

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

Before contacting Tech Support, try using the **Forgot Password?** link. This presents the security questions created during the initial installation and saves a call to support.

If you did not set up any security questions and responses, feel guilty, get it out of your system, and continue to the next page for instructions on resetting the password.

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).

Reset Procedure for Recorders

If you forget your admin password and security questions, don't worry. We've got you covered. Use the security questions to reset your password. If you did not set up any security questions and responses, feel guilty, get it out of your system, then use the forgot password feature in the Luma Utility to generate an XML file.

Call Tech Support at (866) 838-5052. Do not request a password reset in an email, as support cannot share sensitive information in an email. Please do not close the Luma Utility after generating the XML file. You will need to keep the utility open until you get the new XML file from Tech Support which you then enter into the Luma Utility to reset your device.

Give us the data, along with your company information for verification, and we'll generate a new admin password for your system. Once you're logged back in, you can change your admin password to whatever you want.

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, call Tech Support at (866) 838-5052. Do not request a password reset in an email, as support cannot share sensitive information in an email. Please do not close the Luma Utility after generating the XML file. You will need to keep the utility open until you get the new XML file from Tech Support which you then enter into the Luma Utility to reset your device.

Give us the data, along with your company information for verification, and we'll generate a new admin password for your system. Once you're logged back in, you can change your admin password to whatever you want.

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.

