

How do I reset my Synology NAS? (For DSM 6.2.3 or earlier)

https://kb.synology.com/en-global/DSM/tutorial/How_to_reset_my_Synology_NAS#t2

Purpose

This article provides details and instructions for two reset options. If you have forgotten your password, want to move your Synology NAS to another network environment, or need to assign a new IP address, use **Mode 1**.¹ If you want to reset your device by re-installing DSM, use **Mode 2**.²

Environment

Make sure that the status of your Synology NAS is **Ready** via either of the following tools:

1. **Web Assistant:** Enter **find.synology.com** in the search bar of your web browser and find your Synology NAS.
2. **Synology Assistant:** Open the desktop utility and find your Synology NAS, available in the [Download Center](#).³

Contents

- Mode 1: Reset administrator login credentials and network settings
- Mode 2: Reset Synology NAS and re-install the operating system DSM

Resolution

Mode 1: Reset administrator login credentials and network settings⁴

1. Locate the **RESET** button on your Synology NAS.⁵
2. Use a paper clip to gently press and hold down the **RESET** button for about 4 seconds until you hear a beep, and then release the button immediately.
3. Launch **Web Assistant**. Double-click on your Synology NAS. On the login page, enter the system default username **admin**, leave the password field blank, and click **Sign In**.
4. Create a strong password and click **Submit**.
5. Sign in to DSM with the username **admin** and the password that you have just created.⁶
6. Go to **Control Panel > User > the User tab** and double-click on the administrator account you want to use.
7. In the pop-up window, go to the **Info** tab and reset your password. Click **OK**.
8. Disable the admin account by first signing in with your administrator account, and then going to **Control Panel > User > the User tab**. Double click on **admin** and tick the **Disable this account** checkbox. Click **OK**.
9. The **admin** account status should now be **Disabled**.

Mode 2: Reset Synology NAS and re-install the operating system DSM

This mode wipes out all system configurations and carries out all the reset functions included in Mode 1.

1. Find the **RESET** button at the back of your Synology NAS (please click [here](#) to consult the **Hardware Installation Guide** for your Synology NAS model if you have difficulty locating the RESET button).
2. Use a paper clip to gently press and hold down the **RESET** button for about 4 seconds until you hear a beep, and then release the button immediately.
3. Press and hold down the **RESET** button again for 4 seconds until you hear 3 more beeps.

4. Wait for about 2 minutes until the STATUS light on your Synology NAS blinks orange, indicating that your Synology NAS has been successfully reset and the system configurations have been wiped.
5. To re-install DSM, enter **find.synology.com** in the search bar of your web browser and find your Synology NAS on the **Web Assistant** page. The server name of your Synology NAS should be either DiskStation, FlashStation, or RackStation, depending on your Synology NAS model. The status of your device should be **Configuration lost**.
6. Double-click on your Synology NAS and follow the wizard to complete the re-installation process.

Notes:

1. If you only want to change the administrator password, go to **DSM > Options > Personal > Account** to do so without resetting your Synology NAS.
2. Resetting the Synology NAS does not impact its data. However, we strongly recommend launching **Backup & Replication** (available on DSM 5.2) or **Hyper Backup** (available from DSM 6.0) to back up data and system configurations before the reset.
3. Refer to the [Synology Assistant Help page](#) for definitions of device status.
4. Once your Synology NAS is reset via Mode 1, the following settings take place:
 - The **admin** account is restored to default.
 - UI management port is reset to 5000/5001.
 - IP, DNS, gateway, and other net interfaces are reset to DHCP.
 - PPPoE is disabled.
 - Auto Block is disabled.
 - Firewall rules are disabled.
 - High-availability cluster is removed.
 - Virtual Machine Manager cluster is removed.
 - Encrypted folders are unmounted and the feature **Mount automatically on startup** is disabled. For security reasons, if the cypher is a machine key, it is deleted from Key Manager. To learn how to retain the machine key for decrypting shared folders after reset, please refer to [this article](#).
5. Refer to the [Hardware Installation Guide](#) if you need assistance locating the RESET button.
6. If you have previously set **admin** as the username for your administrator account, you can simply use this username with the strong password you have just set to log into DSM.