IP Camera Password Reset Procedure

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Introduction

This document contains a step-by-step guide to resetting the password of the IP camera module, found in ToughEye-1700™ and ToughCam-1000™, using the ExcelSense Tools application.

Using the information retrieved from the Tools application, a temporary password can be granted which will allow the camera's admin account password to be reset upon logging into through the web interface.

Procedure

Downloading and Installing Tools

The app can be downloaded from the following link:
https://www.dropbox.com/s/eejhy6glcac0zlz/Tools_1.9.1.exe?dl=0.

Due to the 3rd-party nature of this application, please note that security software or FireWalls (e.g. Windows Defender) may attempt to prevent installation. Please ensure you have a sufficient privilege level, and temporarily disable any software which would prevent the installation before proceeding.

Retrieving Camera Information from Tools

Upon installing the software, running the app's executable will open the app as shown in the image below.
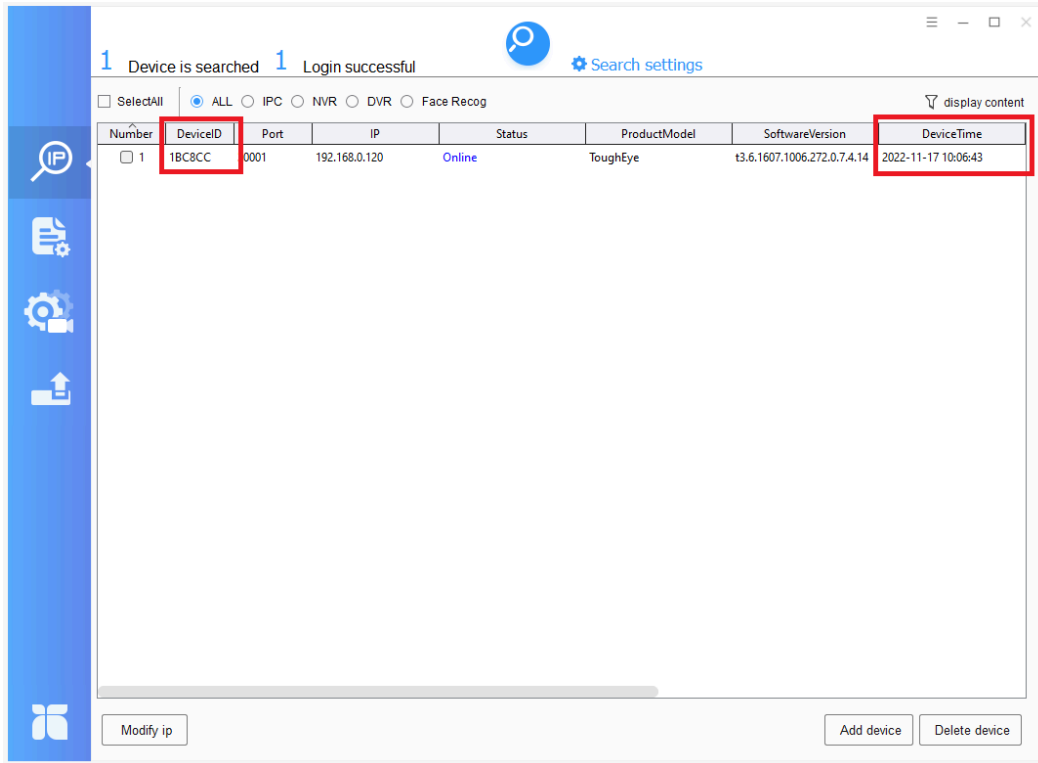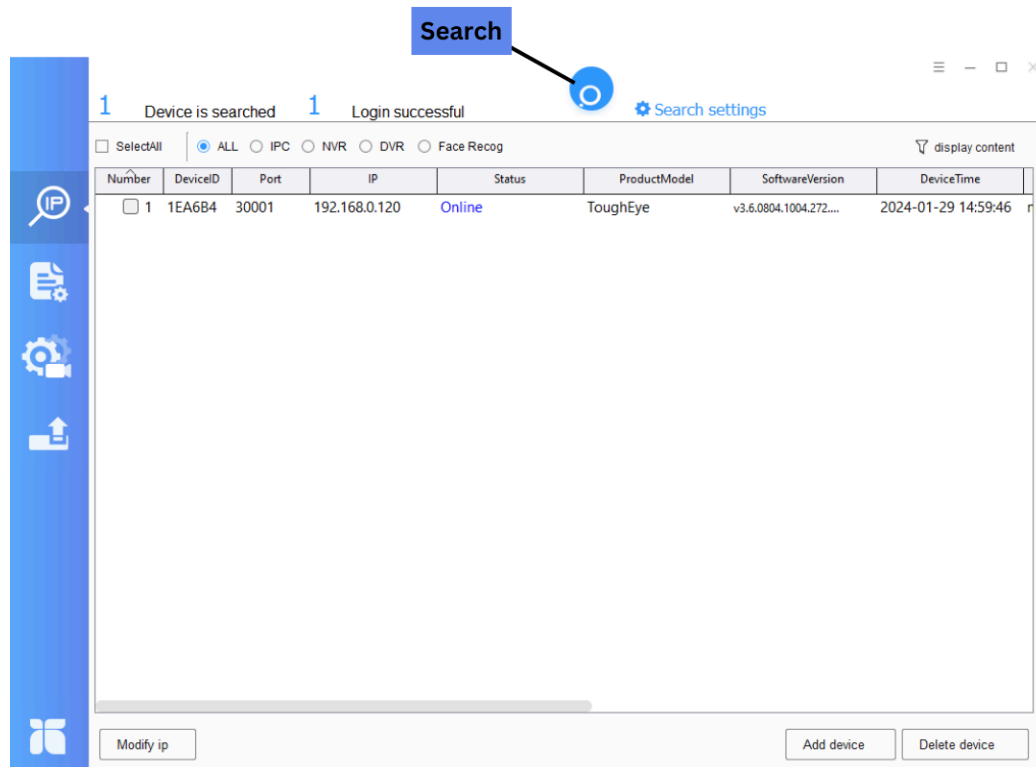
To search for your camera on your network, click the blue magnifying glass icon. You may need to filter your IP scanning settings depending on your security restrictions. If this is the case, before clicking the search button click the Search Settings button to modify the scanning range.

Note that the machine running this application does not need to match the camera's subnet in order to find it on the network. However, to communicate with or stream the camera, subnet matching is a requirement.

If the application does not successfully find the camera, please follow the steps below:
1. Attempt another search, to confirm that the camera cannot be found on the network by the application.
2. Verify that the device is properly powered and running.
3. If the camera's IP address is known, verify that the camera is powered and active by performing a ping test after ensuring your network interface has a matching subnet.
4. Ensure your search settings are configured properly. Click the "Search Settings" button below the search icon to verify this.
5. Verify that your machine's permission and FireWall settings, as well as your implemented network security measures, are not blocking this application from locating the camera on the network.

In order to grant a temporary password for the admin account of the camera, the Device ID and Device Time of the camera must be obtained. Using the screen capture below as a reference, please provide these two pieces of information to your ExcelSense support contact.

Resetting the Admin User Password

Upon receiving the required information, an ExcelSense support representative will provide three temporary passwords per camera. Note that each temporary password is valid only for a specific day; once the device time rolls over to the next day, a new temporary password must be used.

Support

For more information or further assistance, please contact your ExcelSense customer support representative or support@excelsensetechnologies.com.