5.7 Password Removal Utility

✓ *Please note that removing and reinstalling GeoVision Multicam software will NOT be able to reset the password database since it is stored under Windows registry. The only options to remove password database are either through Password Removal Utility as shown in this section or reformat system hard drive and reinstall Windows OS.*

In case user forgets DVR system's Administrator ID and password, and if there is no way to retrieve any password, Password Removal Utility will help cleaning out password database from Windows registry. However, permission to allow users to run Password Removal Utility must be checked during system setup (refer to "Allow removing password system" option in section 2.6.1).

For GV-DVR Systems, Database Repair Utility is preinstalled. To locate the application, follow the steps below:
1. Close all GeoVision applications completely.
2. On Windows desktop, go to "**My Computer**".
3. Go to the hard drive where GeoVision was previously installed. (The default location is **C: drive**)
4. Click on "**GVCombo**" folder. (Alternatively, the name of the folder may vary according to the GeoVision card model you are using. I.E. GV1480)
5. Locate and Run **PassUninstall.exe**.
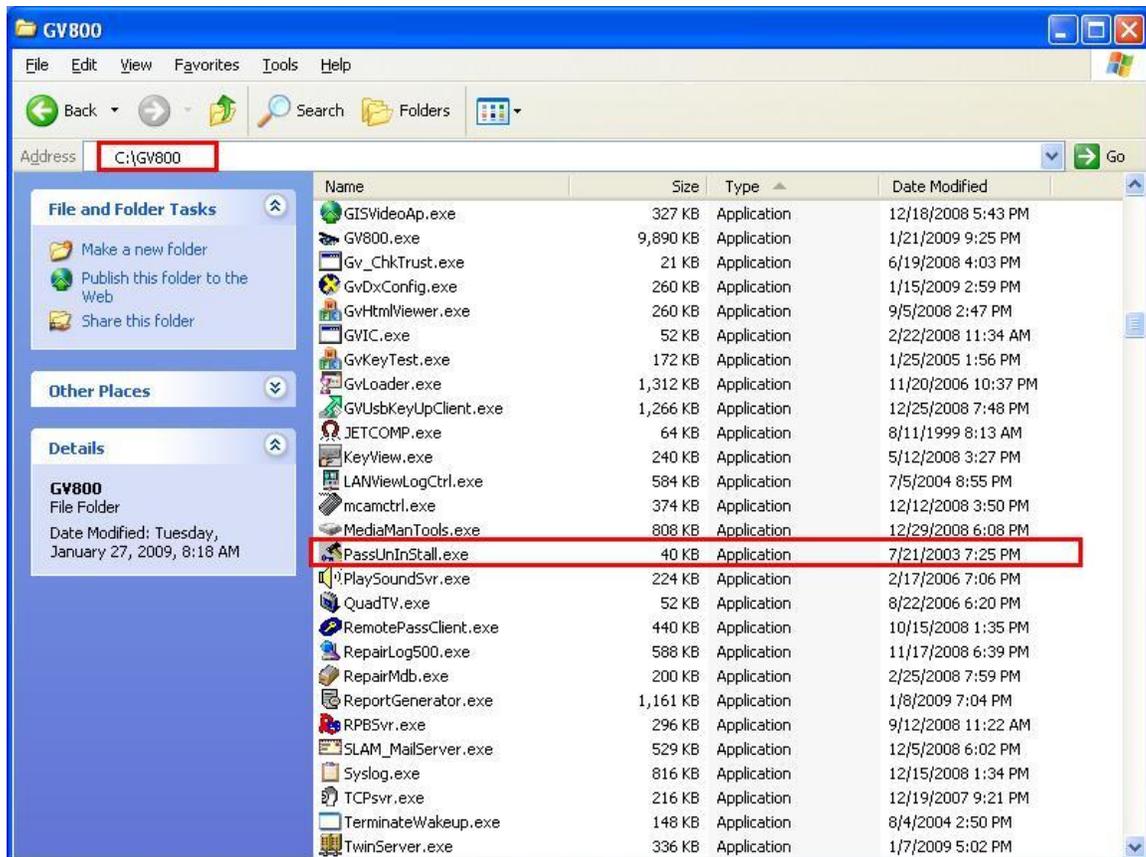
5.7.1 Run Password Removal Utility

1. Click "**Yes**" when prompted confirmation.

2. When finished, click "**OK**" on the password removed success window.

3. Run GeoVision Multicam software, and the prompt to create ID and password should appear.

4. Enter a new set of **ID**, **Password**, and **Password Confirmation**. It will be used as the default Administrator ID and password.
5. Check on "**Allow removing password system**" to allow Password Removal Utility to operate in case user forgets ID and password again in the future.
6. Click "**OK**".

✓ For Step 1, if "**Please close all AP of Password System**" message comes up instead, that means there is still one or more GeoVision application running.

- o Make sure the login page does not appear on screen and Control Center Server does not run in the task bar.
- o Alternatively, delete all items listed under Windows "**Start**", "**All Programs**", "**Startup"**, then restart DVR system and run PassUninstall.exe again.

✓ For Step 1, if "**Not enough prililege to remove the password system**" message comes up instead, that means the DVR system does not allow PassUninstall.exe to be executed.

- o This message will appear when the option "Allow removing password system" was not checked during system setup (refer to section 2.6.1)
- o In this case, the only way to remove the password database will be to reformat system hard drive and reinstall Windows OS. For GeoVision DVR Systems, perform system recovery using the GeoVision Recovery DVD.