

# Alien DVR Password & Firmware Reset Tool



Version 3  
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## Introduction

This software is a recovery tool for the following models of Alien DVR:

- Hero & MegaHero
- Max & MaxPix

Pre-2020 units have a standard/default admin password that can be reset.

With the introduction of the 2020 series MegaHero (4, 8 & 16 channel), security was tightened and the firmware changed such that it does not ship with a default password, instead the initialisation process requires:

- the creation of a user-definable admin password
- entering answers to three security questions
- the drawing of a quick-access pattern
- the export of a unique DVR specific recovery file

Answering security questions or drawing the quick-access pattern permits the operator to access the DVR but the password is required for certain tasks.

The recovery file provides a mechanism of restarting the initialisation process and hence the ability to re-enter an admin password, create new security answers, and draw a new pattern.

Without the user-created recovery file, the DVR can only be recovered by writing the firmware back to flash memory, this tool performs that task.

## What's in the box?

- Kingston USB memory stick containing the recovery software
- USB-to-Serial Adapter
- 9 pin female to female gender changer
- RJ45/Ethernet cross over cable

## Requirements

This is a product for Microsoft Windows so requires a Windows PC as follows:

- Windows 7, 8, 8.1 or 10 (both 32bit & 64bit are supported)
- 1 x USB 2.0 port (potentially two)
- 1 x serial port (or USB to serial adapter)
- 1 x ethernet port (or USB to Ethernet adapter)

### **Note: 2020 Series:**

- To recover a 2020 series MegaHero, both the serial and Ethernet cables must be attached at the same time, if using USB to serial adapters, you will need at least two USB ports.
- Be aware that for 2020 series DVRs, firmware is transferred via a network connection, admin rights will most likely be needed to make Firewall changes.

# Preliminary Notes

## Copy Protection

The memory stick acts as both distribution media and copy protection device, the stick provided must be present in a USB port when the program launches, once launched, it can be removed.

## Admin Rights

Admin rights may be required to create firewall rules when resetting 2020 series DVRs

## DVR Serial Port Mode

The DVR is identified via a serial port connection, this is only possible when the DVR's serial port is in *Console* mode, it must not have been changed to *Transparent Channel* mode for use with a VoiceOFF unit or similar device.

Reset is not possible via *Transparent Channel*.

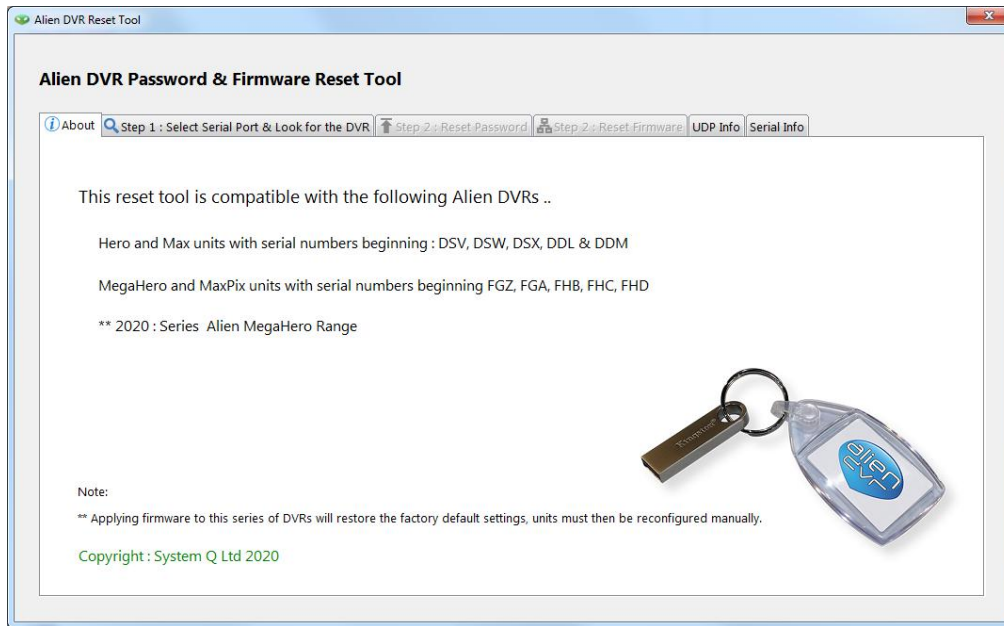
## PC Networking

2020 series MegaHeros need a network connection to the PC, if using a crossover cable, ensure that the PC is allocated an IPv4 address manually before starting.

# Instructions

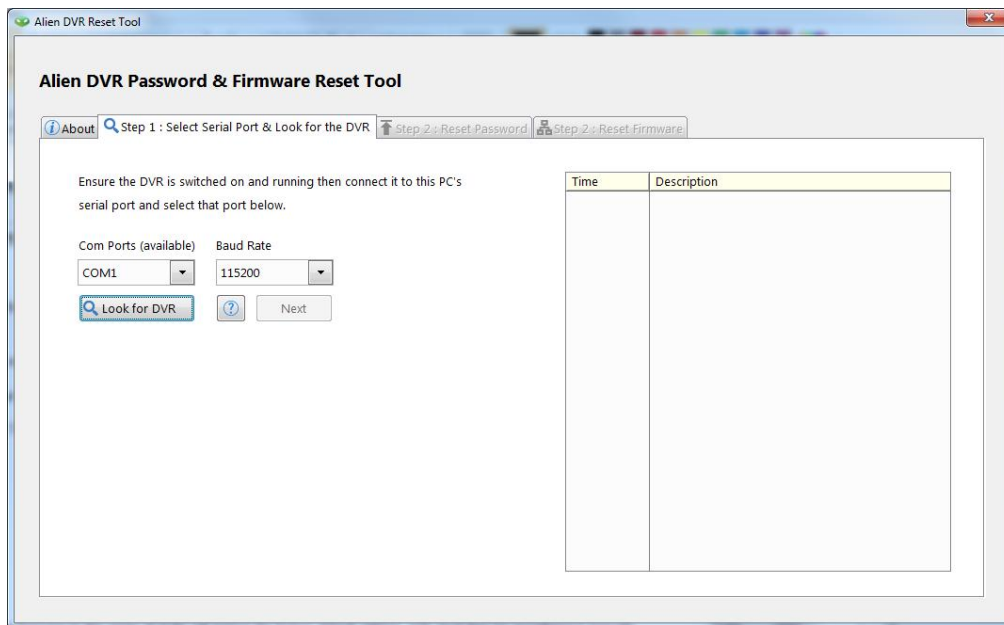
➤ ***Ensure the DVR is switched on, is up and running !***

- Connect PC to DVR using the RS232 serial cable/adaptor
- If resetting a 2020 series MegaHero, connect the network cable as well
- Insert the USB memory stick and launch the software



Select the first tab = **Step 1: Select Serial Port & Look for the DVR**

## Step1: Select Serial Port & Look for the DVR



- Select the serial cable's COM port  
If you know the DVR's com port speed has been changed from the default 115200 then please select the known speed.
- Click the button = *Look for DVR*

### DVR not found

- Check DVR is powered up and is online, check cabling, try again.

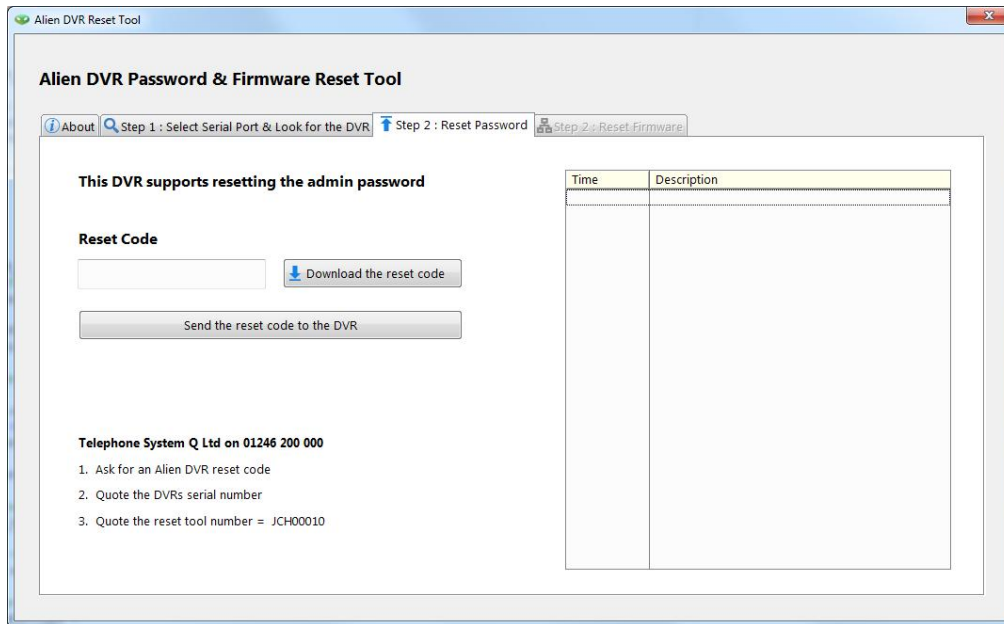
### DVR Found

- Click Button = *Next*

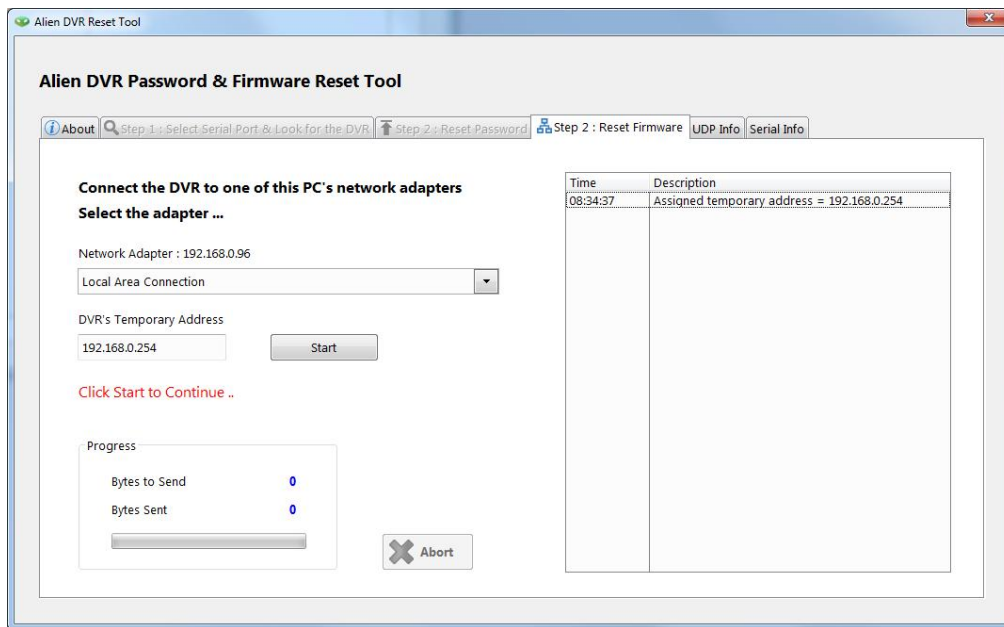
One of the following steps will be available depending upon which DVR is detected.

## Step 2 : Reset Password

- Telephone System Q Ltd, ask for the DVR-specific reset code
  - Quote the DVR's serial number
  - Quote the reset tool number
- Either type in the reset code manually, or download it if instructed to do so
- Click the button = *Send the reset code to the DVR*



## Step 2 : Reset Firmware

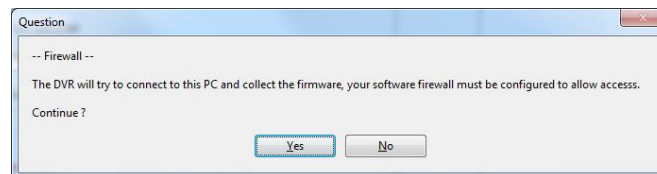


Observe which Ethernet adapter the network cable is connected to. The software attempts to determine a free IP address (for the DVR), it presents this as a *temporary address*, for the selected network adapter.

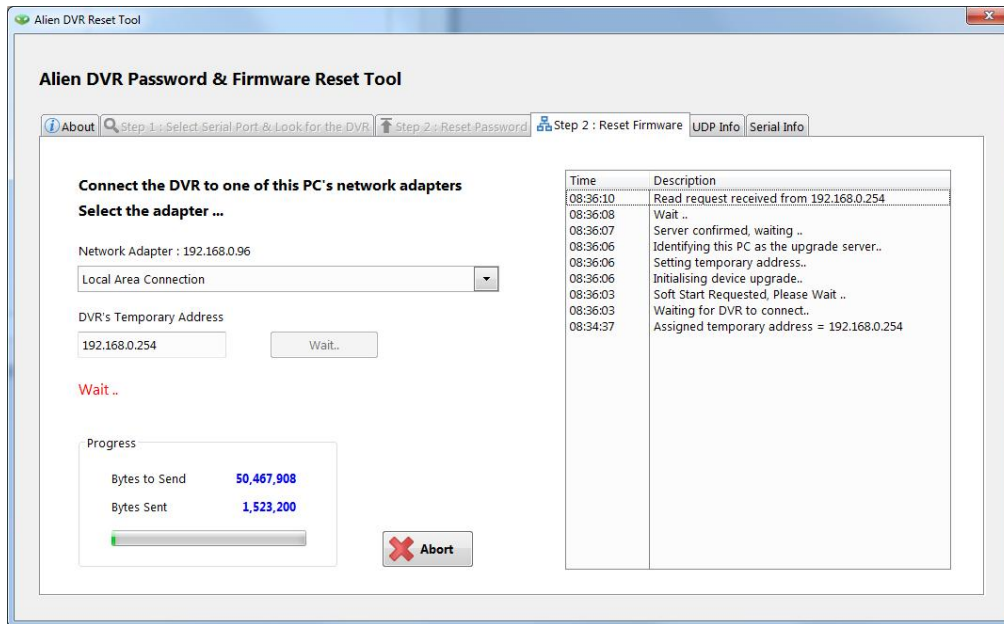
- Change the *Network Adapter* if necessary
- Change the temporary address being allocated to the DVR if necessary
- Click button = *Start*

### Firewall ?

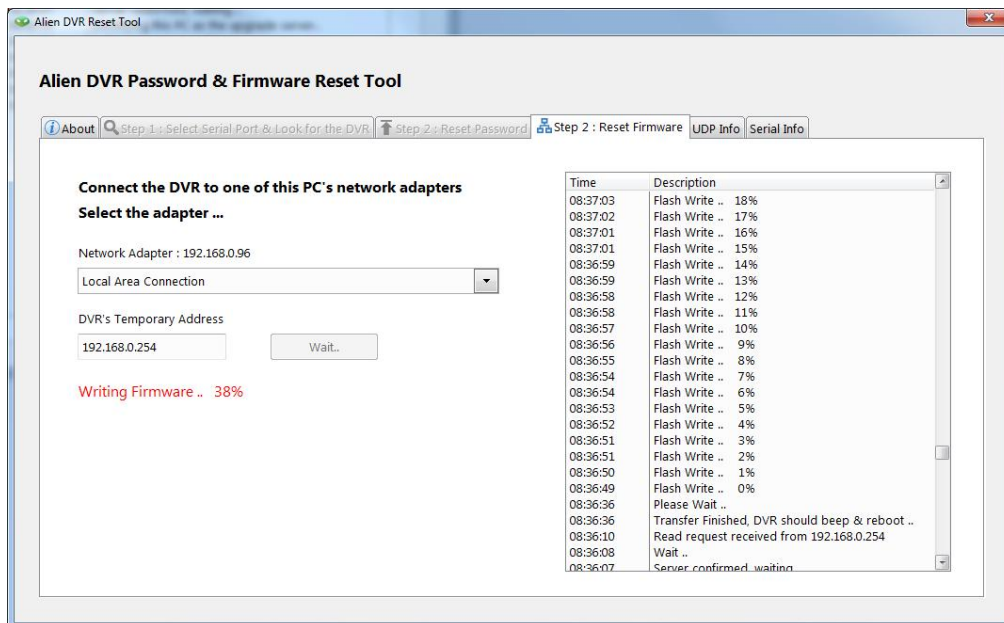
Any software firewall must allow inbound access to this tool, without it, the DVR will be unable to connect and collect the firmware.



Check firewall access is permitted, click Yes.



Starting the transfer process instructs the DVR to collect the firmware from this PC, it should collect the firmware then write it to Flash memory :



### Progress ?

- Observe the activity panel for progress, the firmware is:
  - Transferred to the DVR
  - Written to flash memory by the DVR
  - Checked and a reboot performed

**Success ?**

A successful reset will result in the DVR rebooting and presenting the factory default initialisation screen.

This software should detect the final reboot and close down

**Wait: DVR Retry ?**

The DVR will try 5 times to connect, if connect fails it is best to :

- power off the DVR when prompted
- check your firewall settings allow inbound UDP connections via port 69
- start gain from the beginning

**Words of Caution :**

Please resist any temptation to reboot the DVR manually, under normal circumstances, reboots are automated, rebooting a DVR during this process may render the device non-bootable.

**Can't See Anything Happening ?**

If having started the firmware transfer, the process stalls at a **Wait..** stage, you are advised to let the upgrade process time-out after which the DVR will automatically reboot.

The default time-out period is 5 minutes.

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