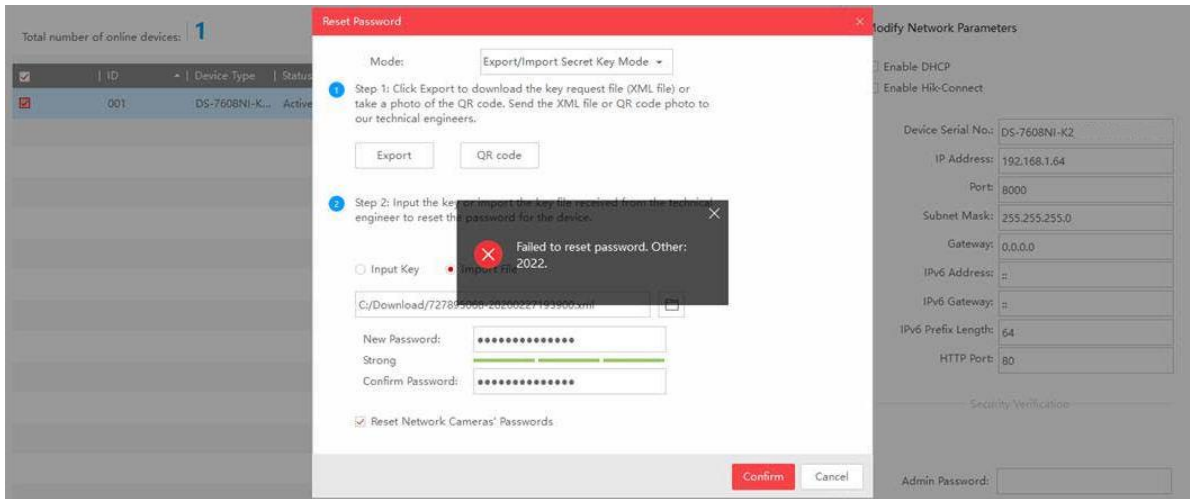
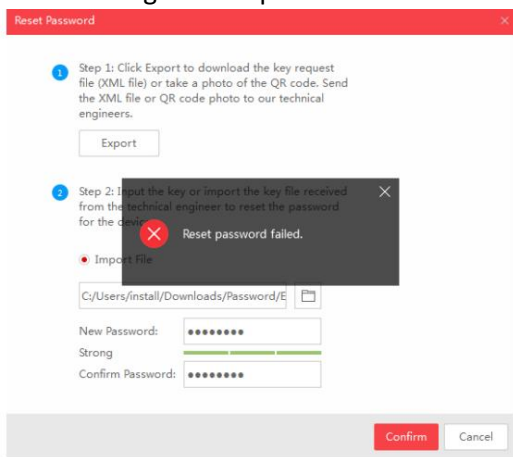


Possible SADP errors when resetting a password

1. The device was rebooted / turned off



2. In case that you do not succeed and still having problems to reset the password check following steps: If you get the error message: Reset password failed.



- * Make sure that all your devices (computers, cameras, recorders, switches, etc.) are connected to same IP range in your LAN (Local Area Network).
- * If you are using a laptop which is connected to same switch via a network cable, not WIFI connection, make sure that your WIFI adapter is disabled. Then restart SADP tool and try again. If you make any changes to your IP address while SADP is on, then you'll need to restart SADP for the changes to apply.
- * Kindly keep your device online after sending the *.xml file