Best Practices: Securing Your Luma System

Luma Surveillance protects your customers' property from physical intrusions.

You **must protect the Luma system from digital intrusions over the network.**

Isn't Luma Secure?

Luma is part of the ever-growing Internet of Things. As an IP-enabled, port-forwarded, network device, it's open to the digital world, just like your house is accessible from a public street.

Yes, Luma is password-protected, but after installation, many integrators do not change the default password, or use a very weak one (for example, _1234_).

Using a default/weak password is the digital equivalent of hiding the key under the doormat. Whether it's a group of kids pulling a prank or someone with malicious intent, if someone wants to sneak into your house, they start by looking under the mat. Once in your system, they can change your password, and lock out both you and your client.

Luma is continuously enhancing our safeguards against port sniffers and other malicious third parties, but it is still crucial that you use strong passwords and take other common security precautions.

We have implemented a major change starting with

- **DVR** firmware V3.0.4 build 170324
- **NVR** firmware V3.1.2 build 170612
- **IP camera** firmware V5.4.1 build 170821

With this firmware, **we have removed the default password.** With new systems, you will have to enter a new password during the install. With existing systems, your recorder will prompt you for a non-default password for your own protection. See below for best password practices.

Changing Your Admin Password

Log in to the recorder and go to **Configuration > User Management**. Click on the admin account, and press the **Modify** button. Change the admin password and press **OK** to save your change.

After you change your recorder password, other devices may need to have their password updated, including:

- Control systems
- Luma App on mobile devices

Creating a Strong Password

Strong passwords are long, unrelated to the client's public details, and not found in the dictionary. For example, the _pepperonipizzas_ is stronger and easier to remember than _P@ssword_ or _thesmiths_. Luma passwords must be 8–16 characters long, and contain capitals, numbers, and/or symbols.

Recovering from Being Locked Out

If your client finds themselves locked out of their recorder, whether because they've forgotten their password or because someone changed it, here's how you can recover.

Requirements

- **PC attached to the local network.** This could be your PC on site (requiring a truck roll), or another PC already on site that can be accessed through Team Viewer or a similar program.

- **Luma Utility.** The local PC must have the Luma utility program installed. This can be downloaded as needed. Note that the Luma Utility is a Windows application (although a Mac running Bootcamp, or Parallels with the network adapter properly bridged may work, but are not as reliable).
- **Roughly 30 minutes turnaround time** for the email response from tech support. Placing a phone call will **not** shorten this time, and will result in slower response times for you and other installers.

Reset Procedure for Recorders

1. Obtain the recorder's 25-digit serial number. The easiest method is to fetch it via OvrC. Alternatively, run the Luma utility and locate the recorder on the network. At the right of the recorder's entry, select and copy the serial number (it ends in WCVU).
2. Email that serial number to TechSupport@SnapAV.com with the subject line *Luma Recorder Password Reset Request*. You can just click the link above.
3. Technical Support will run the serial number through a password reset utility. Note that the utility generates a key that is **only good for that day** (your recorder needs to show the proper date). If you need to run the password reset on a different day, make a note of that for tech support so they can give the appropriate key.
4. Technical Support will email a key back to you. To use the key,
   - Select the recorder in the Luma utility,
   - Click Forgot Password in the lower right corner of the Luma Utility window, and
   - Paste the key into the box and press OK.

This resets the admin password to *admin*. **Log in and change your admin password at this point!** See details below.

Reset Procedure for IP Cameras

The simplest solution is to perform a factory reset on each camera. To reset the camera, first power it off. Then press and hold the reset button while powering up the camera. Hold down the reset button for at least 30 seconds during the power-up cycle. See your camera documentation for the location of the reset button.

If doing a mechanical reset is not viable, use the Luma Utility to generate the XML file necessary for the camera reset. Here is the procedure:

1. Click **Forgot Password**. Export the XML file, but *do not close the Reset Password window*.
2. Email that XML file to TechSupport@SnapAV.com with the subject line *Luma IPC Password Reset Request*. You can just click the link above.
3. Technical Support will run the XML through a password reset utility. Note that the utility generates a key that is **only good for that day** (your IP camera needs to show the proper date). If you need to run the password reset on a different day, make a note of that for tech support so they can give the appropriate key.
4. Technical Support will email a key back to you, save the new XML file on your desktop.
5. In the Reset Password window (which should be still open), click **Import File** and select the file you got from tech support. Press **OK**.
6. You may now enter your new password. Entering the password also activates your device so you can resume regular use.

Re-Securing the System

Once you have logged in with the new password, follow the following steps.

- Delete all user accounts. This eliminates any new account a hacker may have created, as well as any existing accounts that had their passwords changed or compromised.
- Re-create needed accounts with new passwords.
- **Change the admin password.**

For security reasons, we cannot release the password reset utility under any circumstances.