

Important Security Information



Please read this document before installation.



Official UK distribution partner



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SECURITY OVERVIEW

Out of the box

In an effort to ensure maximum security protection across Dahua systems, changes are being made to the accounts and passwords of Dahua recorders.

These changes includes the removal of the 888888 and default accounts, leaving just an admin account by default. The changes also include stricter requirements for passwords including the requirement that the admin password must be changed.

At COP UK every DVR & NVR is fully tested, updated and configured before shipping. For this reason the out of the box password has already been changed and some other security settings pre-configured.

This guide is intended to introduce engineers to these new changes whilst also instructing them on how to change account passwords and answer security questions in the event of a password reset being required.

Resetting Passwords

Previously when an administrator password was forgotten on a Dahua recorder, it was possible to call the COP UK technical support team to retrieve an override code which would allow access to the recorder menu.

This is no longer possible with the new security changes, there are now only two methods to reset account passwords (both shown in detail in this guide).

For this reason it is highly recommended to follow the processes listed in this guide to ensure it is possible to reset an account password in the event of a password being forgotten. Failure to follow these processes will result in COP UK being unable to assist in resetting account passwords without the unit being returned, which may include additional charges.

Out of the box settings

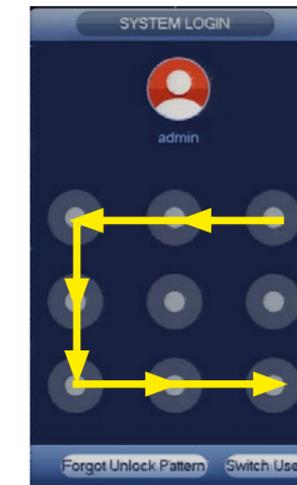
As explained previously, COP UK pre-configure some basic settings before each shipment. Shown below are the preprogrammed password, unlock pattern and security questions.

Cop Login

Username: admin
Password: Passw0rd!

Unlock Pattern

The unlock pattern can be used instead of entering a password to login. The pattern is preconfigured to a "C" shape. Simply left click the mouse and drag across the circular points to draw a "C", as shown in the image below.



Security Answers

In the event that the admin password is forgotten, the forgot password button (padlock icon on login box) can be selected to go through the reset wizard. There are two methods to reset the admin password, email & security answers. Only the security questions are preconfigured by Cop, email is not preconfigured.

It is highly recommended that an email address is configured for resetting the password, this is shown in detail on pages 5 & 7

Pre-Configured Security Questions & Answers

Q1: What is your favourite childrens book?

A1: cop123

Q2: What was the first name of your first boss?

A2: cop123

Q3: What is the name of your favourite fruit?

A3: cop123

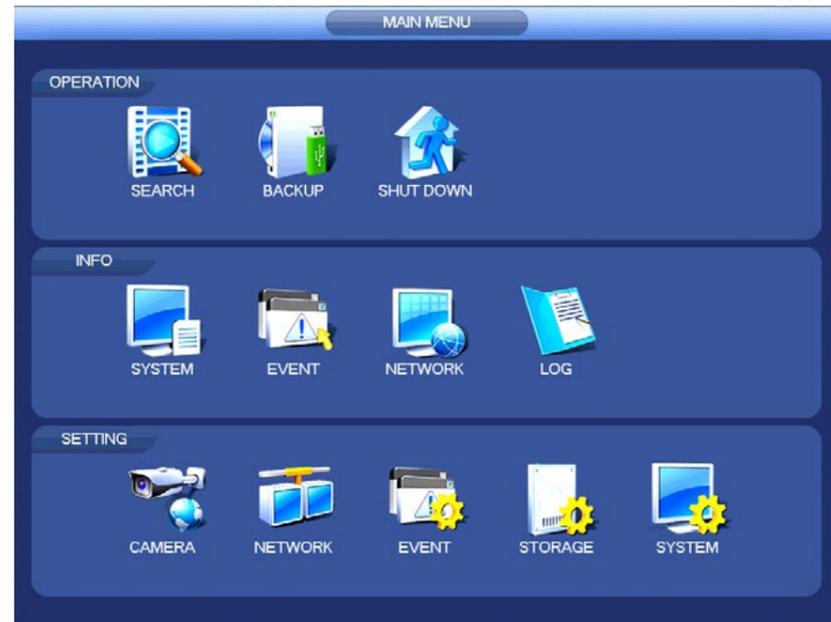


MODIFY ACCOUNT SETTINGS

To change account settings such as password, security question and to register an email address, follow the steps below.

Password and Email address

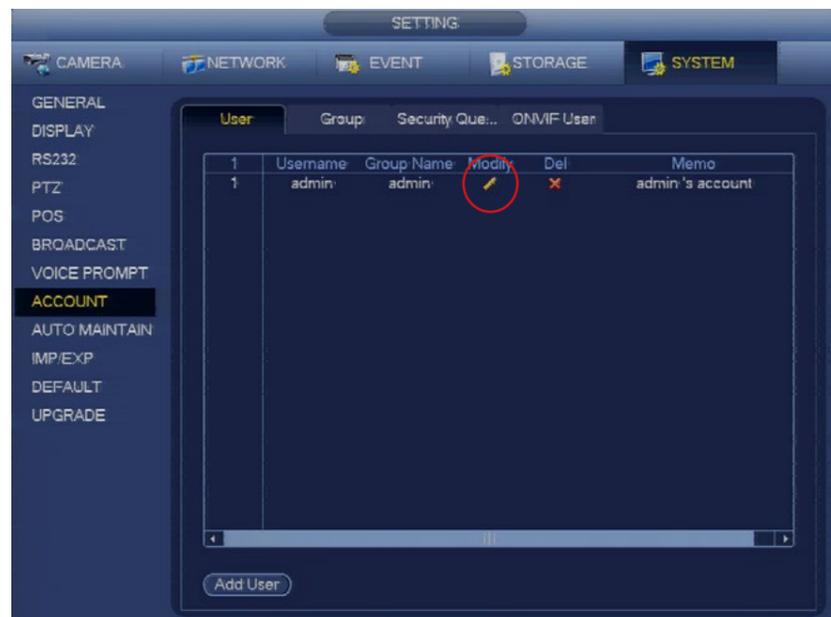
Login to the recorder menu using the current username and password.



From the main menu go to **System > Account**

Click the modify button (pencil icon).

To add an additional account, click the **Add User** button and enter the account details. For security purposes only the admin account has the option for a reset email address and security question specifically relate to the admin account.



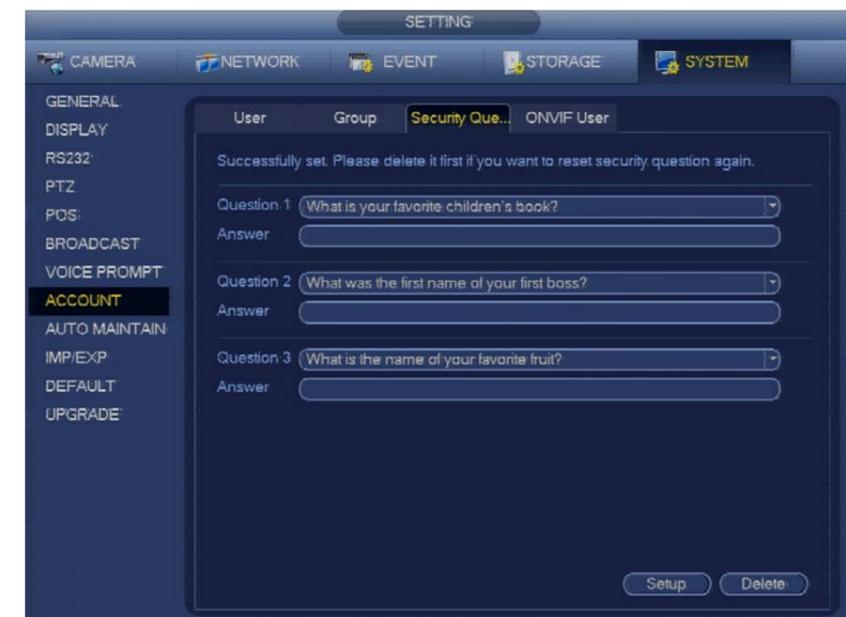
The account settings will be displayed as the image below shows. Here the password can be modified and an email address registered for the account.



Security Questions

To modify the security questions select the **Security Question** tab from the main account page.

Choose which questions to use and enter the answers accordingly.



DEVICE INITIALISATION

In the event of a factory reset the Device Initialisation wizard will be shown, this wizard goes through a step by step process to set the device password, unlock pattern, security questions and email address.

Changing the device password is a compulsory step that cannot be skipped, it is also highly recommended to fill in all the steps within the wizard and make notes of all the information entered.

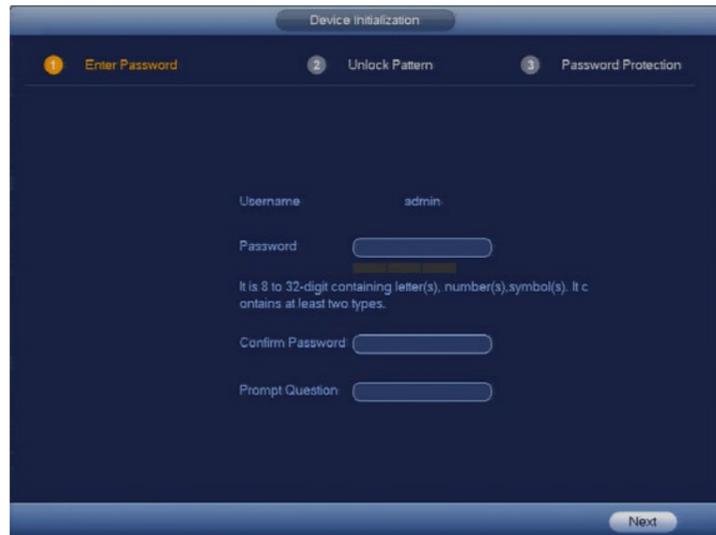
Step 1

The first step is to enter a new password for the admin account. Passwords must be between 8 & 32 digits and include two of the following uppercase letters, numbers or symbols.

After entering the password the bars coloured indicator bar will show either Red, Orange or Green. Red & Orange indicate a weak password whereas Green indicates a strong password. The password entered must be considered strong before proceeding to the next step.

Prompt Question is where a password reminder can be entered to make remembering the password easier.

After entering a strong password click **Next** to advance to the next step.

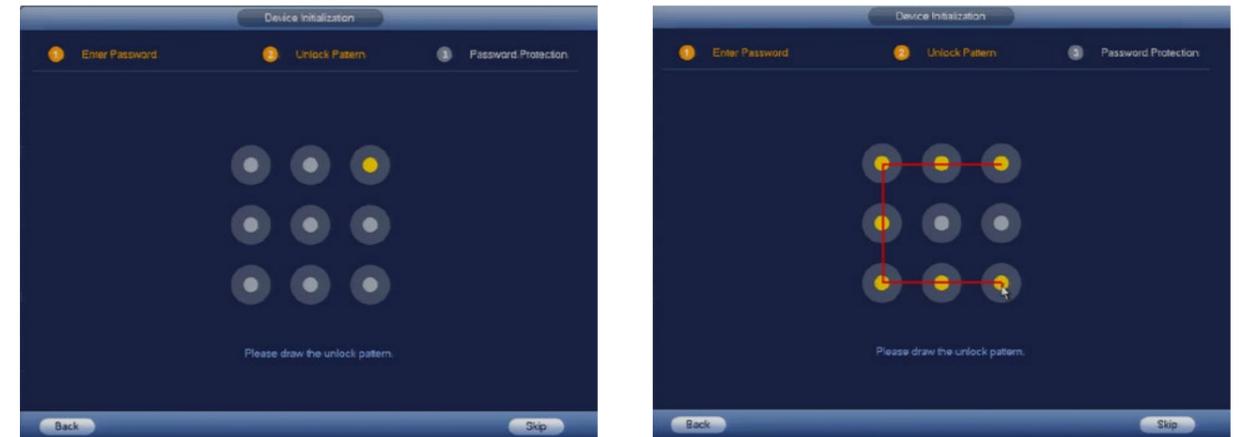


Step 2

Step 2 allows an unlock pattern to be configured for quick logging in of the system. Step 2 can be skipped if an unlock pattern is not required.

Use the left mouse button to left click and draw a pattern.

Once drawn you will be prompted to draw the pattern again to confirm.



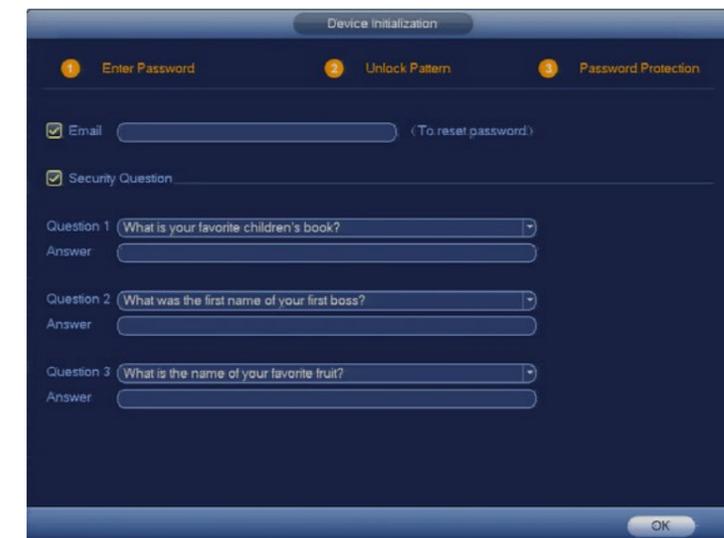
Step 3

Step 3 allows an email address to be specified and for security questions to be configured. Both of these options are used when resetting the device password. Although this step can be skipped, it is **highly** recommended to complete this step in case of the password being forgotten.

In the event of this step not being completed and the password is forgotten, the unit would have to be returned to Cop to be reset which may incur charges.

Enter a valid email address that a reset code can be sent to in the event of resetting the device password or uncheck the email box to skip.

Select and enter an answer for questions 1 to 3 or uncheck the Security Question box to skip.



PASSWORD RESET

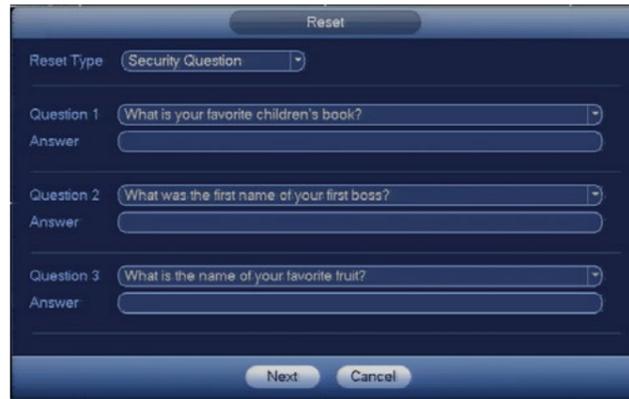
In the event that the device password has been lost or forgotten, there are two methods that can be used to reset the password, email or security questions.

Security Questions

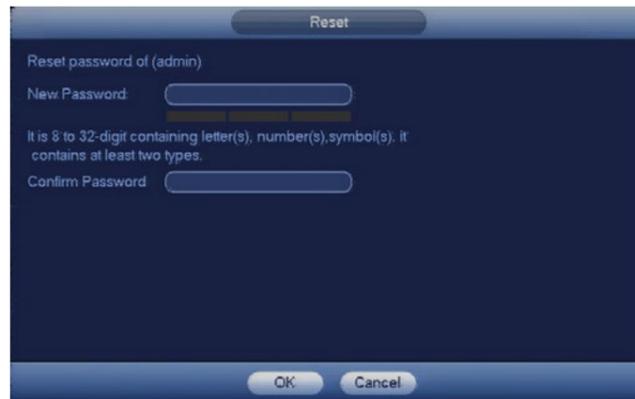
To start the password reset process select the  icon on the login window.

From the **Reset Type** dropdown box select the **Security Question** option.

Enter the answer for each question presented and click next to proceed to the next step.



If the answers entered for each question are correct, it will now be possible to enter a new password for the device.



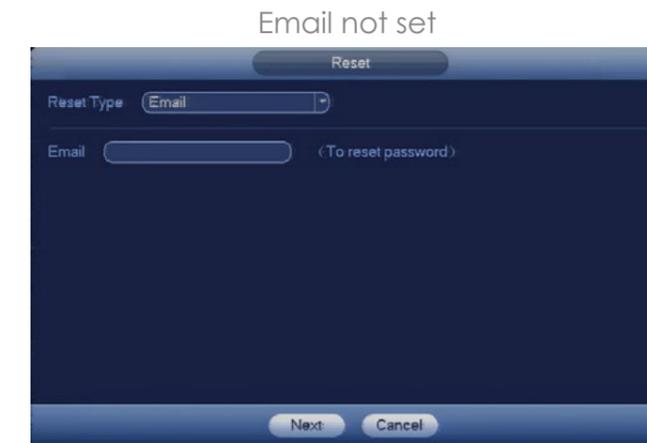
Email

If the answers to the security questions are not known or have not been configured, it is possible to reset the password via email. Resetting the password via email relies on the fact the unit has been configured for internet access via P2P.

To start the password reset process select the  icon on the login window.

From the **Reset Type** dropdown box select the **email** option.

Depending on whether an email address has been set previously, one of two screens will appear.



If an email address has not been configured previously, the above screen will appear. Enter a valid email address to proceed to the next step.

As there is no way the device can verify who is entering the email address at this point, it is **highly** recommended an email address is entered during initial installation.

With an email address configured, the window below will be displayed.



To proceed through the password reset process, the Easy4IP app must be installed on a mobile device. This can be downloaded from both the iOS (Apple Store) and Android (Google Play) app stores.

Email (cont)

After opening the Easy4IP app on the mobile device, you must login on your account. If you currently do not have an account, choose the signup option and follow the on screen prompts.

Once logged in on the Easy4IP app, follow the steps below:

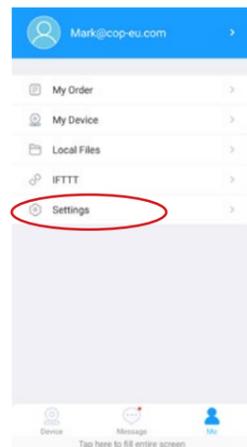
1. Open the Easy4IP app



2. Select Me



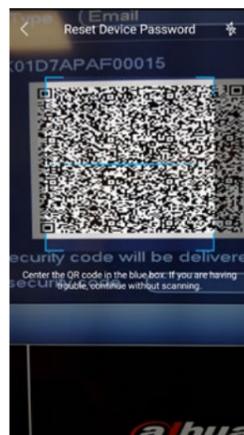
3. Select Settings



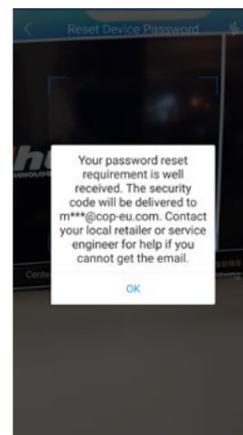
4. Select Reset Device Password



5. Scan the QR code



6. Success

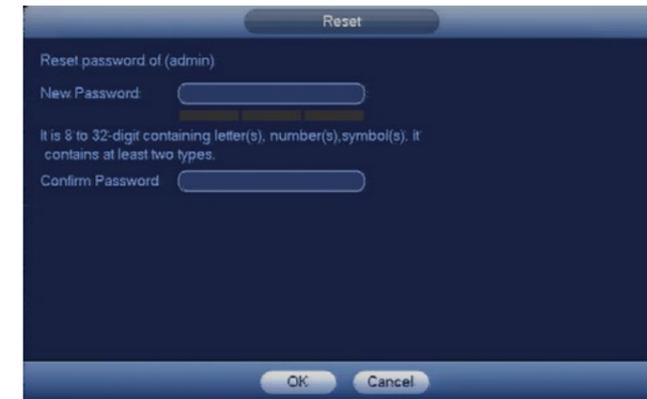


Email (cont)

Once completing the steps show on the previous page, an email will be sent to the registered email address on the recorder. Open the email to find the reset code, you may need to check your junk email if the email has not been received after a few minutes.

Enter the reset code in the **Input Security Code** box shown on the recorder menu and click **Next**.

It will now be possible to enter a new password for the device.





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