

# Reset password by SADP Tool

You can download SADP tool from this link: <https://www.infinitecables.com/files/SADPTool.zip>

Install SADP tool on you PC. Connect the device to the local network and open SADP Tool to search online devices. Select the device and click **Forget Password**:

The screenshot shows the SADP tool interface. At the top, it displays 'Total number of online devices: 2' and buttons for 'Export' and 'Refresh'. Below this is a table of online devices:

ID	Device Type	Security	IPv4 Address	Port	Software Version	IPv4 Gateway	HTTP Port	Device Serial No.
001	DS-7116NI-SN/P	Active	10.9.5.11	8000	V3.0.17build 151...	10.9.5.254	N/A	DS-7116NI-SN/P082
002	DS-2CD2542FWD-IWS	Active	10.9.5.2	8000	V5.3.3build 1508...	10.9.5.254	80	DS-2CD2542FWD-IV

The second row (ID 002) is highlighted with a red box. A red arrow points from this row to the 'Forget Password' button in the 'Modify Network Parameters' panel on the right. The 'Modify Network Parameters' panel includes fields for Device Serial No., IP Address, Port, Subnet Mask, Gateway, IPv6 Address, IPv6 Gateway, IPv6 Prefix Length, HTTP Port, Security Verification, and Admin Password. The 'Forget Password' button is highlighted with a red box.

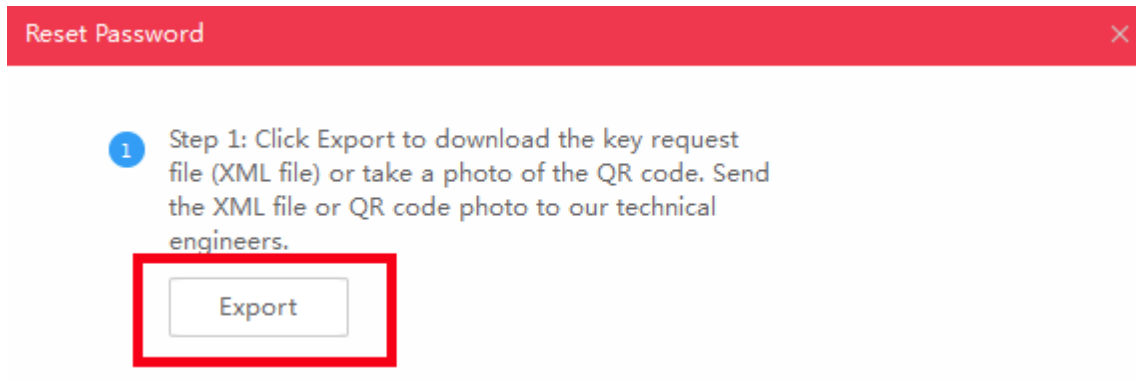
The 'Reset Password' dialog box contains the following steps and fields:

- Step 1:** Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers.
- Step 2:** Input the key or import the key file received from the technical engineer to reset the password for the device.  
 Import File  
  
New Password:   
Confirm Password:

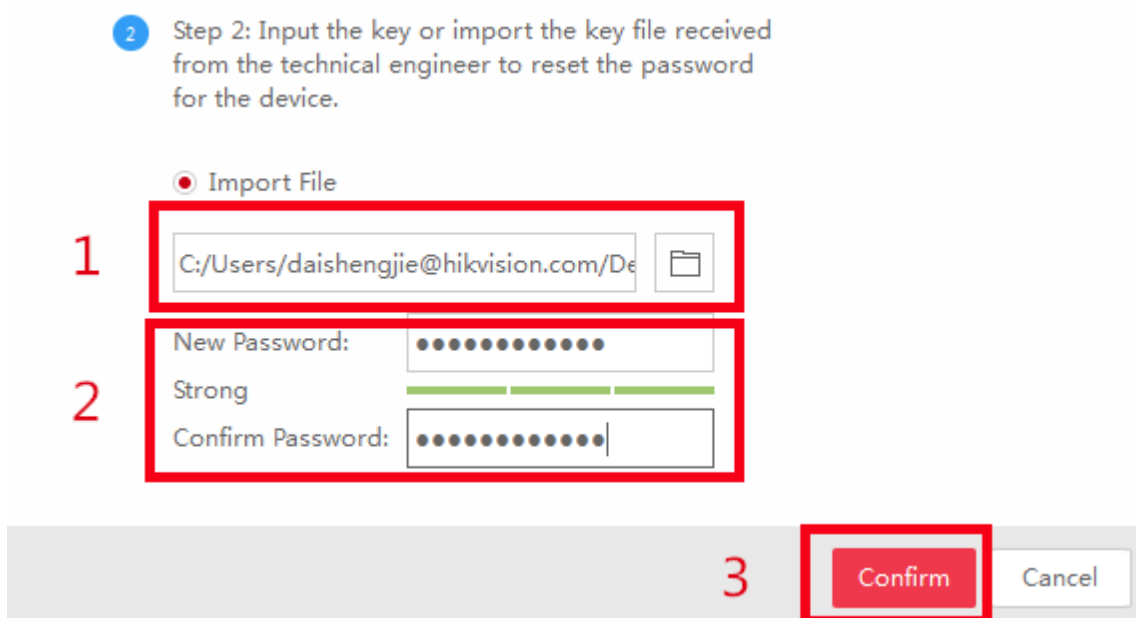
At the bottom, there are 'Confirm' and 'Cancel' buttons.

Make sure the device and the PC are on the same network. Click **Export** to save XML file and send the XML file to Infinite Cables technical support at [support@infinitecables.com](mailto:support@infinitecables.com)

**IMPORTANT:** Don't reboot device after exporting the file. Please send us the file again if you reboot the device.



Our technical support team will return an encrypted file. Choose the path of the encrypt file, input your new password and confirm, click **Confirm** and your password will be reset.



*Note: Once you get the file, it will expire after 24 hours.*