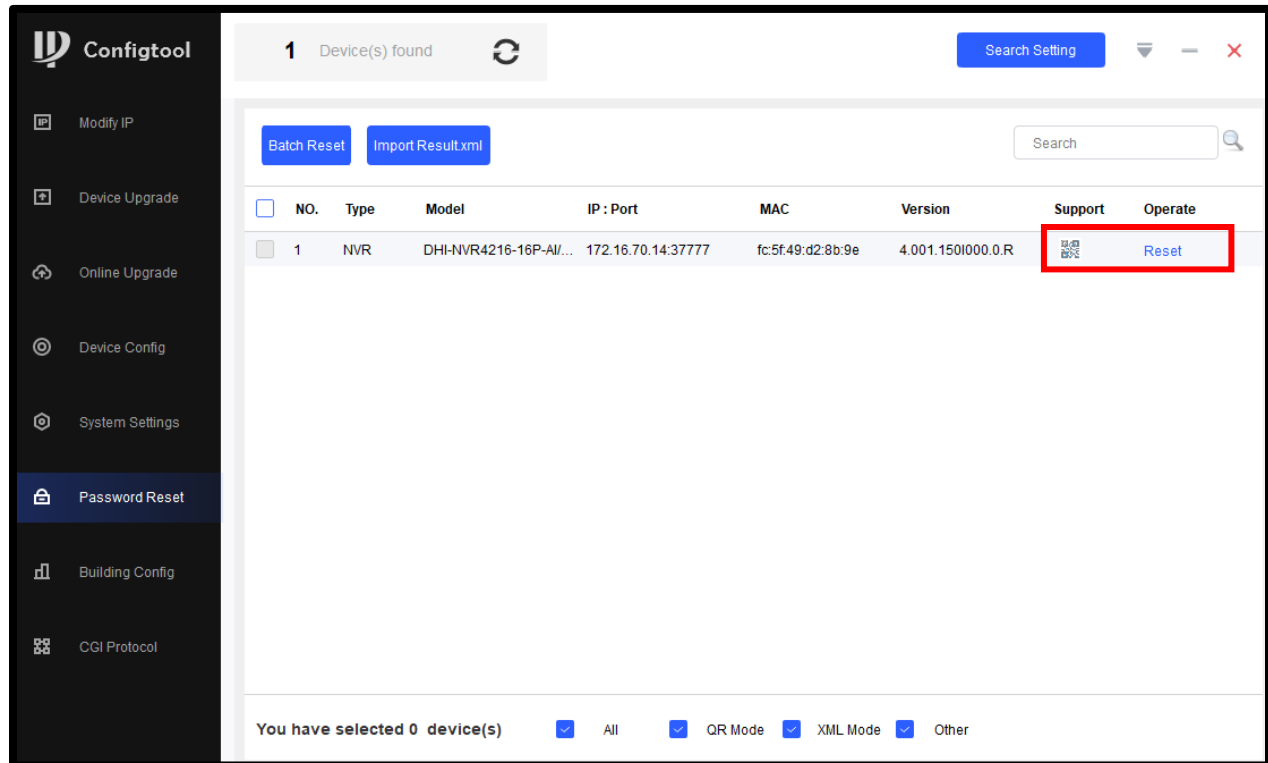


Note depend on IPC models the location of reset button might differ.

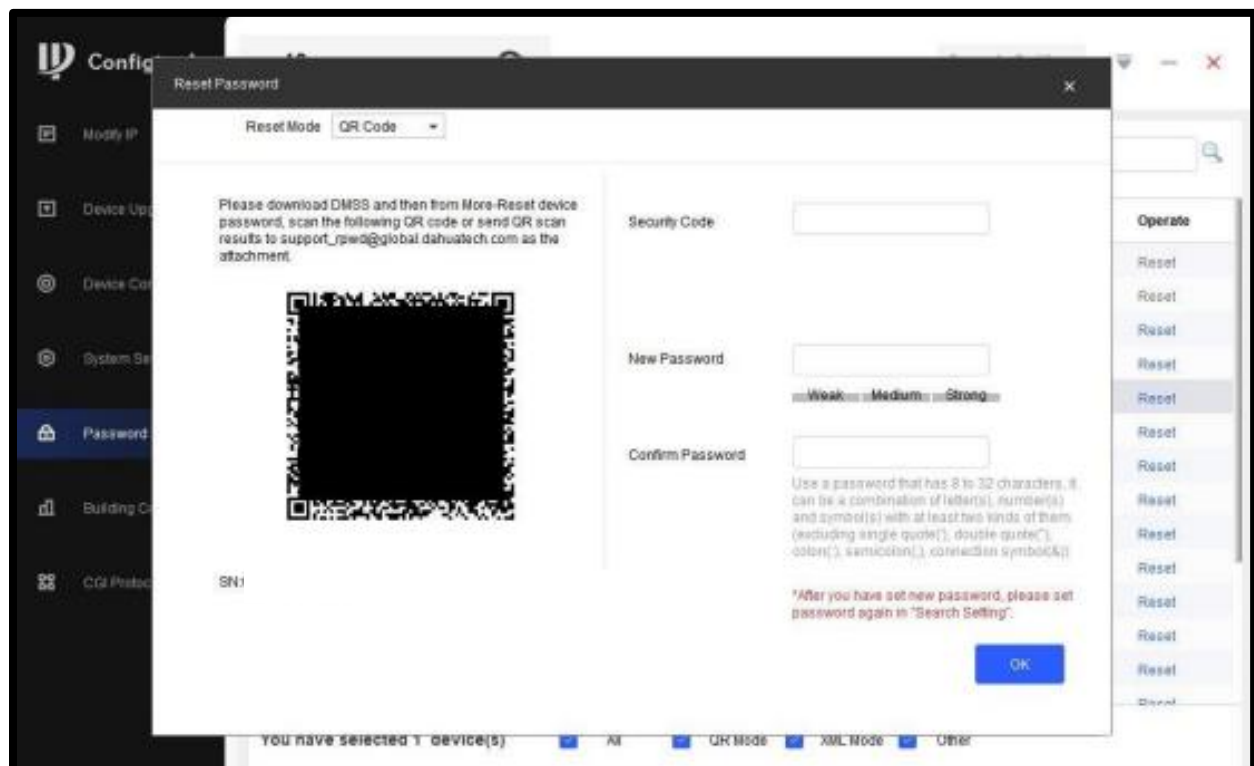
For some legacy models they may not come with reset buttons and will need to go from serial port connections.

NVR reset via Config Tool

It will be same method used on IPC reset. Function available will be QR code.

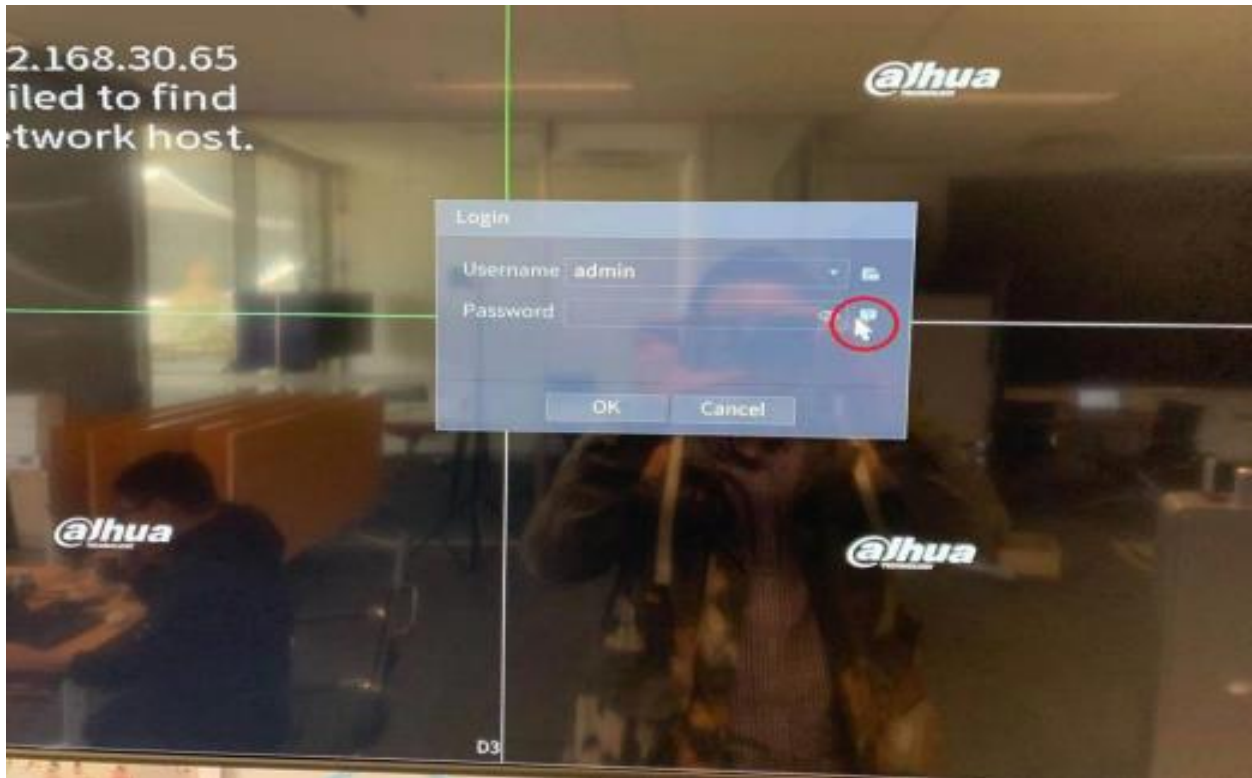


Follow the instructions on the IPC QR code scan

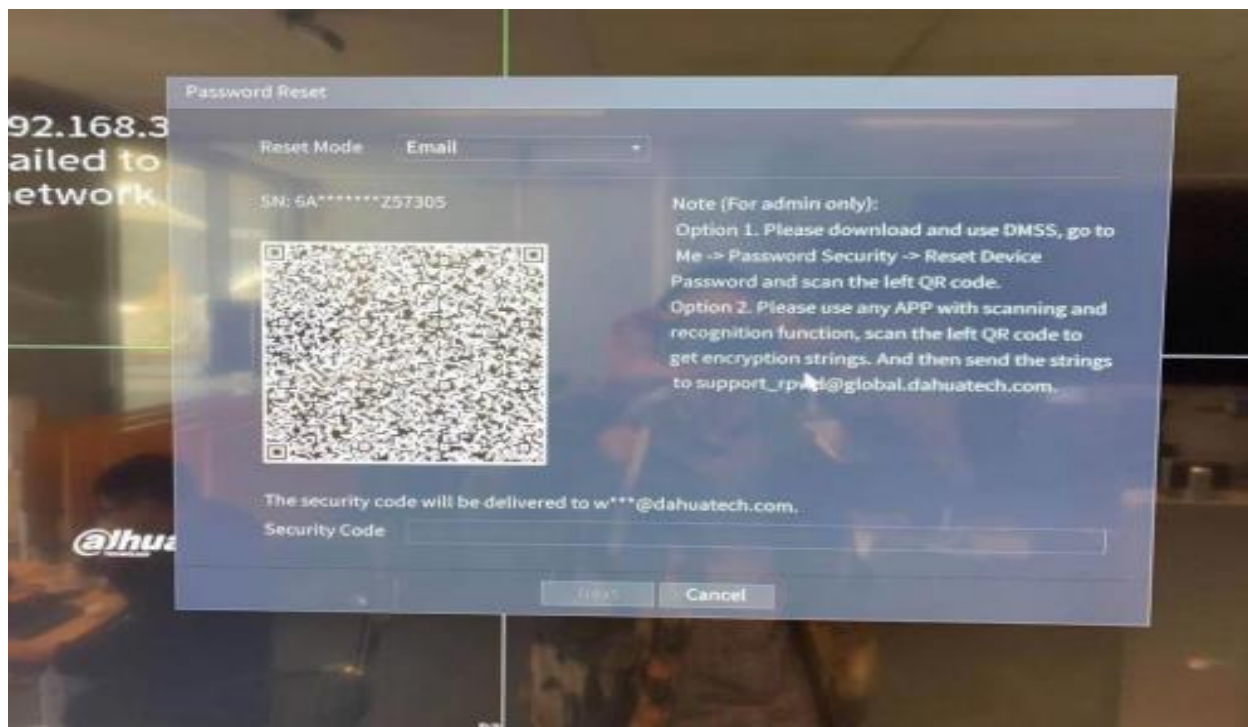


QR code on local NVR

Click the forgot password function on NVR log in page



It will ask the user to input an email address if it doesn't register one when set up. After that, it will bring up QR code page, similar to config tool and web browser, and reset password can be completed by following the same steps mentioned previously.



Supper Password

- This is only available for legacy NVR (manufactured before 2017) doesn't have QR code reset functions.
- Please take note of current displayed date on top right corner of NVR and contact Dahua.
- A set of three password will be provided and one of them will grant access into the system.
- Once inside, please use this password as old password and change over to new password.

Hard Reset

Please open the cover and look for reset button on the board.

Once you located it, power of NVR. Then put the power back while pressing the reset button at same time. Wait for around 10-15 seconds and you will see the NVR start rebooting. This will set NVR to inactive and remove all configs.



Note: The location of reset button might vary depending on different NVR models.

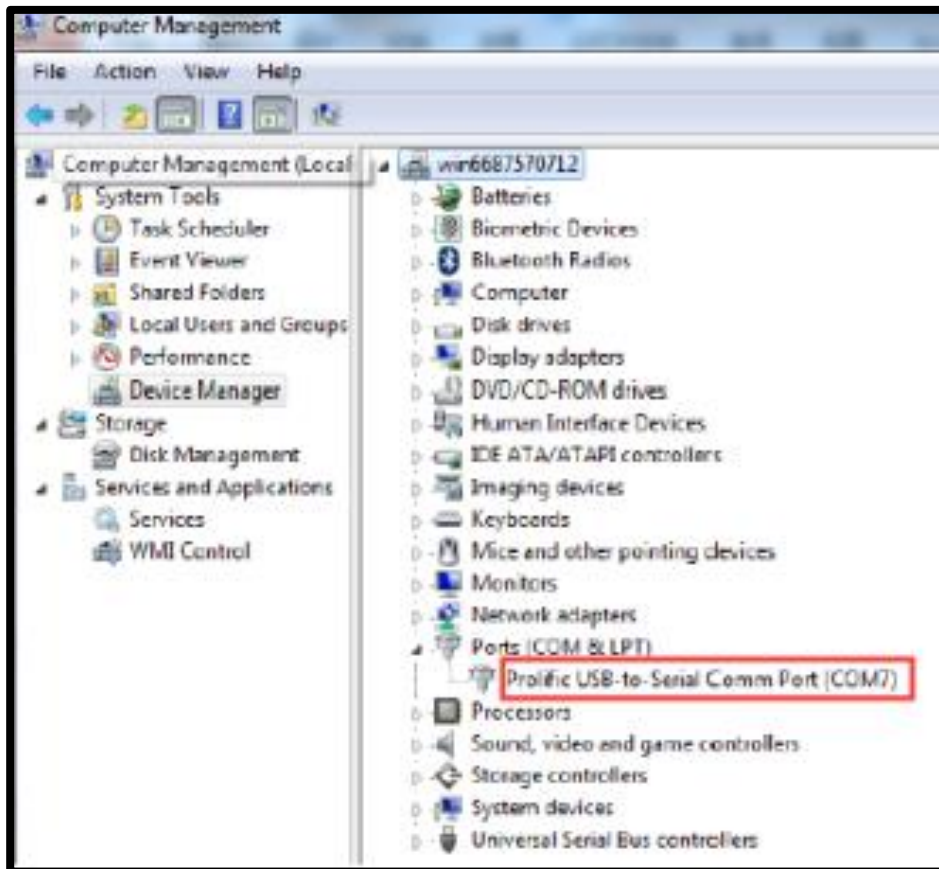
Also, not available on all models.

The model used here is NVR5216-4KS2,

NVR4XXX series -4KS2 doesn't have this and will require serial clear config.

Serial command

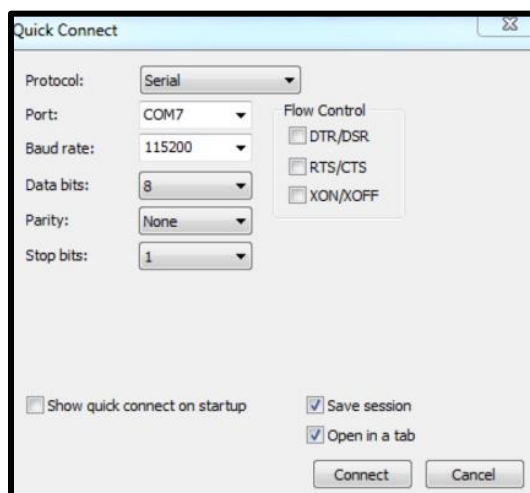
Please use serial cable and install driver for PC. Go to device manager and make sure ports are open and available, please take a note of COM port used. In this scenario it is COM2.



Find the serial port on the mainboard and connect with serial convertor board.

Right click Computer, select "Manage < Device Manager" to check the COM port.

Open secureCRT and start a new connection. Please set the connection details as image on left.



Power on the NVR and secureCRT will start displaying strings on boot up.

Keep holding * key when it starts booting. Until it appears a series of ****, Press enter, and it will display hisilicon#.

```
U-Boot 2010.06-svn3222 (Nov 16 2018 - 16:28:30)

DRAM:  512 MiB
Check spi flash controller v300. found
Spi(cs1) ID: 0x01 0x02 0x19 0x4D 0x01 0x80
Spi(cs1): Block:64KB Chip:32MB Name:"S25FL256S"
the size of spi flash is 0x2000000
In:      serial
Out:     serial
Err:     serial
judge ddr init
user init finish.8
Hit any key to stop autoboot:  0
hisilicon # *****
Unknown command '*****' - 1
hisilicon #
```

You can start typing commands now. Type in “eracfg” and press enter to clear all config on the NVR and reboot the unit.

```
00000000 print
bootargs=croot=ttty0,115200a8 root=/dev/mtdata block rootfstype=cramfs _nolock mem=70M video=devicetf:vid0=OFF:vid1=OFF:vid2=OFF:vid3=OFF
bootcmd=fsload boota 80000000
bootdelay=3
baudrate=115200
loadaddr=100 100 1 100
serverip=192.168.1.1
ethaddr=255.255.255.0
bootfile="/yloader"
dh_keyboard=1
agp=0
single=0
fd=00000000000000000000
dramtest=off a10:ftp 81a00000 dm365.tbl boot_16M bin,img:flash
d=ftp 81a00000 custom-cramfs.img: flash
d=ftp 81a00000 romfs-cramfs.img: flash
d=ftp 81a00000 user-cramfs.img: flash
d=ftp 81a00000 data-cramfs.img: flash
d=ftp 81a00000 vmlinux-cramfs.img: flash
d=ftp 81a00000 vmlinux-cramfs.img: flash
d=ftp 81a00000 kernel-cramfs.img: flash
u=ftp 81a00000 update.img: flash
t=ftp 80000000 uimage: boota 80000000
gpio=0x2.25
gpio=0x1.1
dh_com=0
compile_time=Nov 27 2012 19:04:05
ethaddr=00:01:5b-00:38-23
HWID=47060000:0:4:1:3:5:0:1:2:3:3:0:120:6:0:0:4:0:0:1
stdio=serial
stdcout=serial
stdcom=serial
ver=U-Boot 1.3.6 (jerry) (Nov 27 2012 - 19:04:01)

Environment size: 1023/16384 bytes
00000000
```

Intercom reset via VDP tools

Using VDP tools instead of config tools from Toolbox

It's the same method used for IPC/NVR, please refer to the instructions above.

Please select system settings from the left menu, select the device type then device you wish to reset.

After clicking reset password, it will provide QR code/XML functions.

