Troubleshooting Tips of Password Reset Failed Issue

Before troubleshooting , please makes sure that you have installed the latest version of SADP. If you are not sure, please kindly click the following link to check:

For Windows: https://www.hikvision.com/en/support/tools/desktop-tools/sadp-for-windows/

For Mac: https://www.hikvision.com/en/support/tools/desktop-tools/sadp-v1-0-0-4--for-mac-os-64-bit-/

Failed Phenomena

■ **SADP could not search device**

1. Make sure that the device and the computer which installed SADP should be in the same LAN or same subnet.

2. If still could not search, connect the computer which installed SADP to Hikvision device via cable directly.

3. After connecting directly and rebooting devices and computer, SADP still could not search the device, please kindly check whether the operating system of the computer is Win 10. If it is Win 10 which installed the latest version of SADP, please go to Control Panel--Programs and Features to check whether it has Win 10P cap or not. If there is no Win 10P cap, please uninstall SADP then reinstall it again to solve the issue.

Update for Windows 10 for x64-based Systems (KB402...	Microsoft Corporation	2017/11/23
Win10Pcap	Daiyuu Nobori, University of Tsu...	2018/5/16
WinRAR 5.40 (32-位)	win.rar GmbH	2018/4/10

■ **Error code : Failed to get the key/Time Out/Device Denied/ Device Rejected**

1. Please kindly turn off the firewall.

2. Reboot Hikvision device and computer which installed SADP.

3. Connect the computer which installed SADP to Hikvision device via cable directly.

4. Then use SADP tool to export the xml file, and send it to corresponding support team within 48 hours. Do not reboot device or re-export the file before receiving and importing the encrypted file.

■ **Error code 2022/2023/Reset Password Failed**

1. Check whether the exported file and encrypted are expired. The exported file and encrypted file are both valid for 48 hours.

2. Reboot Hikvision device and computer which installed SADP.

3. Then use SADP tool to export the xml file, and send it to corresponding support team within 48 hours. Do not reboot device or re-export the file before receiving and importing the encrypted file.