Alien DVR
Password Reset Kit

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Alien DVR Password Reset Kit

Overview

This software tool aims to change an Alien DVR's *admin* password, it does this by sending a unique code to it's RS232 serial port via a null modem cable.

The code is DVR and date specific so must be generated for each and every DVR uniquely for a specified date.

Only certain model DVRs are fully supported: *Heros*, *MegaHeros* and *MaxPix*, partially supported are the *Max* and *Pods* depending on their firmware. Other models are not supported.

Prerequisites

The following requirements must be met ..

- Windows® PC or laptop with USB port (optionally: 9 pin serial)
- PC Com port (1..14) set to 115200,n,8,1
- DVR's serial port must be in 'console' mode (not Transparent mode)
- The enclosed application specific USB stick must be plugged into the PC

If using the supplied *Prolific* USB-to-RS232 adapter, install the device driver software before connecting it to the PC. This driver supports Windows® 7, 8 and 10.

Kit Contents

This kit contains ..

- Windows® 32bit software on an application specific USB stick
- Prolific USB-to-RS232 adapter (with Windows® drivers)
- 9 pin female to female null modem cable

Front-end Menu : Setup.exe

Alien DVR Password Reset Tool

This option launches the reset tool proper. Select this once you have installed the USB-to-Serial adapter drivers.

Explore the USB-to-Serial Adapter Folder

Select this option if you need to install the Prolific USB-to-Serial adapter drivers, it opens Windows Explorer, allowing you to locate the installer as described next.

Installing the Prolific USB-to-Serial Adapter Driver

- Navigate into the *Prolific USB-to-Serial* folder
- Run the installer .. *PL2003_Prolific_DriverInstaller_v1.7.0.exe*
  This only needs to be done once.

## *Using the Alien DVR Password Reset Tool*

Step 1 : Identify the DVR

- Launch the Alien-DVR-Password-Reset-Tool.exe from the USB stick
  The USB stick must be present initially but may be removed once the application has opened.

- Connect PC to DVR using the 9 pin null modem cable

- Use *Find Port* to detect serial ports available in this PC

- Use *Scan for DVR* to search for the DVR
  The application must be able detect the DVR before moving onto Step 2
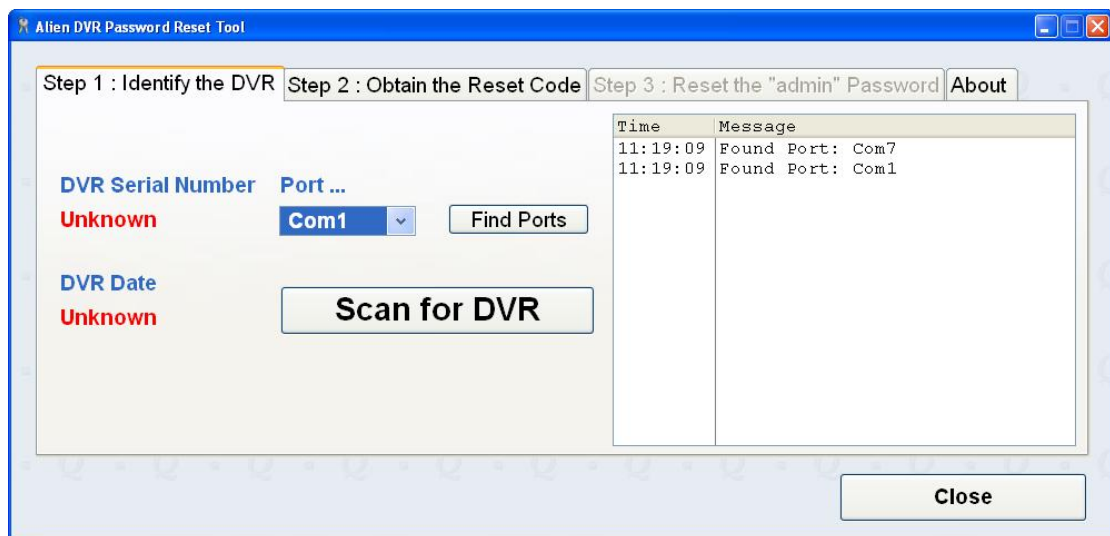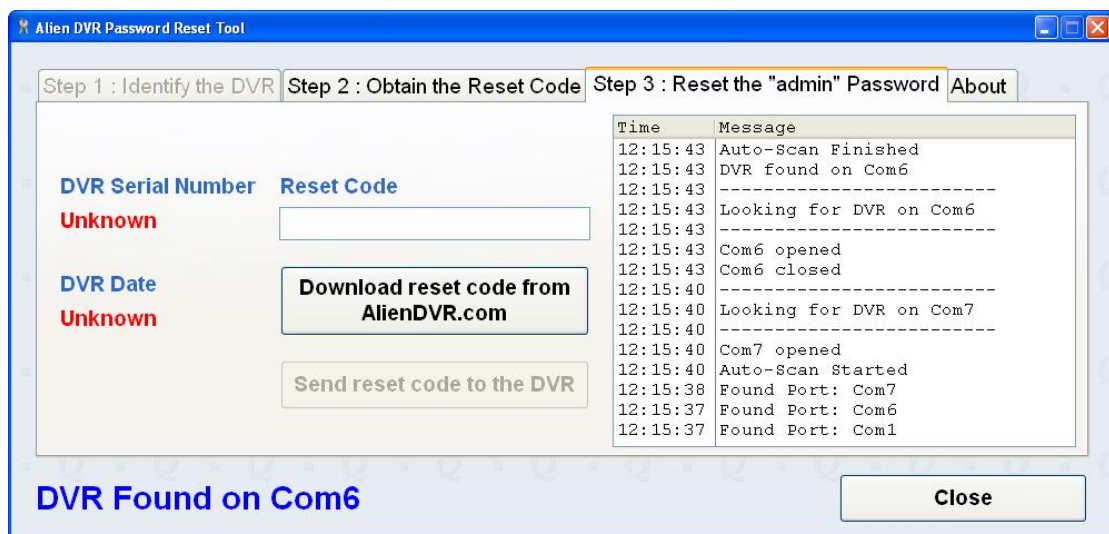
Step 2 : Obtain a Reset Code

Telephone 'System Q Ltd' on 01246 200 000 and quote the

- DVR's serial number
- DVR's date
- Application PIN
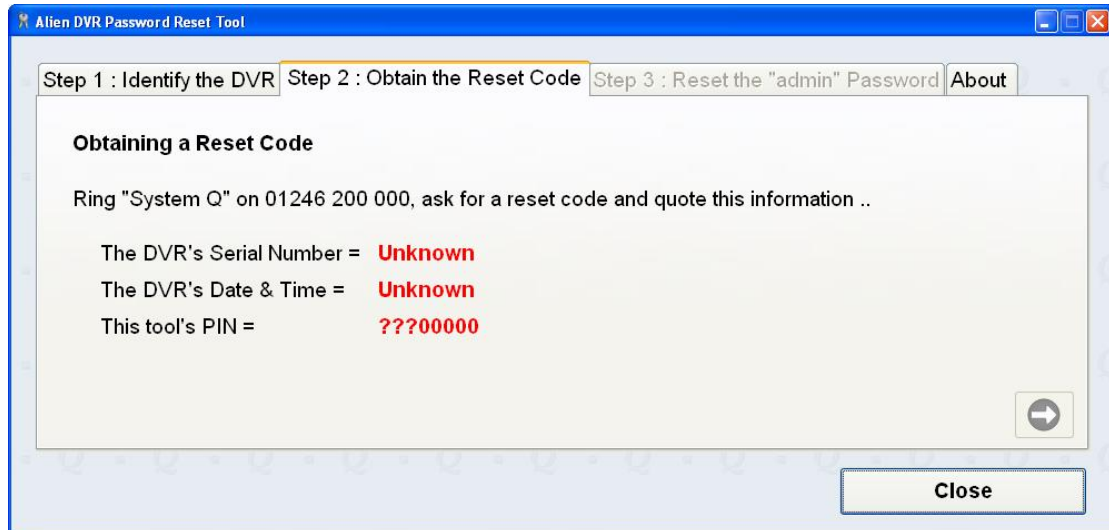
Step 3 : Reset the 'admin' password (usually to 12345)

- Enter the Reset code into the field provided, either ..
  - Manually
  - Download
    if a System Q member of staff has posted it online for you
- Use **Send reset code to the DVR** to perform the reset.

Frequently Asked Questions

1. **Why is a charge made for a reset code?**
   Losing or forgetting your password, or allowing a third party to access a DVR online via the default password is not a warranty issue, a reset code must be manually generated for a given DVR for a specified date, this must then be posted online or communicated verbally to you – a charge is made for this service.

2. **What password is applied by this reset tool?**
   The admin password applied to most models = 12345, this applies even to MegaHero and MaxPix models that shipped with an admin password of 555555.

3. **Device Manager reports more Com ports than physically exist in the PC?**
   The Prolific USB-to-Serial adapter driver creates a 'virtual' COM port for every USB port that the adapter is connected to so connecting the adapter to the same port each time will keep these to a minimum.
   You can 'uninstall' the virtual ports from Device Manager, they will be created again next time the adapter is connected.

4. **Why is an application specific USB stick used ?**
   The application specific USB sticks acts as both distribution media and a security device to protect against software piracy.
   The reset tool can be copied onto and run from a PC hard drive but the stick should be present at launch time.
   For warranty purposes the stick and key fob 'must' remain together, neither will be replaced under warranty if missing, physically damaged or defaced in any way such that they cannot be matched together as originally provided.

AlienDVR security – Keeping your DVR safe from hackers.

Connecting any device to the Internet means you should always take good care to ensure your device is not compromised and used by Hackers. A DVR is no different to any other device and hackers frequently target them.

If a Hacker can break in to corporations and US government offices no one is immune from their reach. However, with some good precautions and careful housekeeping you can minimise the risk ever becoming a victim.

Best ways to prevent you being a victim of hacking

1. Never ever leave your device on the default user name and password. This is an absolute recipe for disaster. Hackers can scan 1000s of IP addresses online every second seeking a response from default usernames and passwords. In time they will find yours if it is left vulnerable.
So make the password long, complicated and not one that's easy to guess.

2. Use a good quality firewall and router, then set it up for maximum protection. Many good quality firewalls allow you to restrict access from only known and approved IP addresses, some even support MAC address filtering.
A MAC address is a physical identifier and all network hardware such as DVRs, mobile phones, laptops and tablets has one.
Alien DVRs support MAC address filtering by user account so you can associate an individual device to a specific user - this very effective method is also one of the easiest to implement.

3. Only open or 'forward' the ports you need to, do not forward unused ports unecessarily. Also try to avoid commonly scanned port numbers because hackers frequently scan for port 8000 when they look for DVRs, why not use a different port? Our new MegaDVR does not use port 8000.

4. Upgrade the DVR to the latest firmware. There may be new security features in later DVR firmware releases that are implemented to counter evolving security threats. Check online at AlienDVR.com for any DVR firmware updates for your machine.

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