How to prevent your DVR from getting hacked

(for DVR older than 3 years old)

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), and numbers.

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)

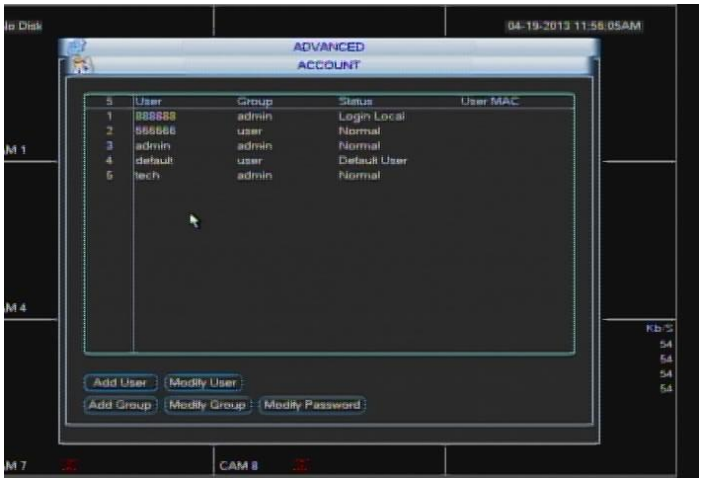
Before starting any steps on a system that has been hacked, unplug the network cable from the DVR/NVR.

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

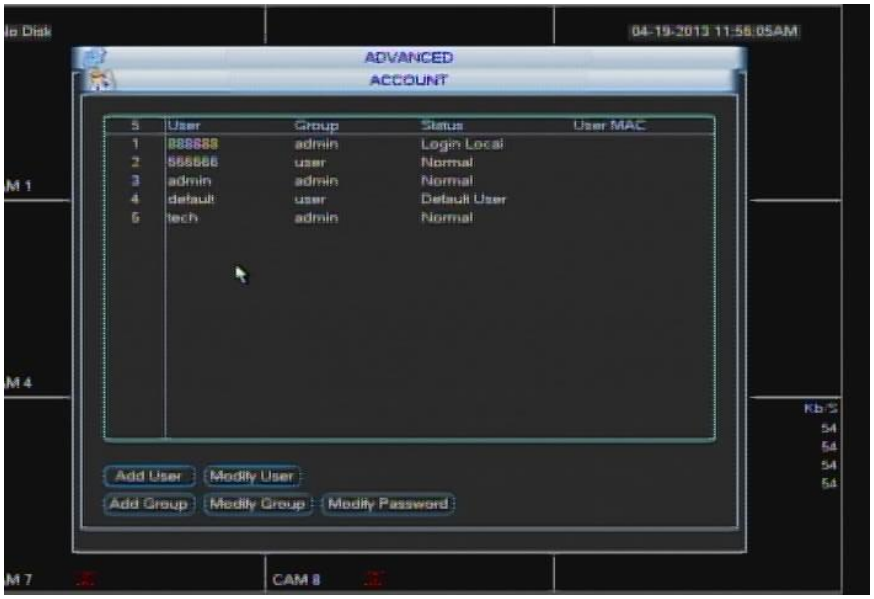
1. Modify password for 888888 and 666666 account names after updating the firmware (if one is available);
2. Modify “admin” account password. Combine upper case, lower case letters, and numbers. It must have 6 characters on username and password field box.
3. Restore to “Factory Default” to all the settings of all the DVR/NVR.
4. Restore/re-enter correct IP address for the DVR/NVR and change ALL Connection port numbers.
5. 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.
6. Reconfigure your remote PC viewing station, tablet or smart phone’s connection profile to update the latest passwords, network address and port numbers that you just updated from the previous steps as mentioned above.
7. Go to OptiviewUSA.com → “Firmware Update” web page for the latest document how to update firmware on a DVR/NVR. ***(Note: older DVR systems may not have available firmware update)***

Get Started Restoring a Hacked DVR/NVR System

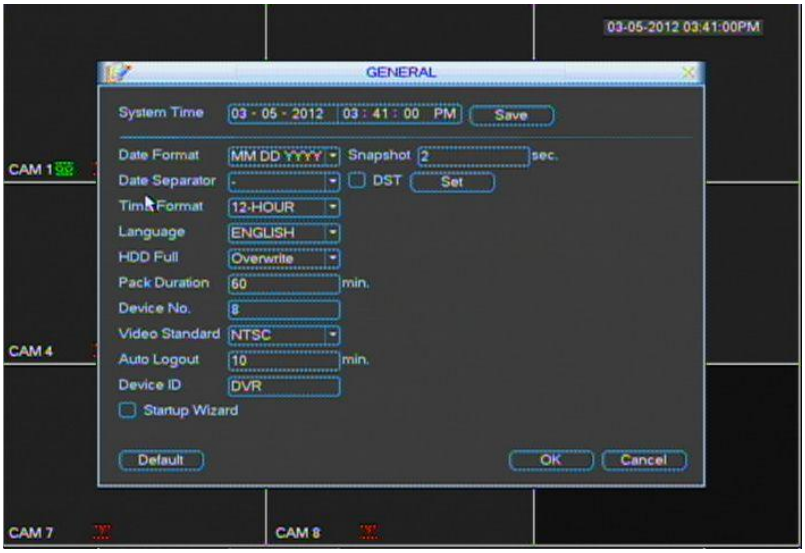
1. Delete 666666 account name. If other unknown usernames are listed on the Account menu screen such as a “system” user name, delete it.



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



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

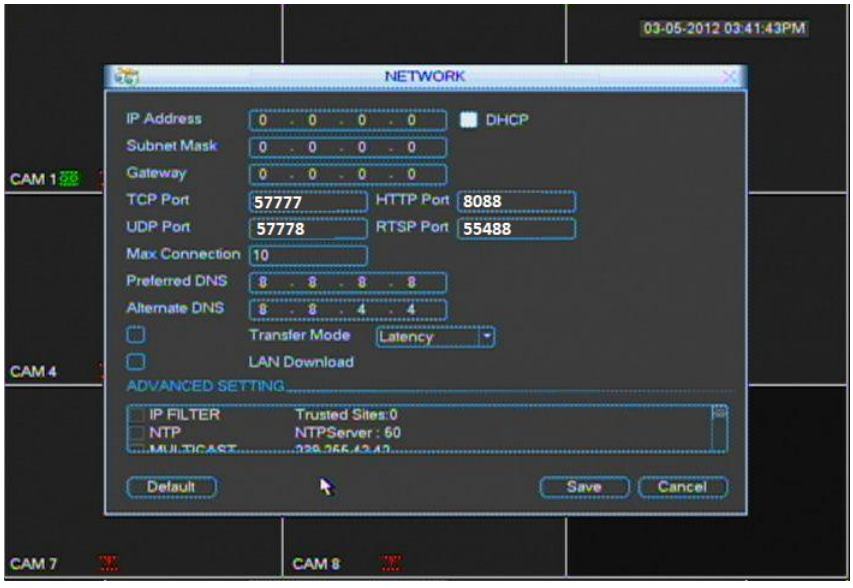


3. Restore correct IP address for the DVR/NVR and change ALL Connection port numbers.

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

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.

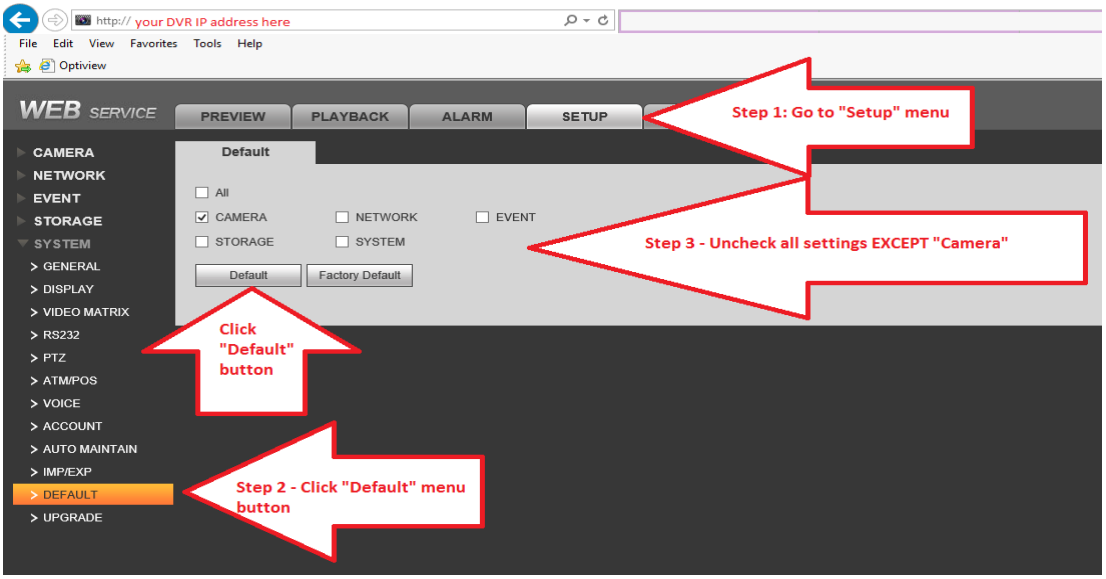
4. Change connection ports. Suggested port numbers are shown below. Remember to reconfigure your router with these new ports at the port forwarding menu of your router. This is to mitigate the possibility of unauthorized using of the common port numbers for specific connection type.



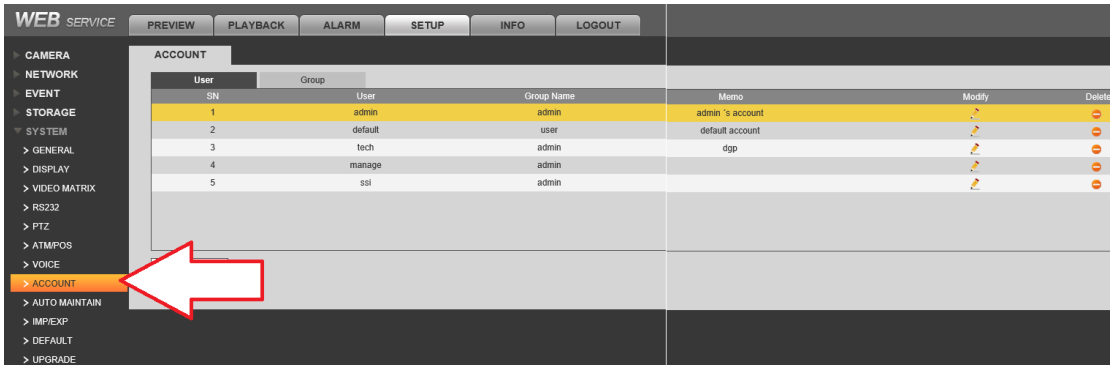
If you can access your DVR using Internet Explorer, you can do a system restore on your DVR/NVR camera image settings using the following steps:

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

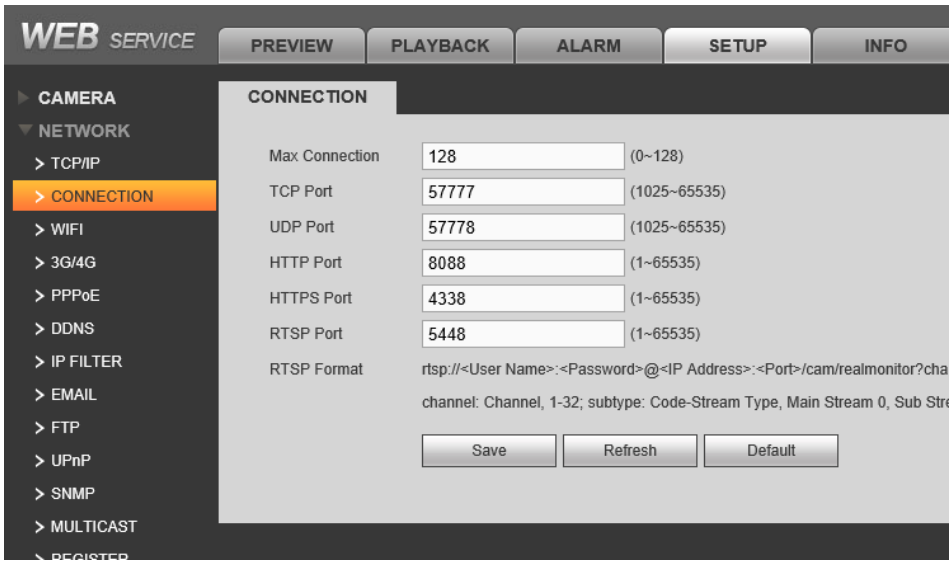
2. Set Camera settings to “default” by following the steps below. Do not click “Factory Default” button. Follow exactly the steps mentioned. This will restore the live camera view and removed the camera name “hacked” from the LIVE screen.



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



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:


WEB SERVICE
PREVIEW
PLAYBACK
ALARM
SETUP
INFO
CAMERA
NETWORK
> TCP/IP
> CONNECTION
> WIFI
> 3G/4G
> PPPoE
> DDNS
> IP FILTER
> EMAIL
> FTP
> UPnP
> SNMP
> MULTICAST
CONNECTION
Max Connection
128
(0~128)
TCP Port
57777
(1025~65535)
UDP Port
57778
(1025~65535)
HTTP Port
8088
(1~65535)
HTTPS Port
4338
(1~65535)
RTSP Port
5448
(1~65535)
RTSP Format
rtsp://<User Name>:<Password>@<IP Address>:<Port>/cam/realmonitor?cha
channel: Channel, 1-32; subtype: Code-Stream Type, Main Stream 0, Sub Stre
Save
Refresh
Default