

How to reset password of ZKTeco Devices

The First Part:for near-infrared machine.....	2
1. IF you remember IP:.....	2
1.1 find the Ip or reset the Ip as 192.168.1.201(ZMM2XX/ZLM60)	2
1.2 then use the software to remove the admin	3
1.3 or use telnet command(for new architecture machines):	4
2、 IF dont remember the IP address:.....	4
Solution1 for B&W device.....	4
Solution2 For TFT device.....	5
Solution3 For special machine	6
The Second Part:Visible light machine.....	8
3. If You remember IP address:	8
3.1:Use adb command	8
3.2:use ssh command.....	9
3.3:Connect to ZKBiocurity to clear administrator.	9
4. If you forgot the IP address:	10
A:For FaceDpot-7A/B,SpeedfaceV/H5,G4,Facekiosk.....	10
B: For Horus.....	10
C: ZPad Plus-EU firmware.....	10
D: Zpad:	11
E: For ZAM170 Devices (Proface X)	11

The updated content:

1. 1.1:Force change of machine's IP address: (for new architecture machines)
2. 1.3: or use telnet command(for new architecture machines):
3. 2\solutions3\A: the second method
4. 2\solutions3\E: For sf100/200/300
5. 3.2.use ssh command

The First Part:for near-infrared machine

1. IF you remember IP:

1.1 find the Ip or reset the Ip as 192.168.1.201(ZMM2XX/ZLM60)

Find the Ip address

New platform (ZMM2XX/ZLM60),you can use USB debug to get the logs,and open devs.log to find the IP address.

```
main.log[2]  devs.log[3]
115
116 [dev:1970-01-01T00:00:15.469958] Debug [devapi.c LoadDeviceLibrary 543]: 81fd. 12472 /lib/device/zdev_network_mips.sc
117 [dev:1970-01-01T00:00:15.481394] Info [zdev_network.c InitDevice 225]: Network API version:1.0.1
118 [dev:1970-01-01T00:00:15.481624] Info [zdev_network.c InitDevice 227]: Network LIB version:1.0.1 Dec 20 2016
119 [dev:1970-01-01T00:00:15.482864] Info [zdev_network.c SetWired 166]: IPAddress:192.168.12.168
120 [dev:1970-01-01T00:00:15.483032] Info [zdev_network.c SetWired 169]: IPAddress:192.168.12.168
121 [dev:1970-01-01T00:00:15.483245] Info [zknetwork.c SetOnlineIP 180]: IPAddress:192.168.12.168
122 [dev:1970-01-01T00:00:15.483453] Info [zknetwork.c SetOnlineIP 189]: IPAddress:192.168.12.168
123 [dev:1970-01-01T00:00:15.483644] Info [zknetwork.c SetOnlineIP 191]: IPAddress:192.168.12.168
124 [dev:1970-01-01T00:00:15.483762] Info [zknetwork.c SetOnlineIP 198]: IPAddress:192.168.12.168
125 [dev:1970-01-01T00:00:15.489454] Info [zknetwork.c SetOnlineIP 200]: IPAddress:192.168.12.168
126 [dev:1970-01-01T00:00:15.489760] Info [zknetwork.c SetOnlineIP 202]: IPAddress:192.168.12.168
127 [dev:1970-01-01T00:00:15.489898] Info [zdev_network.c SetWired 172]: IPAddress:192.168.12.168
128 [dev:1970-01-01T00:00:15.490956] Info [zdev_network.c SetWired 175]: IPAddress:255.255.255.0
129 [dev:1970-01-01T00:00:15.491577] Info [zdev_network.c SetWired 182]: IPAddress:192.168.12.254
130 [dev:1970-01-01T00:00:15.491910] Warning [zknetwork.c SetOnlineGateWay 533]: ioctl(SIOCDELRT) error(3) in set default r
```

Force change of machine's IP address: (for new architecture machines)

Note: This method requires the md5 file for automatic upgrade.

Step1. You can pull an md5 file from the factory package of the machine on the same platform; (Note: Before upgrading, open the md5 file with Notepad +++ and enter so me characters in it to avoid the same as the md5 file in the factory package. Maybe the files have been upgraded and matched, and you can no longer automatically detect the upgrade)

change_frm_ap.ap	2015/11/25 10:56	AP 文件	18 KB
emfw.cfg	2017/1/14 10:48	CFG 文件	8 KB
flash_erase	2015/5/13 18:14	文件	103 KB
gpio	2015/5/15 16:21	文件	10 KB
gpio_drv.ko	2016/6/8 9:17	KO 文件	7 KB
jz_nand.ko	2016/6/8 9:17	KO 文件	14 KB
lconfig.bin	2019/6/13 13:15	BIN 文件	16 KB
linuxlogo.bin	2019/6/13 13:15	BIN 文件	40 KB
md5		文件	1 KB
mtddblock	2019/6/13 13:15	TGZ 压缩文件	30,870 KB
ubiattach	2015/5/13 18:14	文件	67 KB
ubidetach	2015/5/15 16:21	文件	63 KB
ubiformat	2015/5/13 18:14	文件	206 KB
ubimkvol	2015/5/13 18:14	文件	74 KB
ubootupdata	2015/12/24 15:16	文件	17 KB
ulmage	2017/11/22 14:13	文件	2,675 KB

Step2. Make the parameter IPAddress =

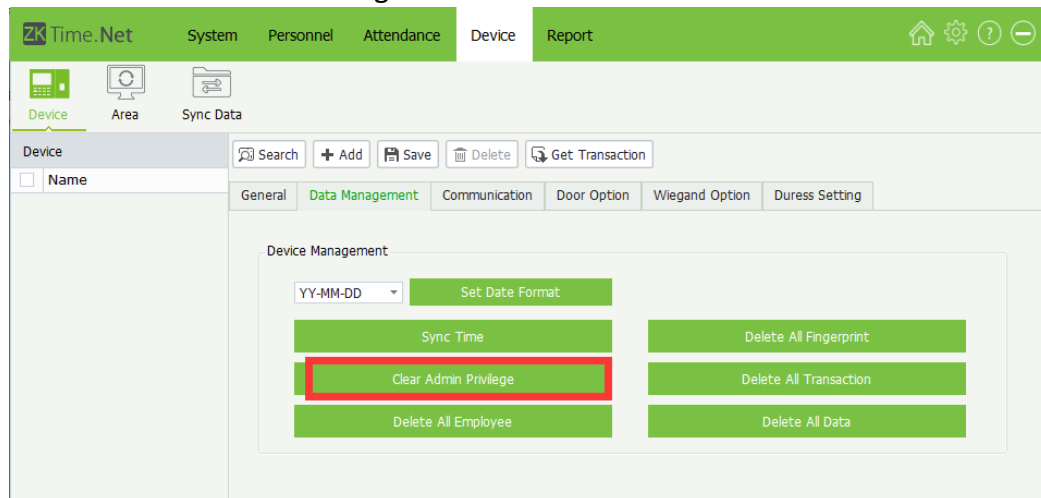
192.168.1.201 into a USB flash drive upgrade package;

Step3. Put the parameter upgrade package emfw.cfg file and md5 file in the root directory of the USB flash drive, and insert the USB flash drive into the machine, the machine will automatically recognize the upgrade. After the upgrade is successful, the machine's IP address will become 192.168 .1.201 (Sometimes you need to restart the machine twice to be successful, if you have not upgraded successfully, you can try to upgrade the md5 file and upgrade again)

1.2 then use the software to remove the admin

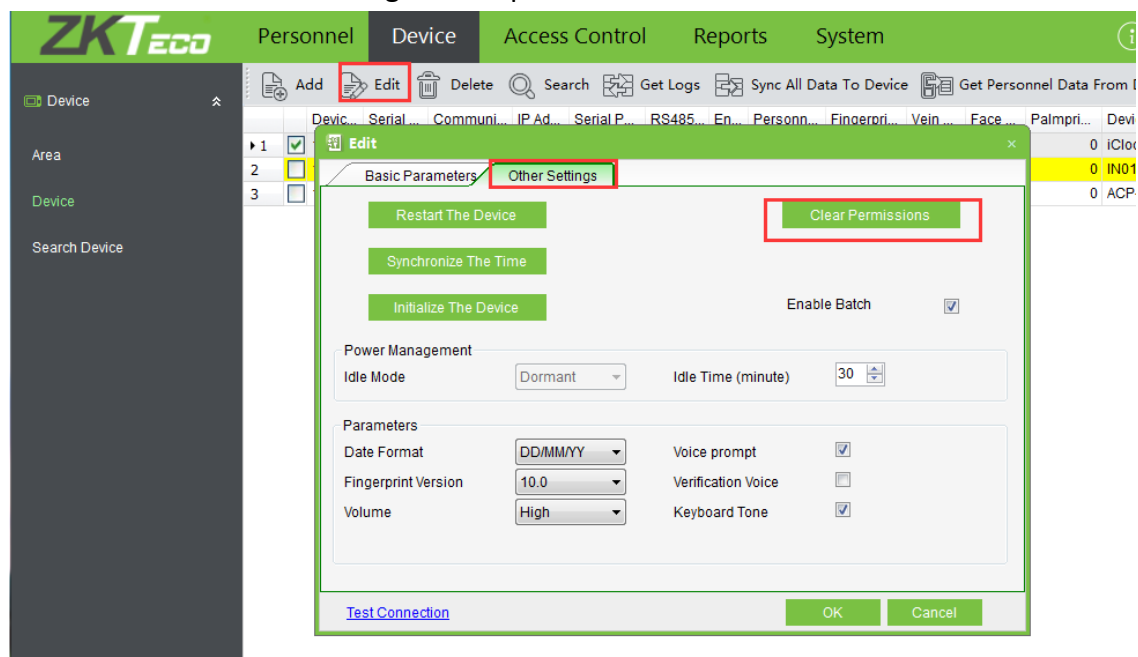
ZKTime.Net3.0

Device---Device--Data Management---Clear Admin



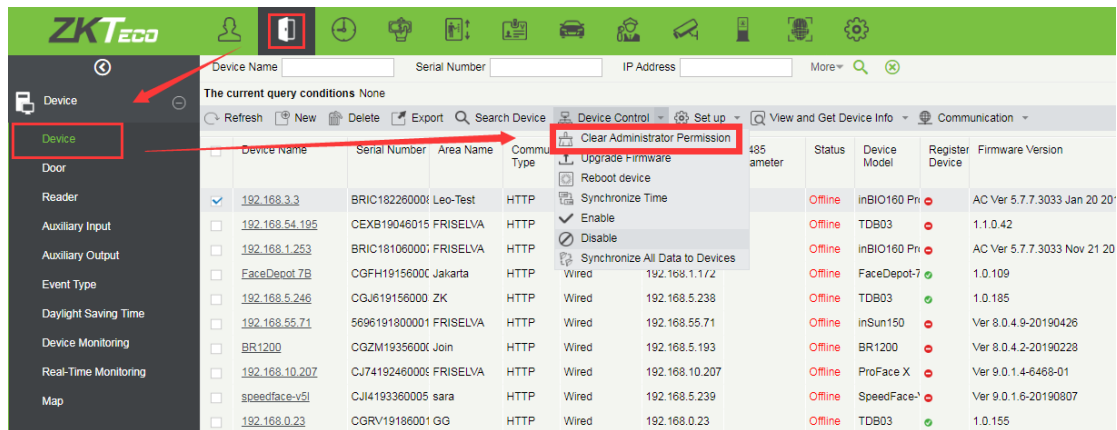
ZKAccess3.5

Device-->Edit-->Other setting-->Clear permission



ZKBioSecurity3.0

Device-->Device control-->Clear administrator permission



1.3 or use telnet command(for new architecture machines):

cd /mnt/mtdblock/data

./sqlite3_mips ZKDB.db

UPDATE USER_INFO SET Privilege='0';

2、 IF dont remember the IP address:

Solution1 for B&W device

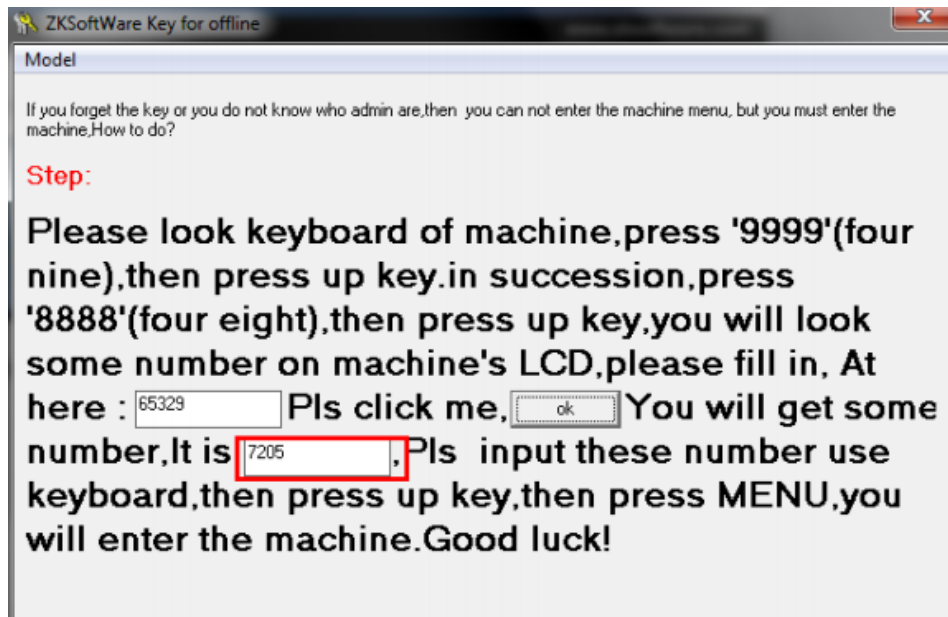
Step1: Input 9999 ↑, then input 8888 ↑ with the keypad.



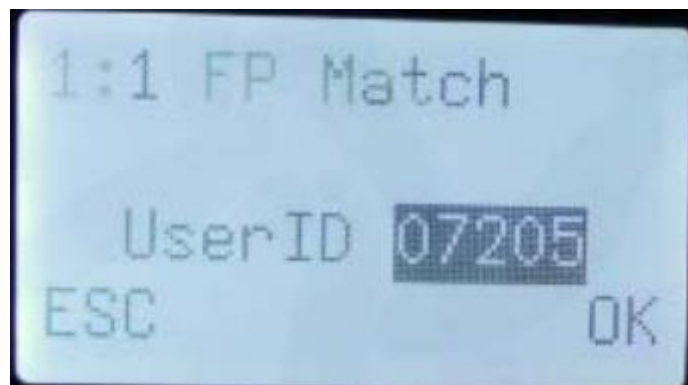
Then the device will show a 5 digits code on the screen



Step 2: Run the “zkSoftware_key.exe” application, input the 5 digits code and click “OK” to generate a temporary passwd.



Step3: Finally, input the passwd which is generated by the application, press the up button↑ and the Menu button, and you will enter the menu



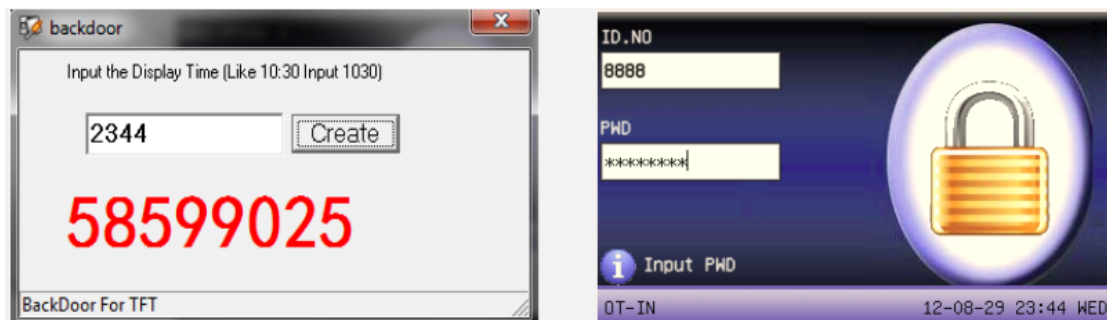
Solution2 For TFT device (Before September 2018)

Step1: Press Menu, the device will require admin affirm.
Input 8888 with the keypad and press ok.
Mention the current time which display on device.



Step2: Run the “backdoortft.exe” application,
input the current time which display on device,
click “Create” button to generate a temporary passwd.
Input the temporary passwd in PWD edit box and press OK

and you will enter the menu



Step3: System->Data Mng->Clear Purview



(After September 2018)

Use ZKTeco website to creat temporary password.

Support-->reset password

ZKTeco Product Password Solution **Support** How to Buy Search

Reset Device Password

Customer Information [edit]

Company Name	Contact Person	Email	Contact Phone Number	Contact Address
ZKTeco USA LLC	popy	popyxiao@zkteco.com	1231213	shenzhen

* Device Time Zone (GMT-11:00) American Samoa

* Serial Number

The method to get the serial number:
For device with keyboard, please keep press the ESC button for 3 seconds.
For device without keyboard, please keep press the lower-right corner of the device screen.

Submit

Solution3 For special machine

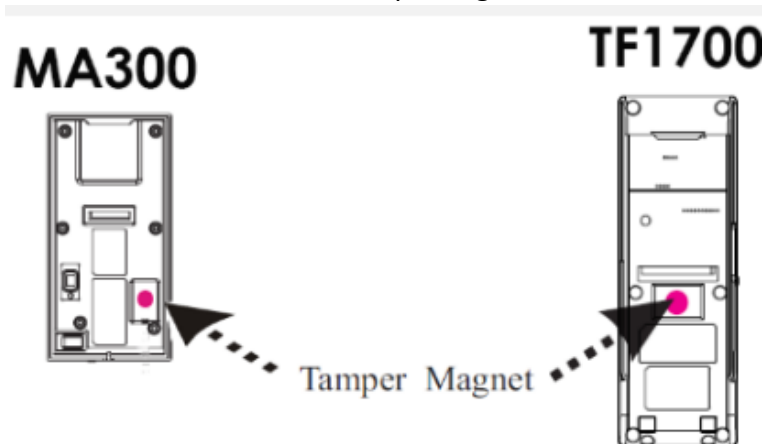
A:For MA300, MA500, TF1600, TF1700 etc.

The factory defaults can be restored through the tamper magnet.

The first method:

When the system generates an alarm for 30 – 60 seconds, the user can remove the tamper magnet three times (till the speaker sounds) to restore default settings, including the device number, system password, IP address, 485 address, and keyboard password.

Then using the software to clear the admin privilege from the device.

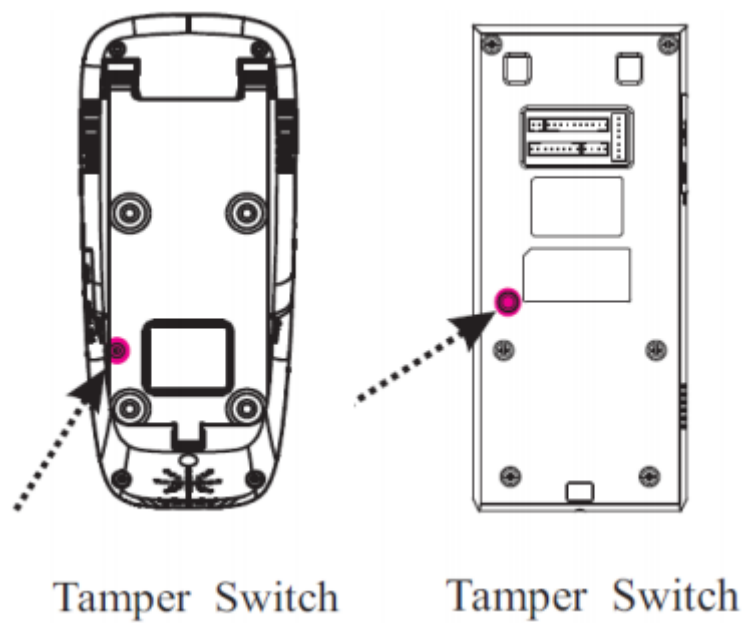


The Second method:

You can open back metal plate of device, then wait for 30s, during the period between 30s to 40s. Press "menu" --> option --> system option --> adv option --> clear admin pri, you can delete the admin privilege in the "adv option".

B: For Standalone Access control terminals like: F7, F8, F702-S, F18...

- Step 1. Keep pressing the 'Tamper button',
- Step 2. Then restart the device, it boots normally, then loosen "Tamper button",
- Step 3. Wait about 30 to 40 seconds.
- Step 4. Press the "menu", can into the menu.



C: For F19

Press the tamper switch 30 seconds when the device is in the main screen, after that, release the switch and press again for 3 times.

D. For SKW Series/R6

Reset by Cover the photoresistor three times, once a beep is generated (30~60s) after reboot the device (each press shall take 2~5 seconds and it has a beep each time, the red LED blink if the operation is successful)



E. SF100/200/300

- Step 1. Keep pressing the 'Tamper button',
- Step 2. Then restart the device ,it boot normally, after 30~40S, then loosen "Tamper button",
- Step 3. Wait ,there will be a beep from device .
- Step 4. then Press the "menu", can into the meun .

The Second Part:Visible light machine

3. If You remember IP address:

3.1:Use adb command .

A.For FaceDpot-7A/B,SpeedfaceV/H5,G4

Step1:adb connect 192.168.XX.XX(Device IP)

Step2:adb shell am start -n

com.zkteco.android.employeeemgmt/com.zkteco.android.employeeemgmt.activity.ZKS
taffHomeActivity

B. For Facekiosk

Step1: adb connect 192.168.XX.XX(Device IP)

Step2:adb shell am start -n android.example.com.usbcamera2/com.zkteco.android.vi
ew.activity.ZKSettingActivity

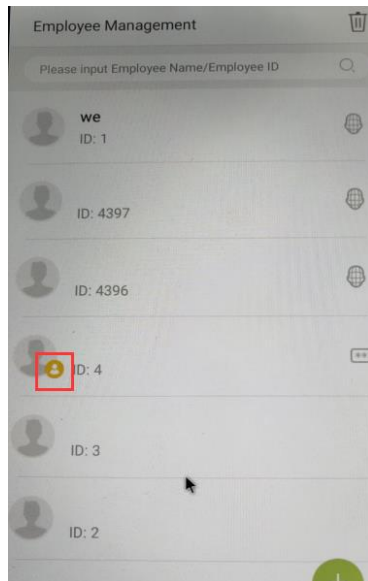

```

C:\Users\popy>adb connect 192.168.12.251
connected to 192.168.12.251:5555

C:\Users\popy>adb shell am start -n com.zkteco.android.employeegmt/com.zkteco.a
ndroid.employeegmt.activity.ZKStaffHomeActivity
Starting: Intent { cmp=com.zkteco.android.employeegmt/.activity.ZKStaffHomeActi
vity }

```

Step3: after that, the interface of device will turn to Employee Management, Find the user with a yellow person icon, and modify the user permission to normal user.



3.2: use ssh command

A. For ZAM170 Devices (Proface X)

Press rest button on the bottom of devices, after restart, the IP address reset to 192.168.1.201. Using SSH enter device.

```
cd /mnt/mtddblock/app/usermng
```

```
./usermng
```

The device will auto enter to user manu, you can add a new administrator by yourself.

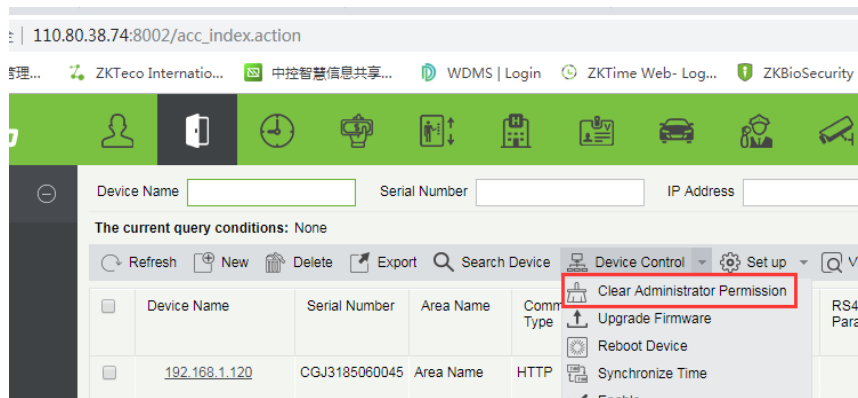
```

Please Change it as soon as possible.
Hello, root.
None of nifroot found in cmdline.
[root@zam170]~# cd /mnt/mtddblock/app
[root@zam170]~# cd /mnt/mtddblock/app# ls
access      datamng     logquery    primng      sms          usermng
atttypeset  department main         printset    sysinfo     workcode
autotest    iccardmng  mginit      reportmng  sysset
comset      linphonecom myset       schedulingset udiskmng
[root@zam170]~# cd /mnt/mtddblock/app# cd usermng/
[root@zam170]~# cd /mnt/mtddblock/app/usermng# ls
app      language  usermng  usermng.cfg
[root@zam170]~# cd /mnt/mtddblock/app/usermng# ./usermng
register platform id 20
libkspio.so version 1.3.0 Sep 9 2019 11:44:12
the GPIO library select is Generic DT based system

platform Generic DT based system rev0.debug on.patch off
zuocs--back---init lite----func name:InitGUI---line:265
[wv]execute 2kgui
FB_SetVideoMode : 0.800.1280.800.1280.32.32
FONT=FT2: another error code means that the font file
... could not be opened or read, or simply that it is broken ..
FONT=DevFont: error in loading font ttf-HelveticaNeueUltraLight-rrncnn-0-0-UTF-8 from /mnt/mt
es/font/HelveticaNeueUltraLight.ttf file.

```

3.3: Connect to ZKBiocurity to clear administrator.



4. If you forgot the IP address:

A: For FaceDpot-7A/B, SpeedfaceV/H5, G4, Facekiosk

you can apply for the temporary password based on SN
Use ZKTeco website to create temporary password.

Refer to (After September 2018)

B: For Horus

Use TFT reset password tool to create temporary password.

Refer to [Solution2 For TFT device](#)
(Before September 2018)



C: ZPad Plus-EU firmware

based on the time in Zpad Plus

For example, 29/03/2019 -> 3 2019 3 29 3 -> 3 92 3 9102 3

Use SHA512 calculator, password is the first 8 digit

Account : last 8 digit of the device's serial number



D: Zpad:

Using below account to access.

Account:111111111 Password:admin

E: For ZAM170 Devices (Proface X)

-HUAWEI Version

Press rest button on the bottom of devices,after restart ,the password reset to default, User ID :operator

Password : oper@1;

-Standard Version

Proface X:

Put the magnet first, then power on and take away the magnet ,will alarm. Wait for 30S to enter manu.



Proface X [CH]:

Generate temporary password,Use 8888 to enter.