



Password reset Pro-X





Before getting started

- Recommended that users bind an email address to the devices in the future to include an additional option to reset the device password.
- The computer used should be on the same network segment as the devices you are attempting to reset. Or you may encounter errors at various stages of the reset process.
- 9C82WI-28MDA, 7C82WI-28MDA, 3C82WI-28MDA, 3C82WIB-28MDA, 3C83WI-MDAZ, and the three 12MP, 3C122, 7C122, 9C122 are affected by failed XML response and will need button factory reset. Please make sure to upgrade device FW and bind the devices to an email address so password reset can be achieved in the future.

The screenshot shows a 'Password Reset' window with a dark blue header and a close button (X). Below the header, there is a 'Reset Method' dropdown menu set to 'QR Code'. The main content area is split into two columns. The left column contains a message: 'Please send this QR code scanning result to supportpwrst@ltssecurityinc.com.' Below this is an 'Error' dialog box with a dark blue header and a close button (X). The error message reads: 'Timeout when getting reset information, possibly device not in LAN or device unsupported.' There is an 'OK' button at the bottom of the error dialog. The right column contains three input fields: 'Security Code', 'New Password', and 'Confirm Password'. Below the 'New Password' field is a strength indicator with 'Weak', 'Medium', and 'Strong' labels. Below the 'Confirm Password' field is a note: 'A password should be 8-32 characters containing at least two types among numbers, letters, and common characters (any visible characters except for " ", ;, &).' At the bottom right of the main form area, there is a red note: '*Set a new password. Then, set the password in "Search Setting'.' and an 'OK' button. At the bottom left of the window, the serial number 'SN:24*K88368' is displayed.



Password reset options

1. X-Portal QR code if email address is bound to the device.
2. X-Portal XML file export and supportpwrst@ltsecurityinc.com
3. Factory default (physical button press/hold)

About - ×


IP Change


Upgrade


Maintenance


Device Config


Password Reset


Search Setting

 Scan
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NO.	Type	Model	IP Address	MAC	Version	Support	Operation
1	Switch	XCPOE-SW2402G	192.168.0.202		2.001.1FE2001.R		
2	Switch	XCPOE-SW1602G	192.168.1.92		2.001.1FE2001.R		
<input checked="" type="checkbox"/>	IPC	LXIP3C42NW-28MDA	192.168.106.103		1.00.LTS0001.R		
4	IPC	LXIP3142WE-28MDA	192.168.104.101		1.00.HLD0000.R		
5	NVR	LXN10864D	192.168.0.6		1.00.HLD0000.R		
6	IPC	LXIP9C122WI-28MDA	192.168.101.105		1.00.HLD0000.R		
7	Access Con...	AC02B3	192.168.102.201		1.00.HLD0004.R		
8	IPC	LXIP7783W-SDZ	192.168.101.106		1.00.LTS0000.R		
9	IPC	LXIP7553W4-SZ12	192.168.101.108		1.00.LTS0000.R		
10	IPC	LXIP3C42NW-28MDA	192.168.105.101		1.00.LTS0001.R		
11	Access Con...	LXK3411MF-WIFIP	192.168.102.202		1.00.HLD0003.R		
12	IPC	LXIP1182WE-28MDA	192.168.105.103		1.00.LTS0001.R		
13	IPC	LXIP3C42NWI-28SDL	192.168.102.101		1.00.HLD0003.R		

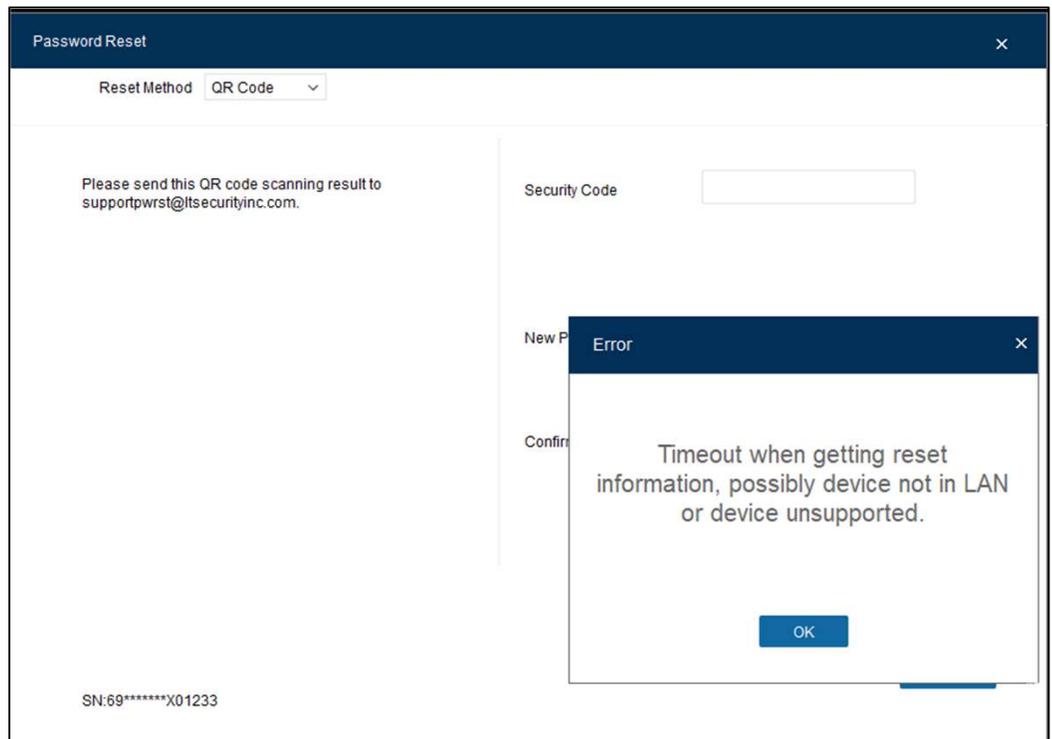
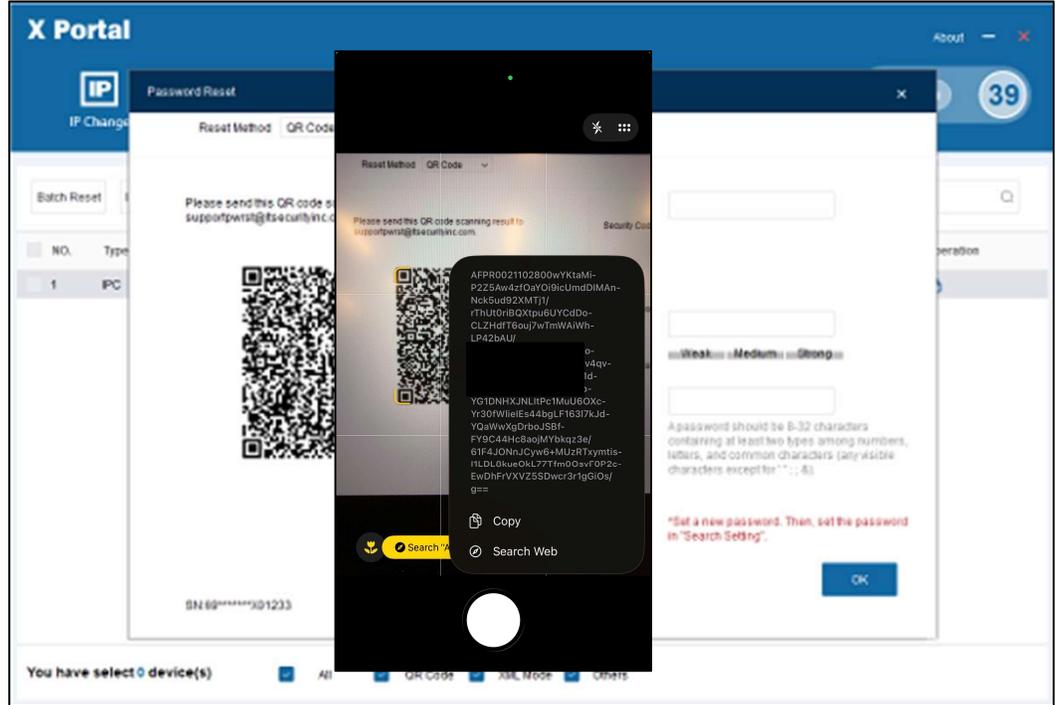
You have select 1 device(s)

All
 QR Code
 XML Mode
 Others



X-Portal QR Code Reset

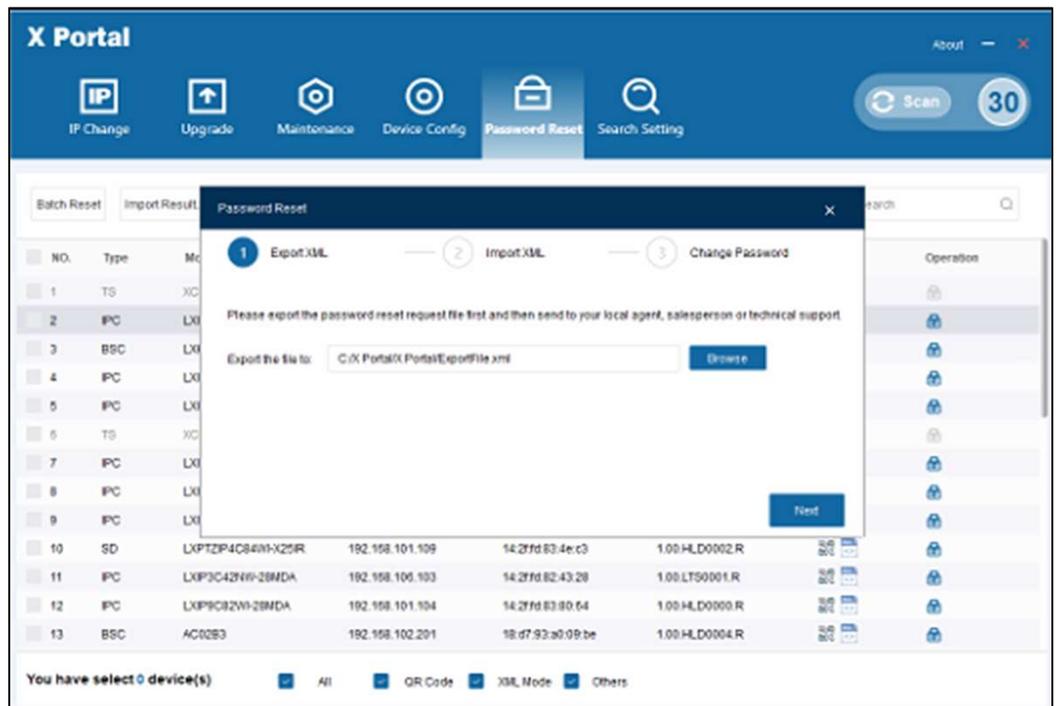
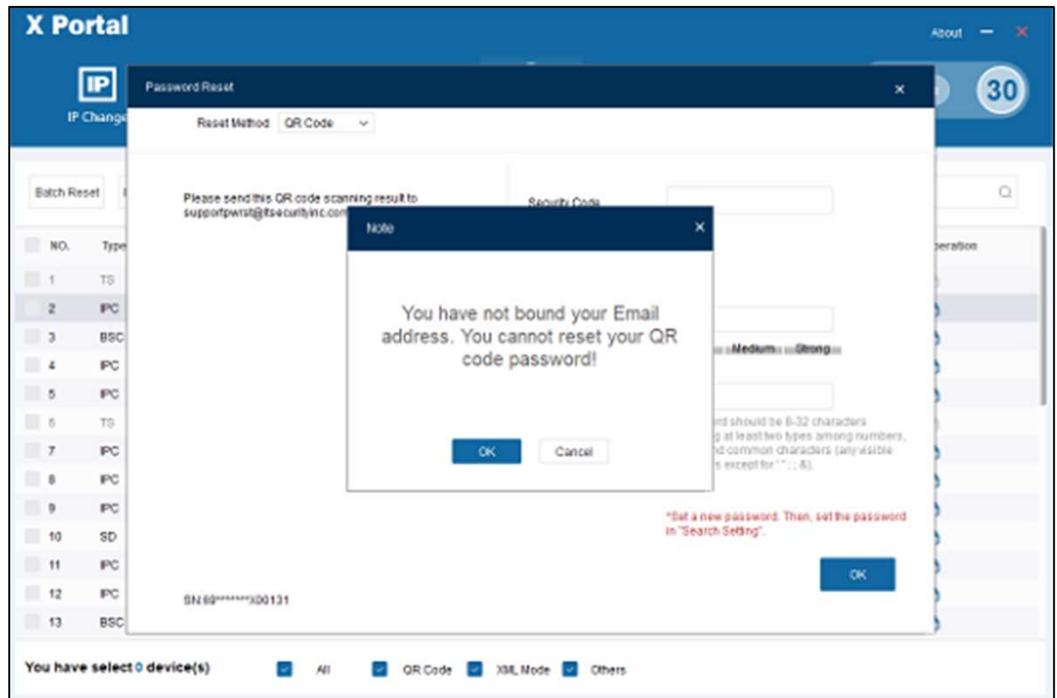
- If user has bound an email address, they may scan and copy the resulting text from the QR code and forward to LTS support to request the password reset.
- **Please note same/connected LAN access is required.**





X-Portal XML Export

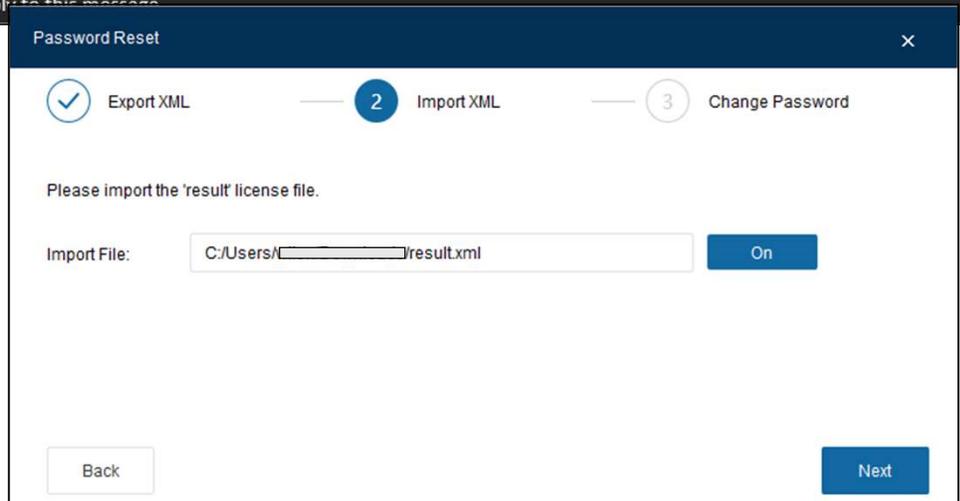
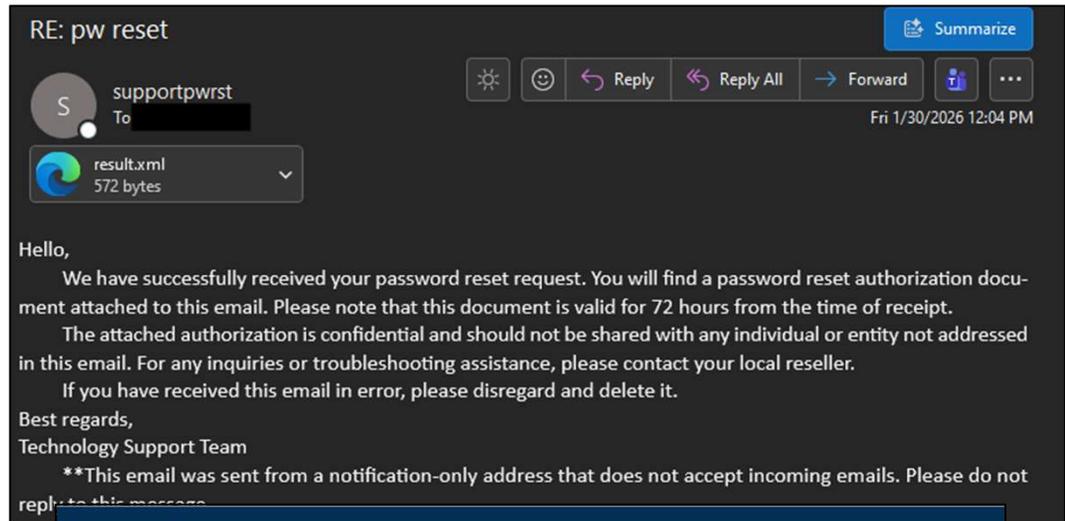
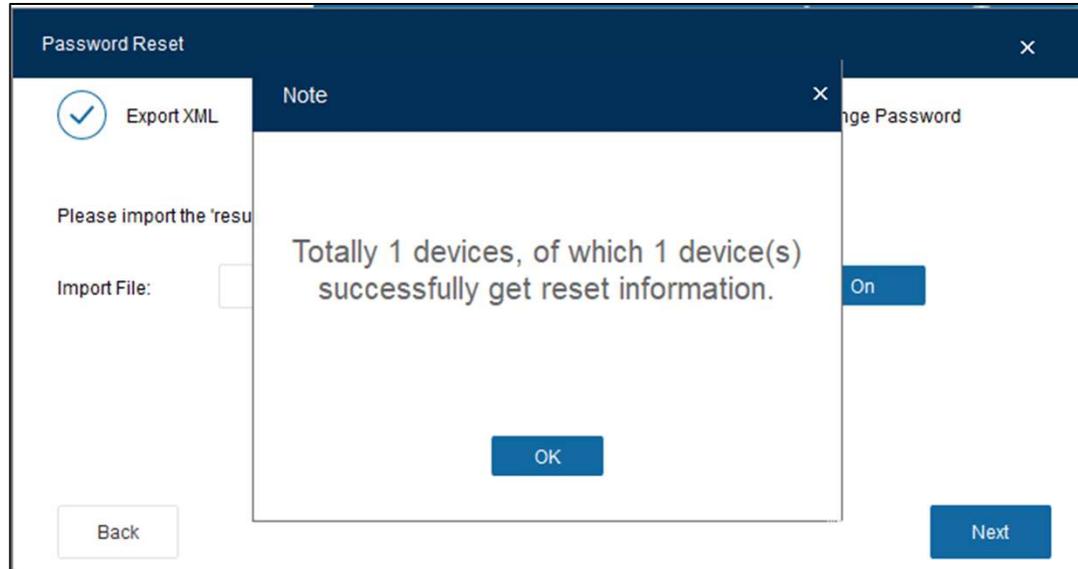
- If an email was not bound. Export XML can be used to reset the password. Ensure that the **requesting device** is connected to the network devices that require password reset.
- You may choose to export to another more familiar folder. Otherwise, X-Portal has designated a default folder.





X-Portal XML Export

- Attach the **exported XML** to an email addressed to supportpwrst@ltssecurityinc.com.
- Only users with authorized domains will receive a **results XML** response after a short delay.
- **Contact support from your local branch or just choose your favorite.**
<https://ltsecurityinc.com/contacts>





X-Portal XML Export

- After the results XML has been uploaded and accepted. User should be allowed to create a new password.

Password Reset [Close]

Export XML [Checked] — Import XML [Checked] — **3** Change Password

You have selected 1 device(s)

New Password

Weak Medium Strong

Confirm Password

A password should be 8-32 characters containing at least two types among numbers, letters, and common characters (any visible characters except for " " ; ; &).

Back *Set a new password. Then, set the password in "Search Setting". Completed

Password Reset [Close]

Export XML [Checked] — Import XML [Checked] — **3** Change Password

You have selected 1 device(s)

New Password

Weak Medium **Strong**

Confirm Password

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Factory Default

Due to the nature of this method, this should be considered as one of the final options. If the other steps were unsuccessful.

Most cameras will have a removeable cover that should reveal a manual reset button. For the exception of PTZ, where this location may vary. NVR will also have a reset button under the cover (next slide).

To manually reset, you may try one of two methods.

1. Press and hold the reset button for several seconds, keep holding until the device reboots, before releasing the button.
2. Press and hold the reset button for several seconds, while still pressing the button, disconnect POE and reconnect POE when device reboots, release the reset button.

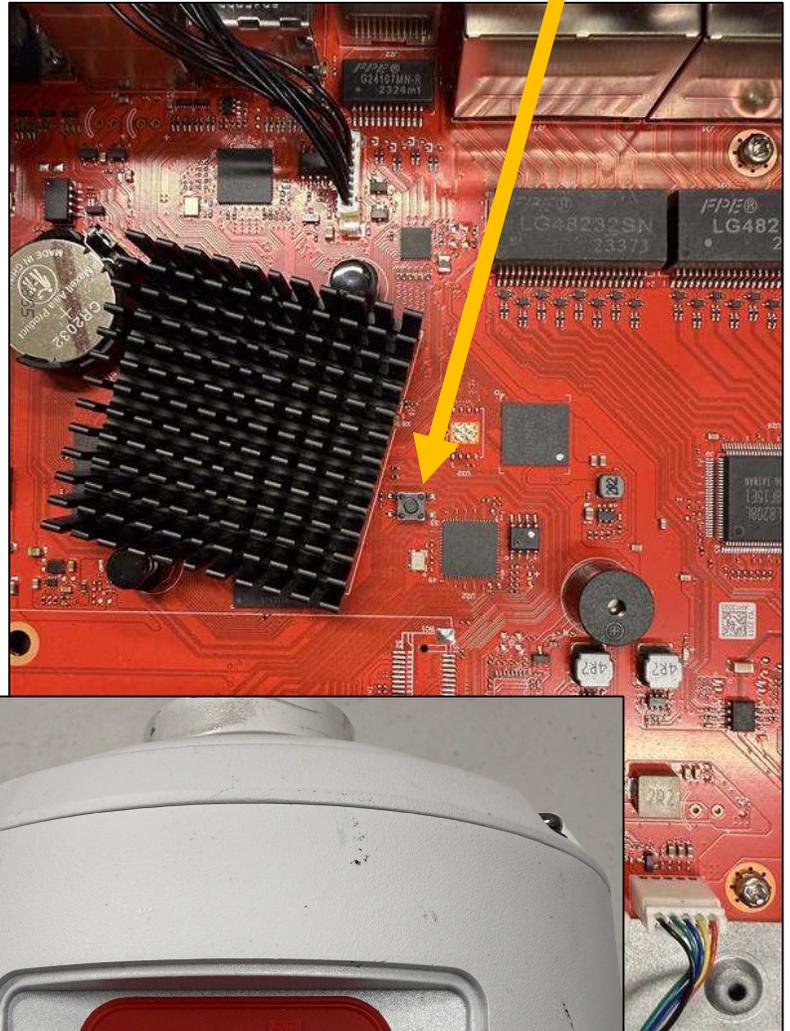




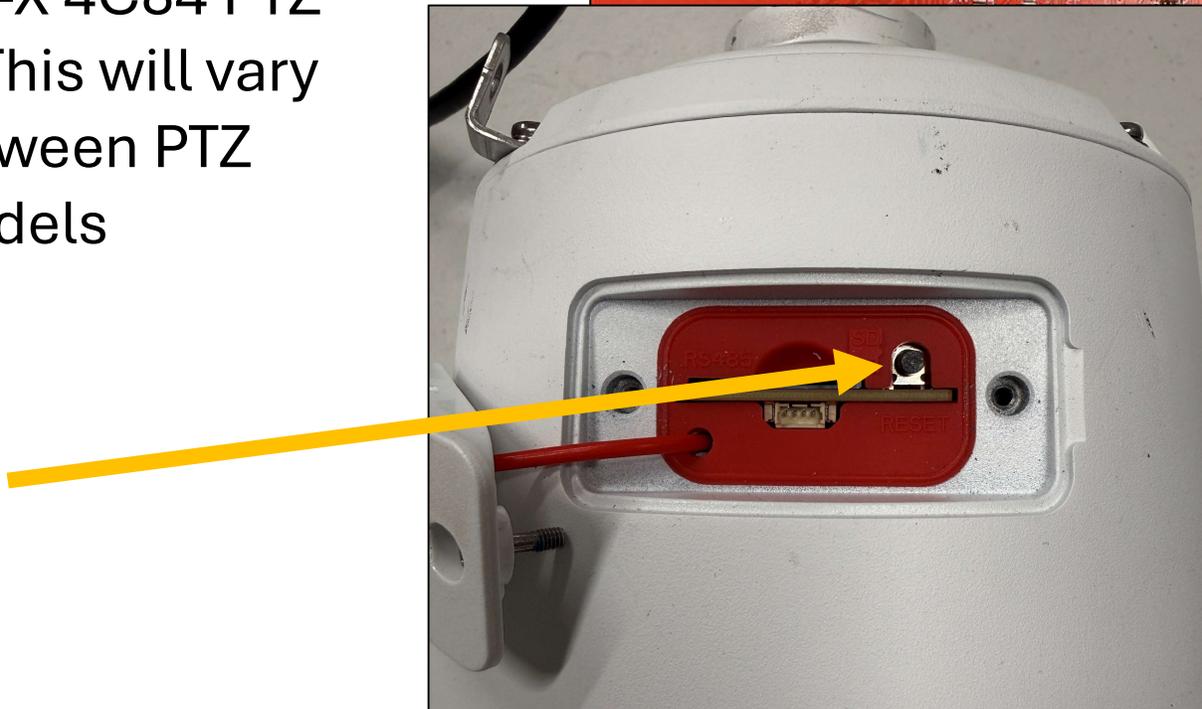
Factory Default PTZ/NVR

- Steps to default are the same as the IPC, the images shown here are to help identify where the manual reset buttons may be found on PTZ or NVR devices.

Pro-X NVR



Pro-X 4C84 PTZ
** This will vary
between PTZ
models





Final note

- If following this guide for XML password reset does not work.
 - Ensure the computer is connected to the same switch as the devices you are trying modify the passwords for.
 - Match the IP schema for the devices you are attempting to modify. For example:
IP Camera @ 10.1.1.X
Computer @ 192.168.0.X >> change to >> 10.1.1.X **AND reboot X-Portal.**
 - **Windows search** “NCPA.CPL” to bring up your network connections panel

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The screenshot shows the Windows Network Connections control panel. A red box labeled '2' highlights the 'Ethernet' connection, which is currently 'Network cable unplugged'. A red arrow labeled '3' points from this box to the 'Ethernet Properties' dialog. In the 'Ethernet Properties' dialog, a red box labeled '4' highlights the 'Internet Protocol Version 4 (TCP/IPv4)' property. A red arrow labeled '5' points from this box to the 'Internet Protocol Version 4 (TCP/IPv4) Properties' dialog. In this dialog, the 'Use the following IP address' radio button is selected, and the IP address is set to 192.168.0.250, the subnet mask to 255.255.0.0, and the default gateway to 192.168.0.1. The 'Use the following DNS server addresses' radio button is also selected, with the preferred DNS server set to 8.8.8.8. In the bottom left, the 'X Portal' details window shows the 'Subnet Mask' as 255.255.0.0 and the 'Gateway' as 192.168.0.1. A red box labeled '5' highlights these two fields. A red arrow labeled '5' points from this box to the 'Subnet Mask' field in the IPv4 Properties dialog. A red box at the bottom center contains the text 'Contact support for more assistance.'