

## **Password Removal Procedure**

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**Objectives:** 

**Remove Password through PassUninstall.exe** 

Applicable Multicam version: v5.4 and above

- Consult your system administrator first, PassUninstall.exe should only be executed when there is no other way to retrieve your user name and/ or password
- Since GeoVision password database is stored under Windows registry, reinstalling GeoVision Multicam software will not remove the password system
- If you still have access to the GeoVision Multicam software, click on Configure, General Setting, Password Setup, then select Local Account Edit. If you are unable to access Multicam, proceed to Step 4 directly





2. Under Password Setup, place a checkmark by Allow removing password system then click OK

| Password Setup                           |   | ×  |  |  |
|--|---|--|--|--|
| Guest<br>User<br>PowerUser<br>Supervisor | Account is disabled   Expire in   day (s)     ID:   1     Password:   *     Hint:   *     Level :   Supervisor     User cannot change password   Force password change at next login     Disable account if user does not login after   day (s)     Export this ID for IR Remote Control (GV-Keyboard)   Vertice the set of the set |  |  |  |
|  | ✓ Monitor Start   ✓     ✓ Monitor Stop   ✓     ✓ Monitor Stop   ✓     ✓ Network Start   ✓     ✓ Network Stop   ✓     ✓ Schedule Start   ✓     ✓ Schedule Stop   ✓     ✓ Input State   ✓     ✓ Output Control   ✓     ✓ PTZ   ✓     ✓ System Setting   ✓     ✓ Video Attribute   ✓     ✓ Object Tracking   ✓     ✓ Edit Password(Supervisor Only)   ✓     ✓ FullScreen Enter   ✓     ✓ FullScreen Exit   ✓     ✓ Snapshot   ✓  | 13<br>7 14<br>7 15<br>7 16<br>7 16<br>7 16<br>7 13<br>7 14<br>7 15<br>7 16 |  |  |
| New Remove Search                        | Multicam Viewlog Webcam<br>Remote Playback Control Center Privacy Mask C  | )<br>)ther   |  |  |
| Allow removing password                  | system OK C   | ancel  |  |  |

 If Allow removing password system option is not checked, you will not be able to run PassUninstall.exe



- 3. Close all GeoVision applications completely
  - ✓ Make sure there is no login screen and Control Center Server has been closed in system tray
  - ✓ If GeoVision Multicam keeps on restarting, remove Multicam Auto Start from Windows Startup folder then restart the DVR
- Under My Computer, locate your GVxxx folder (default location is under C:\). Then, under the GV folder, locate and execute PassUninstall.exe (the icon is a hammer and a key)

| 😂 GV800                             |                        |          |             |                     |        |
|-------------------------------------|------------------------|----------|-------------|---------------------|--------|
| Elle Edit View Favorites Tools Help |                        |          |             |                     | 1      |
| 😋 Back 👻 🕥 – 🏂 .                    | 🔎 Search 🔀 Folders 🛄 - |          |             |                     |        |
| Address C:\GV800                    |                        |          | _           | •                   | 🖌 🔁 Go |
|                                     | Name                   | Size     | Туре 🔺      | Date Modified       | ^      |
| File and Folder Tasks               | SISVideoAp.exe         | 327 KB   | Application | 12/18/2008 5:43 PM  |        |
| C Mala a sau faldar                 | <b>GV800.exe</b>       | 9,890 KB | Application | 1/21/2009 9:25 PM   |        |
| Make a new rolder                   | Gv_ChkTrust.exe        | 21 KB    | Application | 6/19/2008 4:03 PM   |        |
| Publish this folder to the          | 😵 GvDxConfig.exe       | 260 KB   | Application | 1/15/2009 2:59 PM   |        |
| C Share this folder                 | 🚜 GvHtmlViewer.exe     | 260 KB   | Application | 9/5/2008 2:47 PM    | -      |
| Diale dils folder                   | GVIC.exe               | 52 KB    | Application | 2/22/2008 11:34 AM  |        |
|                                     | GvKeyTest.exe          | 172 KB   | Application | 1/25/2005 1:56 PM   |        |
| Other Places                        | 😴 🚰 GvLoader.exe       | 1,312 KB | Application | 11/20/2006 10:37 PM |        |
|                                     | GVUsbKeyUpClient.exe   | 1,266 KB | Application | 12/25/2008 7:48 PM  |        |
|                                     | 🔊 🧕 JETCOMP.exe        | 64 KB    | Application | 8/11/1999 8:13 AM   |        |
| Details                             | KeyView.exe            | 240 KB   | Application | 5/12/2008 3:27 PM   |        |
| G¥800                               | 🖳 🖳 LANViewLogCtrl.exe | 584 KB   | Application | 7/5/2004 8:55 PM    |        |
| File Folder                         | mcamctrl.exe           | 374 KB   | Application | 12/12/2008 3:50 PM  |        |
| Date Modified: Tuesday,             | MediaManTools.exe      | 808 KB   | Application | 12/29/2008 6:08 PM  | _      |
| January 27, 2009, 8:18 AM           | PassUnInStall.exe      | 40 KB    | Application | 7/21/2003 7:25 PM   |        |
|                                     | ■ PlaySoundSvr.exe     | 224 KB   | Application | 2/17/2006 7:06 PM   |        |
|                                     | QuadTV.exe             | 52 KB    | Application | 8/22/2006 6:20 PM   |        |
|                                     | RemotePassClient.exe   | 440 KB   | Application | 10/15/2008 1:35 PM  |        |
|                                     | 魁 RepairLog500.exe     | 588 KB   | Application | 11/17/2008 6:39 PM  |        |
|                                     | 🥔 RepairMdb.exe        | 200 KB   | Application | 2/25/2008 7:59 PM   |        |
|                                     | ReportGenerator.exe    | 1,161 KB | Application | 1/8/2009 7:04 PM    |        |
|                                     | RPBSvr.exe             | 296 KB   | Application | 9/12/2008 11:22 AM  |        |
|                                     | SLAM_MailServer.exe    | 529 KB   | Application | 12/5/2008 6:02 PM   |        |
|                                     | 🛄 Syslog.exe           | 816 KB   | Application | 12/15/2008 1:34 PM  |        |
|                                     | n TCPsvr.exe           | 216 KB   | Application | 12/19/2007 9:21 PM  |        |
|                                     | TerminateWakeup.exe    | 148 KB   | Application | 8/4/2004 2:50 PM    |        |
|                                     | TwinServer.exe         | 336 KB   | Application | 1/7/2009 5:02 PM    | ~      |



5. Click on Yes when prompted for confirmation



6. After executing PassUninstall.exe...



✓ If the message "Please close all AP of Password System" comes up, at least one or more GeoVision applications are still running. Return to Step 3 and make sure none of the GeoVision application is running



- ✓ If the message "Not enough privilege to remove the password system" comes up, the option "Allow removing password system" as shown in Step 2 was not checked. Repeat Step 1 and 2
- If you are unable to perform Step 1 and 2 and do not have enough privilege to remove the password either,



then the only option to remove user name and password database completely will be to reformat the Windows system hard drive



- ✓ If the message "Successfully Removed Password System" comes up, proceed to the next step
- 7. After the password system has been removed, execute GeoVision Multicam system again (GVxxx.exe) and the software should prompt you to create a default set of user name and password for a Supervisor account

| First Execution of Digital   | Surveillance System 🛛 🔀                             |
|--|---|
| You execute Digi<br>first time.<br>Please enter Sup                            | tal-Surveillance system at<br>pervisor ID,Password. |
| ID :<br>Password :<br>Password Confirmation :<br>Hint :                        |   |
| Auto Login:<br>To memorize this ID an<br>when you execute Digita<br>everytime. | d password ,and to login<br>al-Surveillance system  |
| Allow removing passwo OK   | rd system<br>Cancel                                 |

 Check on Allow removing password system to allow password removal through PassUninstall.exe in case the user name and password are lost again