



How to Reset Password on HI-TOOLS Delivery Technical Support Guide

Tool:

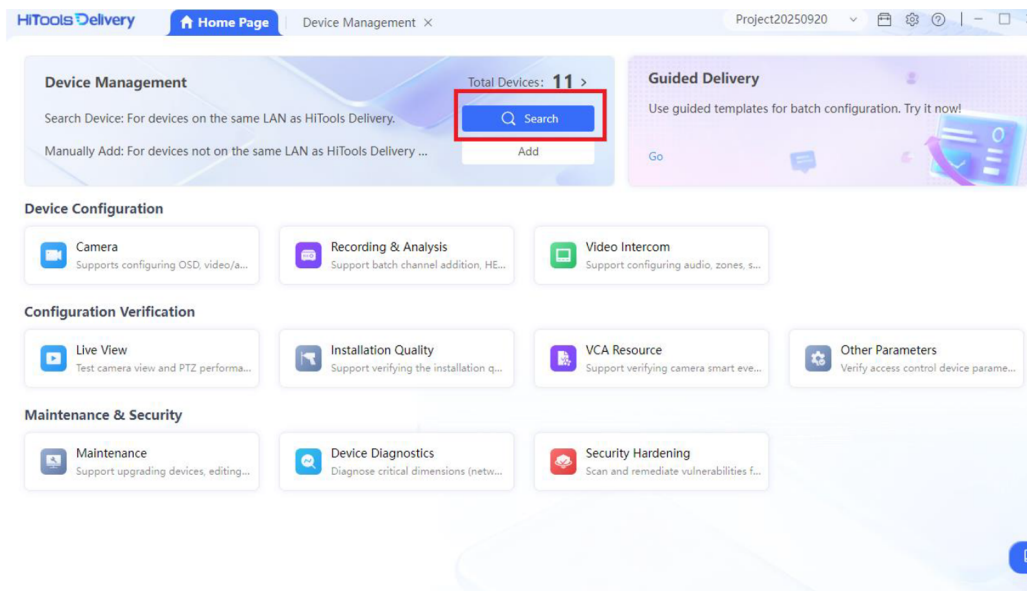
Please follow the link to the UK Website:

<https://www.hikvision.com/uk/support/tools/hitools/>

Please select and download HiTools Delivery for Windows.

NOTE: If using MAC, you will need to download IVMS 4200 for MAC.

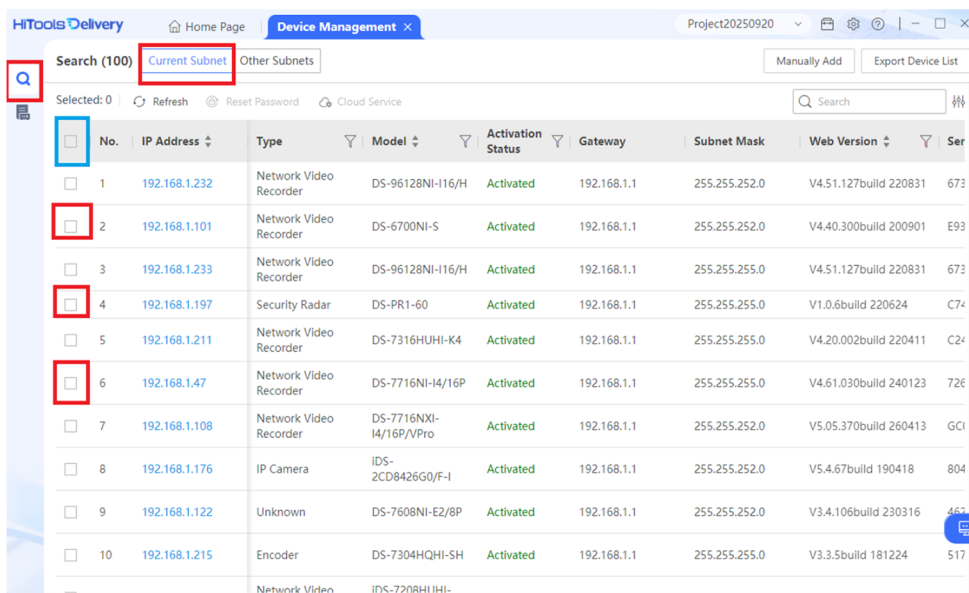
Open HI-Tools Delivery, select on Search



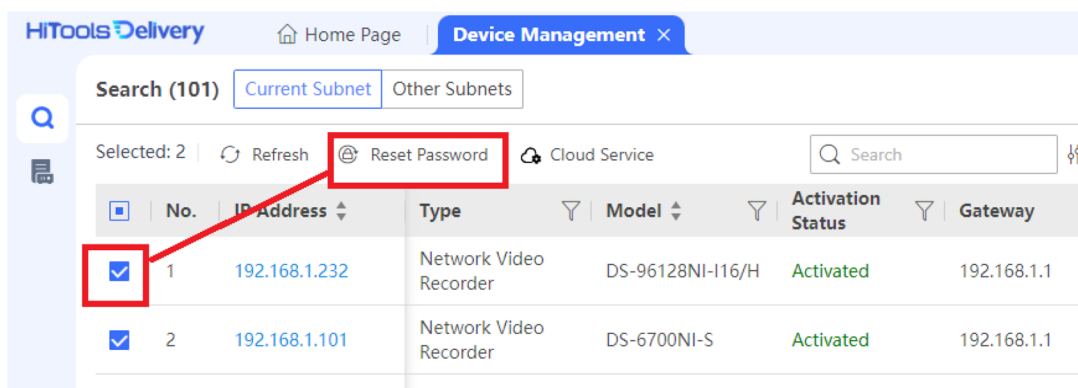
1. This will put you into Device Management.
2. On the top left you can select Search > Current Subnet.

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Note: With HI-TOOLS Delivery, you can reset multiple cameras at once. The box highlighted blue will automatically select all cameras. The box underneath in red should allow you to select each camera individually.



3. Once the camera is selected, click on Reset Password.



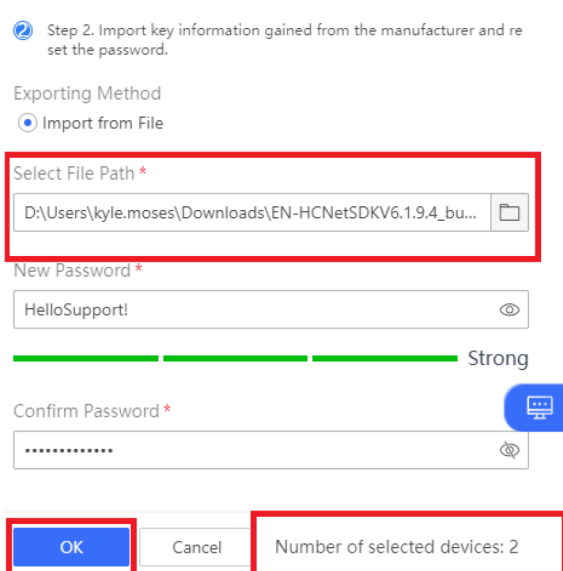
4. Click **Export File** and save the key request file (XML file) to your PC, or scan the QR code.

5. Send the request file or QR code to our technical support team.

6. Import the key file or enter the key received from our technical support team to reset the password.

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7. The file received back from the technical support team — import this file by selecting the file path on the PC.
8. Input password meeting conditions.
9. Press OK.



Step 2. Import key information gained from the manufacturer and reset the password.

Exporting Method

☒ Import from File

Select File Path *

D:\Users\kyle.moses\Downloads\EN-HCNetSDKV6.1.9.4_bu...

New Password *

HelloSupport!

Strong

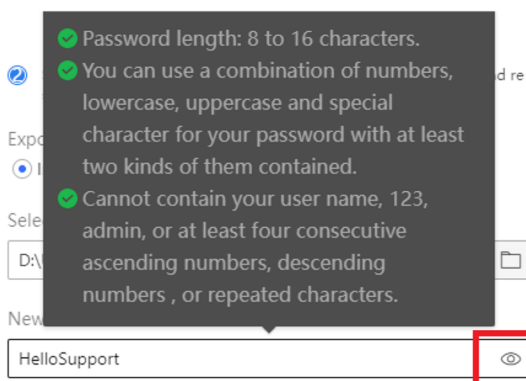
Confirm Password *

.....

OK Cancel Number of selected devices: 2

Note:

- If performing multiple resets at once, it will show you the number of devices selected at the bottom
- Password length should be between 8 to 16 characters
- You can use a combination of numbers, lowercase, uppercase, and special characters for your password, with at least two kinds contained
- Cannot contain your username, "123," "admin," or at least four consecutive ascending numbers, descending numbers, or repeated characters
- By pressing the eye symbol and left-clicking on the password box, it will show if your password meets the conditions



✓ Password length: 8 to 16 characters.

✓ You can use a combination of numbers, lowercase, uppercase and special character for your password with at least two kinds of them contained.

✓ Cannot contain your user name, 123, admin, or at least four consecutive ascending numbers, descending numbers, or repeated characters.

New Password *

HelloSupport



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10. In the top right corner, it will confirm if the password reset succeeded or failed. Or you can press the blue PC symbol on the left, which will show "Task Center."

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Application Result **Succeeded 1 Failed 1**

[View Details](#)

