

On SADP Reset Password Issues

[NOTE] When using the SADP to reset the device, we strongly recommend users connect the device directly with the PC, and restart the SADP and try again when issue occurs.

Q1. Get key error

[Issue description]

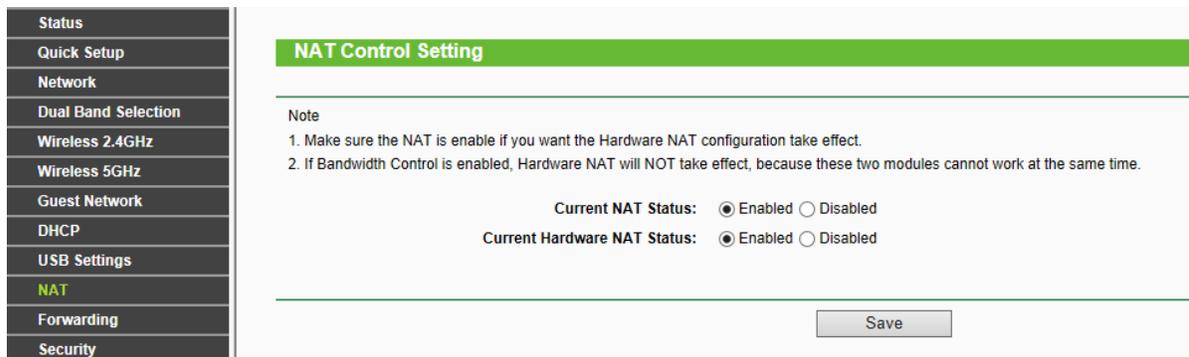
When exporting the DeviceKey.xml file, SADP prompts with the message: Get key error.

[Possible Reasons]

1. The PC and the device are connected via more than one switch, and the switches do not support multi-cast function.
2. The PC and the device are connected via the router, and the router's NAT status and hardware NAT status is enabled.
3. The PC's IP address is changed while SADP is open.
4. Some firmware causes the device fail to respond to SADP.

[Solutions]

1. When the PC and the device are connected via more than one switch, please make sure that the switches support multi-cast function as the device activation and password reset both require multi-cast protocol.
2. When the PC and the device are connected via the router, if the router has "NAT" in its menu, please disable both the NAT status and hardware NAT status. When the NAT status is enabled, the device is not able to receive multi-cast message.



3. If the PC and the device are connected directly and the PC's IP address is changed while the SADP is open, you must restart the SADP to ensure the success of exporting file.

4. We need the log file and captured package to confirm whether this is the case. If it is the case, update the firmware of the device.

Q2. Reset password failed

[Issue description]

When importing the Encrypt.xml file, SADP prompts: reset password failed.

[Possible Reasons]

1. The user might export multiple times of DeviceKey.xml file but does not provide the last exported file. If we use the Encrypt.xml file based on the first DeviceKey.xml to reset the password, the reset surely fails. In other words, if the user provides the DeviceKey.xml but exports again afterwards, the Encrypt.xml file that we sent will be ineffective.
2. There might be problems with EncryptKey.xml saved from OA.
3. The PC's IP address is changed while SADP is open.

[Solutions]

1. Ask the user to send the last exported file and do not export again afterwards.
2. When downloading from OA, we need to use IE browser or Chrome browser. Downloading tools such as Thunder will make the file unreadable for SADP.
3. If the PC's IP is manually changed while the SADP is open, users must restart the SADP to reset the password.

If the issue remains, please send back the log file (sdp.dll with log file exporting function needs to replace the original one) and the wireshark captured package.

Steps:

1. Replace the original sdp.dll with sdp.dll (log) under the SADP installation folder.

The log file can be found in C:\SadpLog

2. Captured package (.pcap)

After package is captured, click on stop button, and then click on "save as" to save the package.