
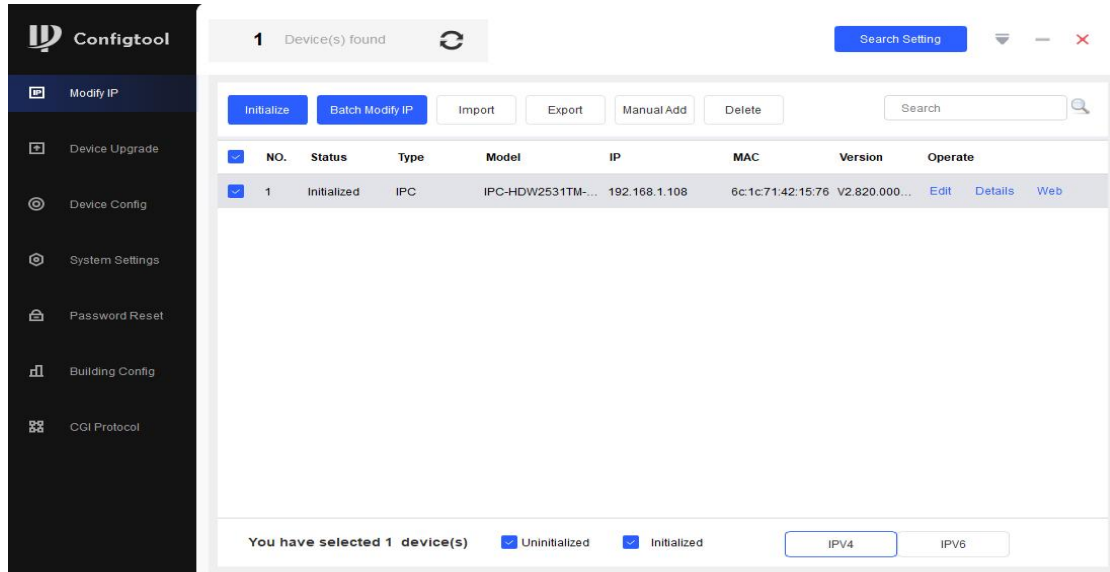


DAHUA Camera Forget Password

1. Download and open DAHUA Config tool , search server IP address.

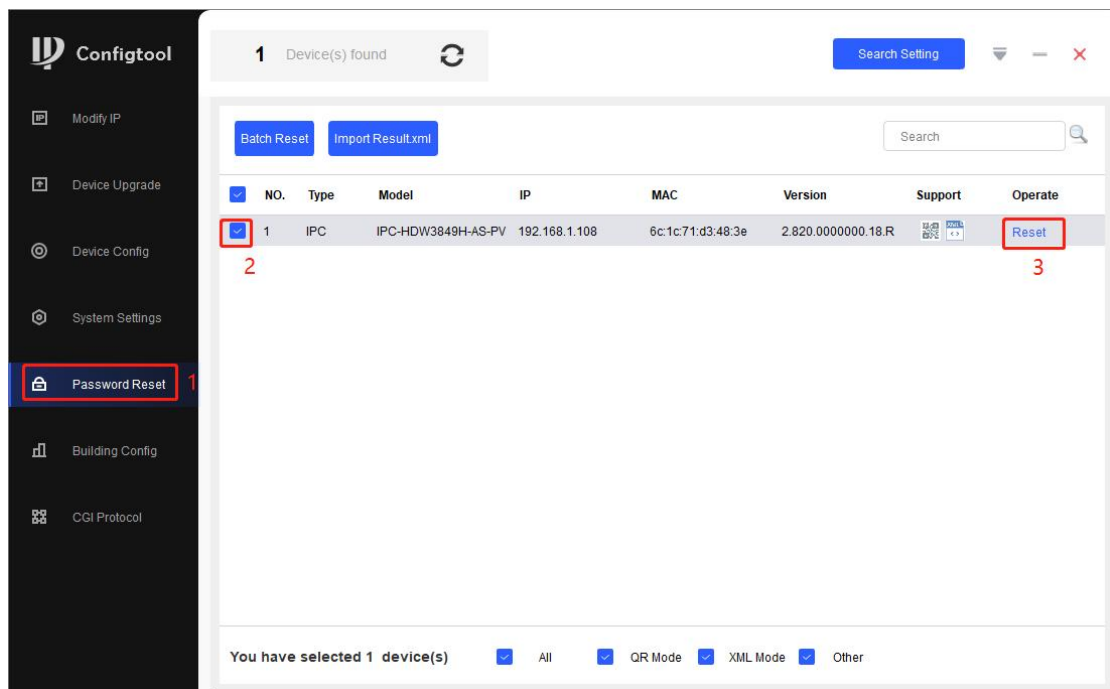
Download:

<https://www.dahuasecurity.com/support/downloadCenter/tools?id=12>



The screenshot shows the DAHUA Configtool interface. On the left is a dark sidebar with navigation options: Modify IP, Device Upgrade, Device Config, System Settings, Password Reset, Building Config, and CGI Protocol. The main area displays a table with 1 device found. The table has columns for NO., Status, Type, Model, IP, MAC, Version, and Operate. A single device is listed with NO. 1, Status 'Initialized', Type 'IPC', Model 'IPC-HDW2531TM-...', IP '192.168.1.108', MAC '6c:1c:71:42:15:76', and Version 'V2.820.000...'. Below the table, it indicates 'You have selected 1 device(s)' and shows checkboxes for 'Uninitialized' and 'Initialized', along with 'IPV4' and 'IPV6' buttons.

2. Click "Password Reset" to check the camera that needs to be reset, and click "Reset".



The screenshot shows the DAHUA Configtool interface with the 'Password Reset' option selected in the sidebar (marked with a red box and '1'). The main area displays a table with 1 device found. The table has columns for NO., Type, Model, IP, MAC, Version, Support, and Operate. A single device is listed with NO. 1, Type 'IPC', Model 'IPC-HDW3849H-AS-PV', IP '192.168.1.108', MAC '6c:1c:71:d3:48:3e', and Version '2.820.0000000.18.R'. The 'Operate' column for this device has a 'Reset' button highlighted with a red box and labeled '3'. A red box around the device number '1' is labeled '2'. Below the table, it indicates 'You have selected 1 device(s)' and shows checkboxes for 'All', 'QR Mode', 'XML Mode', and 'Other'.

Method 1 :

Select QR Code to reset the password,use mobile phone Scan QR code,the Security code will Send to mailbox ,enter it and new password on the Reset password page.

Reset Password

Reset Mode **QR Code**

Please download DMSS and then from More-Reset device password, scan the following QR code or send QR scan results to support_rpwd@global.dahuatech.com as the attachment.

Security Code: 412d4335

New Password: [Masked] Weak Medium Strong

Confirm Password: [Masked]

Use a password that has 8 to 32 characters, it can be a combination of letter(s), number(s) and symbol(s) with at least two kinds of them. (excluding single quote("), double quote("), colon(;), semicolon(;), connection symbol(&))

*After you have set new password, please set password again in "Search Setting".

OK

SN:7D*****G5F4CA

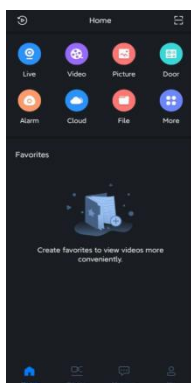
A. Download DAHUA mobile phone app.

Download:

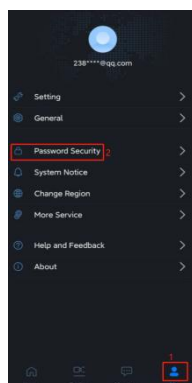
<https://www.dahuasecurity.com/support/downloadCenter/software?child=472>



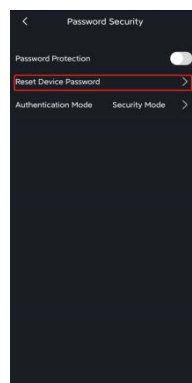
B. Enter "gDMSS",click "👤 - 🗝️ - password reset".(PS:The login account is the account used when the camera sets up the email.)



1



2



3



4

Method 2: Reset password via XML file.

A. Enter the camera search tool "Config Tool", enter the reset password page, click "Reset", select "XML File" to export the file to the desktop, and send the file to Dahua customer service

Reset Password

Reset Mode: QR Code (selected), XML File (highlighted)

Please download DMSS and then from More-Reset device password, scan the following QR code or send QR scan results to support_rpwd@global.dahuatech.com as the attachment.

Security Code:

New Password:
Weak Medium Strong

Confirm Password:

Use a password that has 8 to 32 characters, it can be a combination of letter(s), number(s) and symbol(s) with at least two kinds of them. (excluding single quote('), double quote("), colon(:), semicolon(;), connection symbol(&))

*After you have set new password, please set password again in "Search Setting".

OK

SN:6F*****GA0028

B. When receiving the customer service resetting password file, import the file into Config Tool to reset the password.

1 Device(s) found

Batch Reset Import Result.xml (2)

NO.	Type	Model	IP	MAC	Version	Support	Operate
1 (1)	IPC	IPC-HDW3849H-AS-PV	192.168.1.108	6c:1c:71:d3:48:3e	2.820.0000000.18.R		Reset (3)

Reset Password

1 Export XML 2 Import XML 3 Modify Password

Please import the authorization file named 'result'.

Import File: Open (3)

Next (4)

You have selected 1 device(s) All QR Mode XML Mode Other