

How to prevent your DVR from getting hacked

1: How to prevent the device being hacked?

Do not use the default password as login password, do not use a simple password, do not tell password to others. It will be best to change the password regularly. DVR password is 6 characters long. You can use a combination of letters (lower case or upper case letters), numbers and special characters.

Recommendations for Personalizing the Security Settings on your Optiview equipment

Follow these guidelines, provided by our in-house Technical Support team, to update and personalize the security settings on your embedded DVR / NVR for maximum security.

Create your own personal User Name & Password under the "Admin" group Be creative when creating your password (i.e. include uppercase, lowercase and numbers)

Routinely change your password(s) every 60 - 90 days

- Modify the default ports for viewing your system remotely
- Limit the number of remote connections
- Change the default Lock Time from 30 minutes to the minimum available
- Setup Email Notifications for illegal log-in attempts
- Lower the number of failed log-in attempts before the DVR / NVR locks down Update the start / end dates for Daylight Savings Time (DST)

MAKE SURE YOU DON'T FORGET THE PASSWORD. Send yourself an email with the DVR password so you can retrieve it anytime, anywhere in case you forgot the password. It will take 2-3 days for us to retrieve or reset your forgotten password.

2: What I can do if device has been hacked?

DVR/NVR SYSTEM RESTORE QUICK GUIDE (for security-compromised system)

Before starting any steps on a system that has been hacked, unplug the network cable from the DVR/NVR.

Here's a list of all the settings you need to change on your DVR/NVR system settings:

1. Delete 888888 and 666666 account names after updating the firmware;



- 2. Modify "admin" account password. <u>Combine upper case & lower case letters,</u> <u>numbers and special characters</u>. It must have 8-10 characters on username and password field box.
- 3. Restore to "Factory Default" to all the settings of all the DVR/NVR.
- 4. Restore correct IP address for the DVR/NVR and change ALL Connection port numbers.
- 5. To enable remote viewing without the need to reconfigure router/firewall, enable P2P.
- 6. Reconfigure your router port forwarding settings after all ports have been changed at the DVR/NVR, if you prefer using your static IP address from ISP.
- 7. Reconfigure your remote PC, tablet of smart phone's connection profile to reflect with the latest passwords and port numbers that you just updated from the previous steps as mentioned above.
- 8. Go to OptiviewUSA.com \rightarrow Firmware Update web page for the latest document how to update firmware on a DVR/NVR.

Get Started Restoring a Hacked DVR/NVR System

				10-04-2017 09:14:52AM
	CAMERA	SETTING	STORAGE 📑 S	YSTEM
CAM 1 CAM 5	GENERAL DISPLAY VIDEO MATRIX PTZ ALARM BOX ATM/POS VOICE ACCOUNT	User Group User Name Gr 2 User Name Gr 1 admin ad 2 838888 ad 2 838888 ad 4 Message Are you sure to delete now?	ONVIFUser oup Name Modify Delete St Imin X Lo Imin N	atus gin Local ormal
CAM 9	SECURITY AUTO MAINTAIN IMP/EXP DEFAULT UPGRADE	OK (Add User)	Cancel	. 12
CAM 13	? 13	CAM 14 ? 14 CAN	M 15 ? 16	CAM 16 ? 16

1. Delete 666666 account names. If other usernames are listed on the Account menu screen such as a "system" user name, delete it.

9. Modify "admin" account password. Combine upper case & lower case letters, numbers and special characters. Username and password field box must have 8-10 characters. Older DVR systems are limited to 6 characters for the password field.



	Ad	d User	
User Name (admin		Reusable	
Modify password			
Password	$\sum_{i=1}^{i}$	Confirm Passwo	
Group (admin	\square	User MAC	
Authority			
System P	ayback Monitor		
	_	_	
			CT USER 🗹 DEFAULT&UPGRADE
	CLEAR LOG	SHUTDOWN	4
			Save Cancel
			our our our our our

2. Restore to "Default" the color settings, camera name of all the cameras and network/IP address of the system.

		SETTING						
CAMERA		D EVENT	STORAGE	SYSTEM				
GENERAL DISPLAY	Please select setting entries that you want to default.							
RS232 PTZ ATM/POS ACCOUNT AUTO MAINTAIN IMP/E×P DEFAULT UPGRADE	ALL CAMERA EVENT SYSTEM	 NETWORK STORAGE Image: Storage 						
			ОК	Cancel Apply				

3. Restore correct IP address for the DVR/NVR and change ALL Connection port numbers.



Below is an illustration for setting the IP address of the system.

		SETTING		
N CAMERA		THE EVENT	STORAGE	SYSTEM
TCP/IP CONNECTION WIFI 3G PPPoE DDNS IP FILTER EMAIL FTP UPnP SNMP MULTICAST REGISTER ALARM CENTRE P2P	IP Version MAC Address Mode IP Address Subnet Mask Default Gateway Preferred DNS Alternate DNS MTU	IPv4 ● 20:13:12:26:12:EA ● STATIC ○ DHC 10 · 15 · 6 · 255 · 255 · 0 · 10 · 15 · 0 · 10 · 1 · 2 · 10 · 1 · 2 · 10 · 1 · 2 · 10 · 1 · 2 · 10 · 1 · 2 · 10 · 1 · 2 · 10 · 1 · 2 · 10 · 1 · 2 · 10 · 1 · 2 ·	P 144 0 1 80 81	
	Deladit		Save	Cancer Apply

If you need to use a specific IP address, click on "Static" and assign your private IP address. Otherwise, select DHCP. If your DVR is not getting an IP address from your DVR, go back to Step# 2 and this time, do an "ALL" settings factory default.

 Change connection ports. Suggested port numbers are shown below. Remember to reconfigure your router with these new ports at the port forwarding menu of your router. This is to mitigate the possibility of unauthorized using of the common port numbers for specific connection type.

		SETTING		
CAMERA		THE EVENT	STORAGE	SYSTEM
TCP/IP CONNECTION WIFI 3G PPPoE DDNS IP FILTER EMAIL FTP UPnP SNMP MULTICAST REGISTER ALARM CENTRE P2P	Max Connection TCP Port UDP Port HTTP Port HTTPS Port RTSP Port	128 (0 57777 (1) 57778 (1) 8088 (1) 4438 (1) 5548 (1)	-128) 025 - 65535) 025 - 65535) - 65535) - 65535) - 65535)	
	Default		Save	Cancel Apply

If you can access your DVR using Internet Explorer, you can do a system restore on your DVR/NVR camera image settings using the following steps:

1. Open Internet explorer and enter the network address of your DVR.



2. Set Camera settings to "default" by following the steps below. Do not click "Factory Default" button. Follow exactly the steps mentioned. This will restore the live camera view and removed the camera name "hacked" from the LIVE screen.

ې 🛞 🖬 http:// your DVR IP address here ۲۰۰ ح									
File Edit View Favorites	Tools Help								
👍 🥘 Optiview									
14/55									
WEB SERVICE	PREVIEW	PLAYBACK	ALARM	SETUP	Step 1: Go to "Setu	p" menu			
	Default								
▶ EVENT	🗌 All								
STORAGE	CAMERA	NETWORK	EVENT						
▼ SYSTEM	STORAGE	SYSTEM	<	Ste	p 3 - Uncheck all settings E	XCEPT "Camera"			
> GENERAL	Default	Easton: Default							
> DISPLAY	Delaut	Pactory Delauit							
> VIDEO MATRIX									
> RS232	Click								
> PTZ	"Default"								
> ATM/POS	button								
> VOICE									
> ACCOUNT									
> AUTO MAINTAIN									
> IMP/EXP									
> DEFAULT	Step 2 -	Click "Default" n	nenu						
> UPGRADE	button								

3. Modify the user account information such as password or creating new user account name and password.

WEB SERVICE	PREVIEW	PLAYBACK	ALARM	SETUR	INFO	LOGOUT			
	TREVIEW	TEATBACK	ALAIGH	32101	in o	LOGODI			
► CAMERA	ACCOUNT								
▶ NETWORK	User		Group						
► EVENT	SN	1	User		Group N	lame	Merno	Modify	Delet
► STORAGE	1		admin		admi	in	admin 's account	2	•
▼ SYSTEM	2		default		use	r	default account	2	•
> GENERAL	3		tech		admi	in	dgp	<u> </u>	•
> DISPLAY	4		manage		admi	in		2	•
> VIDEO MATRIX	5		ssi		admi	in		2	•
> RS232									
> PTZ									
> ATM/POS									
> VOICE									
> ACCOUNT									
> AUTO MAINTAIN									
> IMP/EXP									
> DEFAULT									
> UPGRADE									

4. Modify the default port numbers used by the DVR/NVR system. You need to be at the site when changing these ports numbers so you can still able to access the configuration menu of the system. Illustration below shows an example in changing the default port numbers at your DVR/NVR system under Network → Connection menu:



VVLD SERVICE	PREVIEW	PLAYBACK	ALARM	SETUP	INFO	
	CONNECTION					
> TCP/IP	Max Connection	128	(0~1	28)		
> CONNECTION	TCP Port	57777	(102	5~65535)		
> WIFI	UDP Port	57778	(102	(1025~65535)		
> 3G/4G	HTTP Port	8088	(1~6	(1~65535)		
> PPPoE	HTTPS Port	4338	(1~6	5535)		
> DDNS	RTSP Port	5448	(1~6	5535)		
> IP FILTER	RTSP Format	rtsp:// <user n<="" th=""><th>ame>:<password>@</password></th><th><ip address="">:<port>/</port></ip></th><th>cam/realmonitor?cha</th></user>	ame>: <password>@</password>	<ip address="">:<port>/</port></ip>	cam/realmonitor?cha	
> EMAIL		channel: Chai	nnel, 1-32; subtype: C	ode-Stream Type, Ma	in Stream 0, Sub Stre	
> FTP						
> UPnP		Save	Refresh	Default		
> SNMP						
> MULTICAST						