Ocular **VMS**

User guide

Every menu and feature, step by step

Version 1.0 · November 2026

ocularvms.my.id

1. About Ocular VMS

Ocular VMS monitors Hikvision cameras, NVRs, and PoE switches from one screen. Footage stays on the NVRs; Ocular VMS reads it, checks it, and displays it.

QUESTION	HOW OCULAR VMS ANSWERS IT
Which cameras are down?	Every camera is pinged every 30 seconds; three missed checks in a row mark it offline.
Which cameras have a poor network?	High ping or packet loss is marked **Slow**.
Is each camera actually recording?	The NVR is asked directly over ISAPI every 15 minutes.
What was the dead camera watching?	The last image before it went down is kept and shown.
Is the switch the problem?	When every camera on one switch goes down at once, the switch is reported.
How long is footage kept?	The oldest recording and recorded days are read from the NVR daily.
Was a camera covered, or is a disk failing?	NVR events arrive as they happen; disk health (SMART) is read daily.

Menu

GROUP	MENU
Monitor	Dashboard, Video wall, Playback, Alerts
Analytics	Guard zones, Counter (people and vehicle counting)
Devices	Cameras, PoE switches, NVR, your own device categories, Topology, IP scanner
Reports	Recordings, Uptime, Power, Configuration audit

Bottom	License, Settings

The top bar holds search (`Ctrl+K` from any page), the online/slow/offline counts, the alert sound toggle, light/dark theme, ID/EN language, and the alert bell. Theme, language, and sound are remembered per browser.

There are two user roles: **Admin** (everything) and **View only** (every page, video, and Excel export, but no changes and no device actions).

2. Getting started

On a new installation, enter data in this order:

1. **Locations. Settings**, **Locations & racks** tab: add a site (e.g. "Cikarang Warehouse"), areas inside it (e.g. "Loading Dock"), and racks.
2. **PoE switches.** Over SNMP if the switch supports it, or manually. See section 6.
3. **NVRs.** Enter the IP, username, and password. See section 5.
4. **Import cameras from each NVR.** Every NVR channel becomes a camera in one click.
5. **Complete camera locations**: area, rack, switch, and port. For many cameras, use Excel import or let SNMP automatic mapping fill in the ports.
6. **Turn on alert sound** (speaker icon in the top bar) on the control room computer, and set up Telegram if needed (installation guide).

Monitoring then runs on its own. The first statuses appear within a minute or two.

3. Status meanings

Device status

STATUS	MEANING
Online	Answers ping normally.
Slow	Answers, but average ping is above 100 ms or packet loss is above 20%. Usually a cable, connector, or congested network.
Offline	No ping reply for 3 checks in a row (about 90 seconds).
Not checked	Just added, or has no IP.

All thresholds can be changed under Settings, Monitoring.

Camera status source

Cameras plugged into the **NVR's built-in PoE ports** sit on the NVR's internal network and cannot be pinged from the server. For those cameras, set the status source to **NVR channel**: open the camera, **Edit**, **Advanced settings**, **Status source**. Status then comes from the NVR (updated every 15 minutes, without Slow status or latency charts).

Recording status

STATUS	MEANING
Recording	The latest recording is recent and today has no large gap.
Has gaps	Still recording, but today has a gap longer than 10 minutes.
Not recording	No recording at all, or the latest one is older than 30 minutes.
NVR unreachable / **Check failed**	The NVR cannot be reached, or the recording search for this camera failed.

> NVRs that record only on motion naturally have gaps. Raise the two recording thresholds in Settings so that not every camera is flagged.

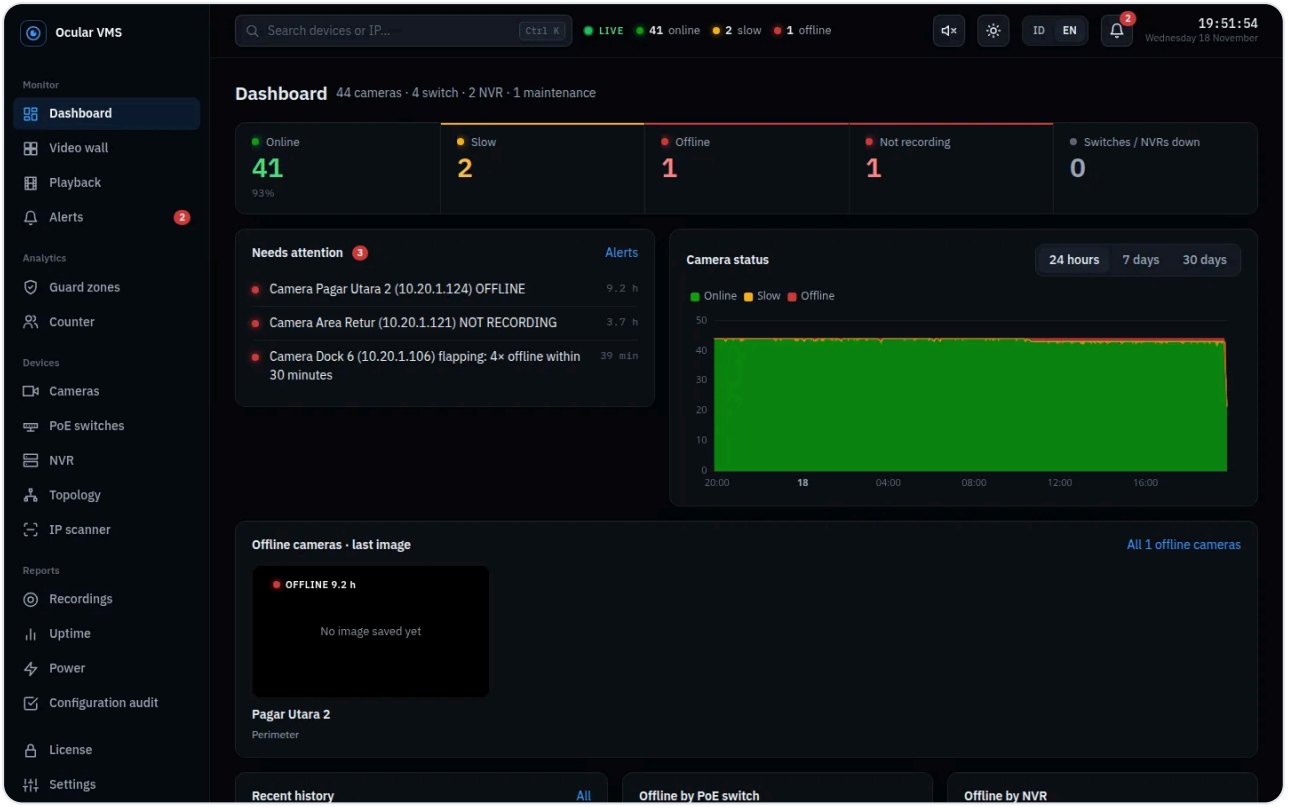
Manual ping

In camera details: **Ping now** (4 pings) and **Continuous ping** (one ping per second for 2 minutes, like `ping -t`, for a technician checking a cable). In the camera list, **Ping (n)** pings every camera shown. A successful manual ping restores status straight away; a failed one never marks a device offline.

Maintenance mode

Cameras in maintenance mode are still monitored but raise no alerts. Use it while a camera is switched off for repair.

4. Dashboard



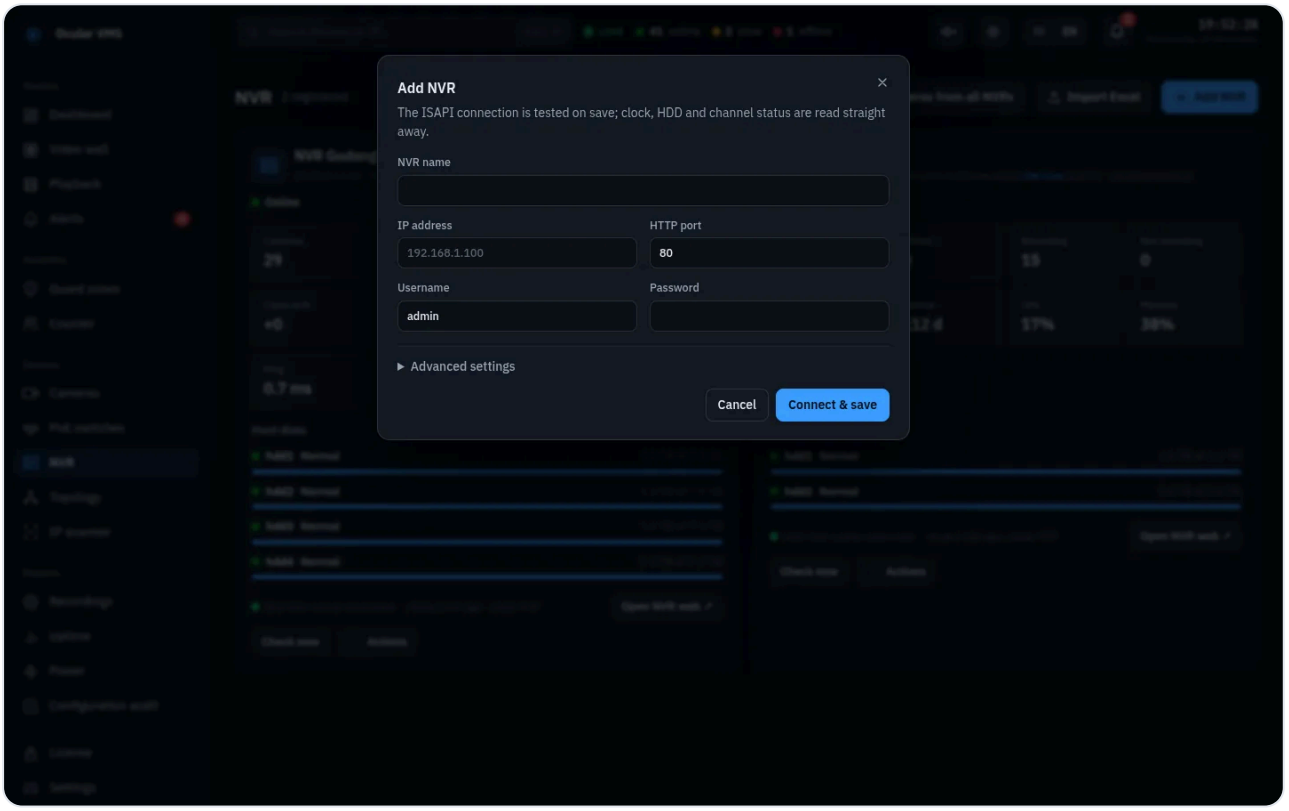
- **Five counters**: Online, Slow, Offline, Not recording, Switches/NVRs down. Click one to open the filtered list.
- **Needs attention**: active alerts nobody has picked up.
- **Camera status**: cameras per status over 24 hours, 7 days, or 30 days.
- **Offline cameras, last image**: the last image of each camera that went down, so its area is recognised at once.
- **Recent history** and **offline by switch / by NVR**: where problems cluster.

Everything refreshes every 30 seconds.

5. NVRs and camera import

Adding an NVR

1. Open **NVR** and click **Add NVR**.
2. Enter the **NVR name**, **IP address**, **HTTP port** (usually 80), **Username**, and **Password**. An admin or operator account with playback rights is enough.
3. Click **Connect & save**. The ISAPI connection is tested right away; if it fails, the message says why (wrong password, wrong port, or unreachable).



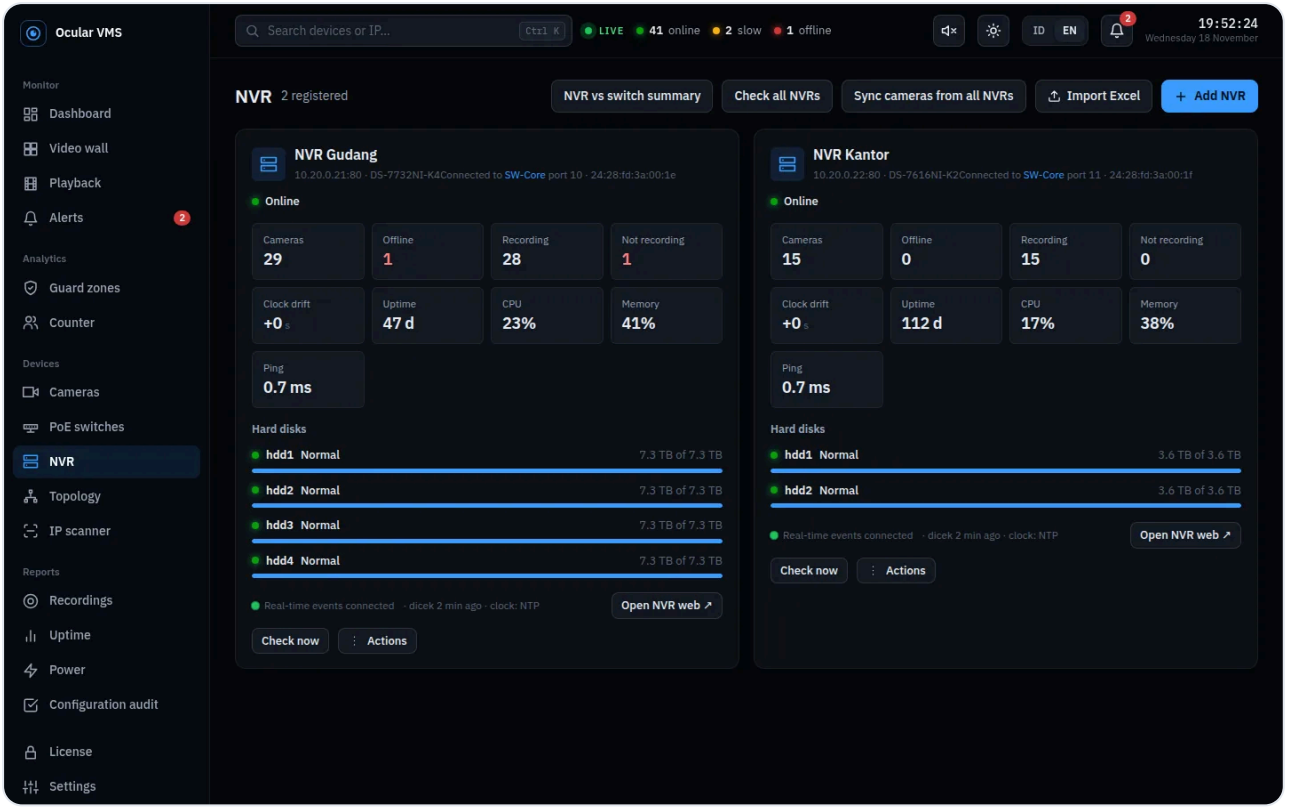
Advanced settings holds HTTPS, the RTSP port (usually read automatically), and the switch and port the NVR is plugged into.

> After several wrong passwords a Hikvision NVR locks the account for a while. Check the password before retrying.

Importing cameras from an NVR

On the NVR card, click **Actions**, then **Import / sync cameras**. Every channel becomes a camera; existing cameras get their name and IP updated, while locations you entered are kept. It is safe to run repeatedly. For every NVR at once, use **Sync cameras from all NVRs** at the top of the page.

The NVR card



BOX	MEANING
Cameras, Offline, Recording, Not recording	Cameras on this NVR by their latest status. Click to open the list.
Clock drift	Difference between the NVR clock and the server clock. Red above 60 seconds, because a wrong clock makes footage hard to use as evidence.
Uptime, CPU, Memory, Ping	Time since the last restart, NVR load, and latency from the server.
Hard disks	Status, usage, and SMART for each disk: **Healthy**, **Warning** (prepare a replacement), or **Failing** (replace as soon as possible).

NVR actions

ACTION	WHAT HAPPENS

Check now	Reads clock, disks, channel status, and NVR health immediately.
Read retention & configuration	Runs the daily read now (retention, SMART, stream settings).
Sync clock to server	Sets the NVR clock to the server clock. NTP on the NVR is turned off.
Restart NVR	Reboots the NVR. Recording on all its cameras stops for a few minutes.
Edit NVR	Name, IP, port, or account. Delete is here.

Check all NVRs contacts every NVR at once and shows which are connected. **Import Excel** adds many NVRs from one file (columns `name, ip, port, scheme, username, password, rack, switch, switch_port`); tick **Import cameras from each NVR** to pull their cameras in the same step.

6. PoE switches (SNMP or manual)

Ocular VMS monitors switches in two ways. **With SNMP** (managed switches), the status of every port, PoE, errors, traffic, and connected devices is read, and camera ports can be filled in automatically. **Without SNMP** (unmanaged switches), the switch is monitored by ping and camera ports are entered by hand. The application only reads; switch settings are never changed.

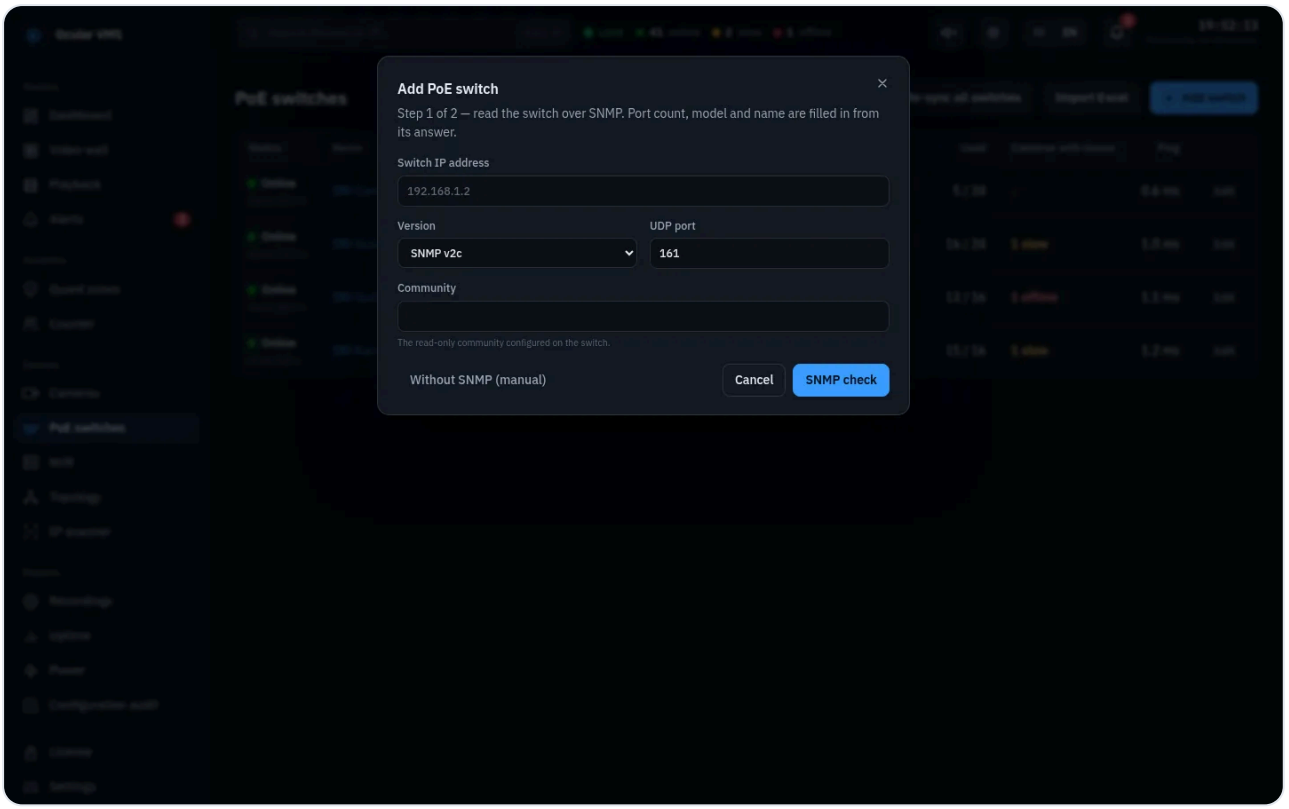
Preparing SNMP on the switch

1. In the switch web interface or CLI, enable **read-only** SNMP.
2. Choose **SNMP v3** when available, because it is encrypted. SNMP v2c sends the community unencrypted; if you use v2c, replace the default `public` community with another word.
3. Make sure the Ocular VMS server can reach the switch on UDP port 161. Enable **LLDP** too if available, so links between switches are read accurately.

Adding a switch over SNMP

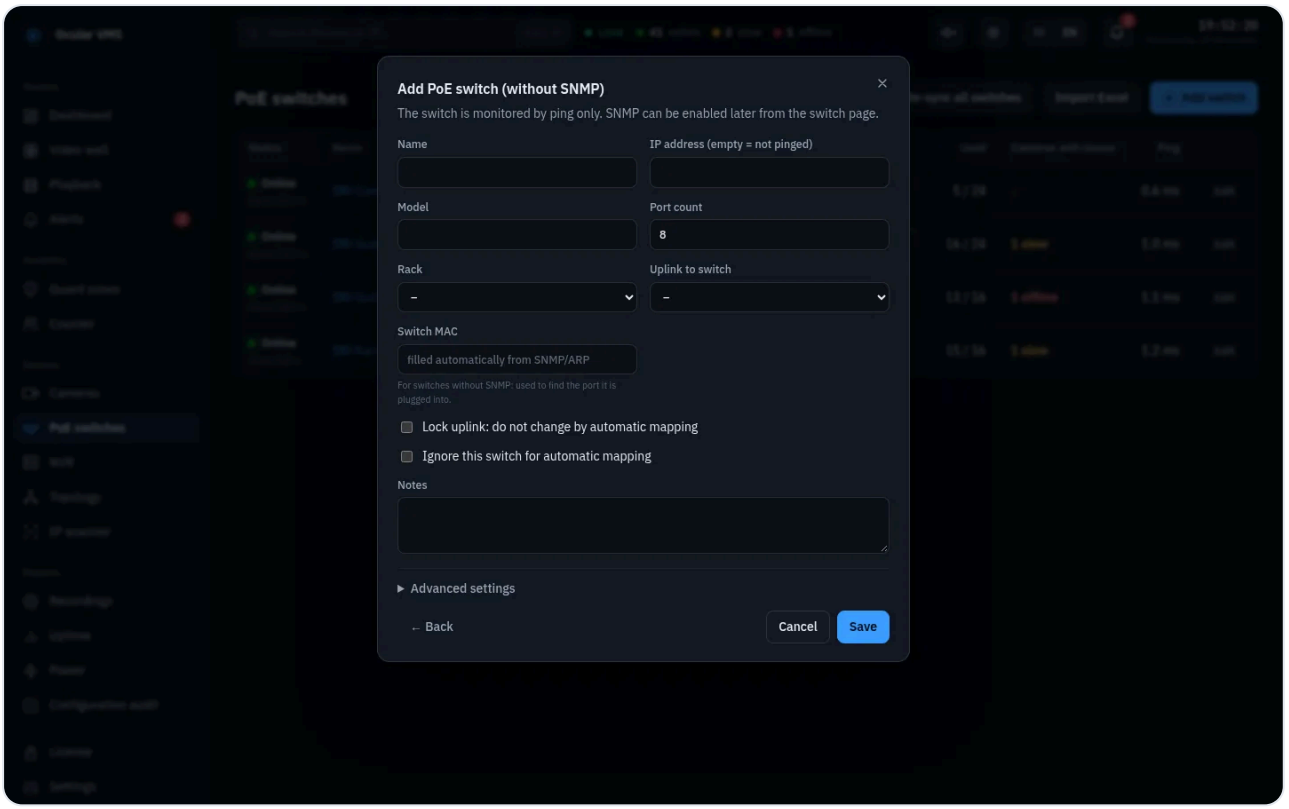
1. Open **PoE switches** and click **Add switch**.
2. **Step 1:** enter the **switch IP address**, SNMP **Version**, **UDP port** (161), then:
   - v2c: the **Community**;
   - v3: the **Username**, **authentication** protocol and key (SHA/MD5), and **privacy** protocol and key (AES/DES) as configured on the switch.

   Click **SNMP check**. If the switch does not answer, the message appears in the form; correct the entries and try again.
3. **Step 2:** the application shows what it read (description, vendor, physical and PoE ports, PoE power, uptime) and fills in the **name, model, and port count**. Add the rack and uplink, then **Save switch**.



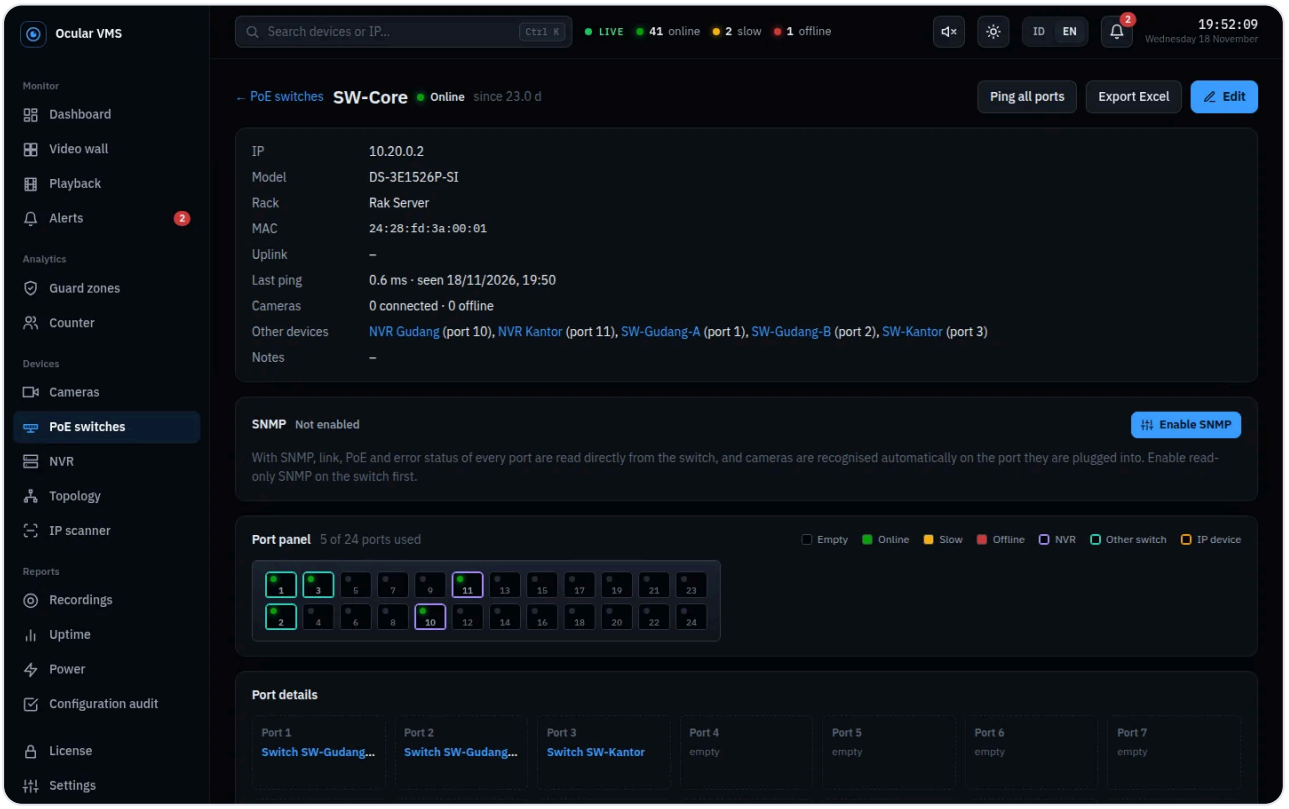
Adding a switch without SNMP (manual)

1. In the **Add switch** form, click **Without SNMP (manual)**.
2. Enter the **Name**, **IP** (optional; a switch without an IP is not pinged), **Model**, **Port count**, **Rack**, and the **Uplink switch** and its port.
3. Enter the **Switch MAC** if known: the port it is plugged into on an SNMP switch is then detected too.
4. Click **Save**. SNMP can be enabled later from the switch page.

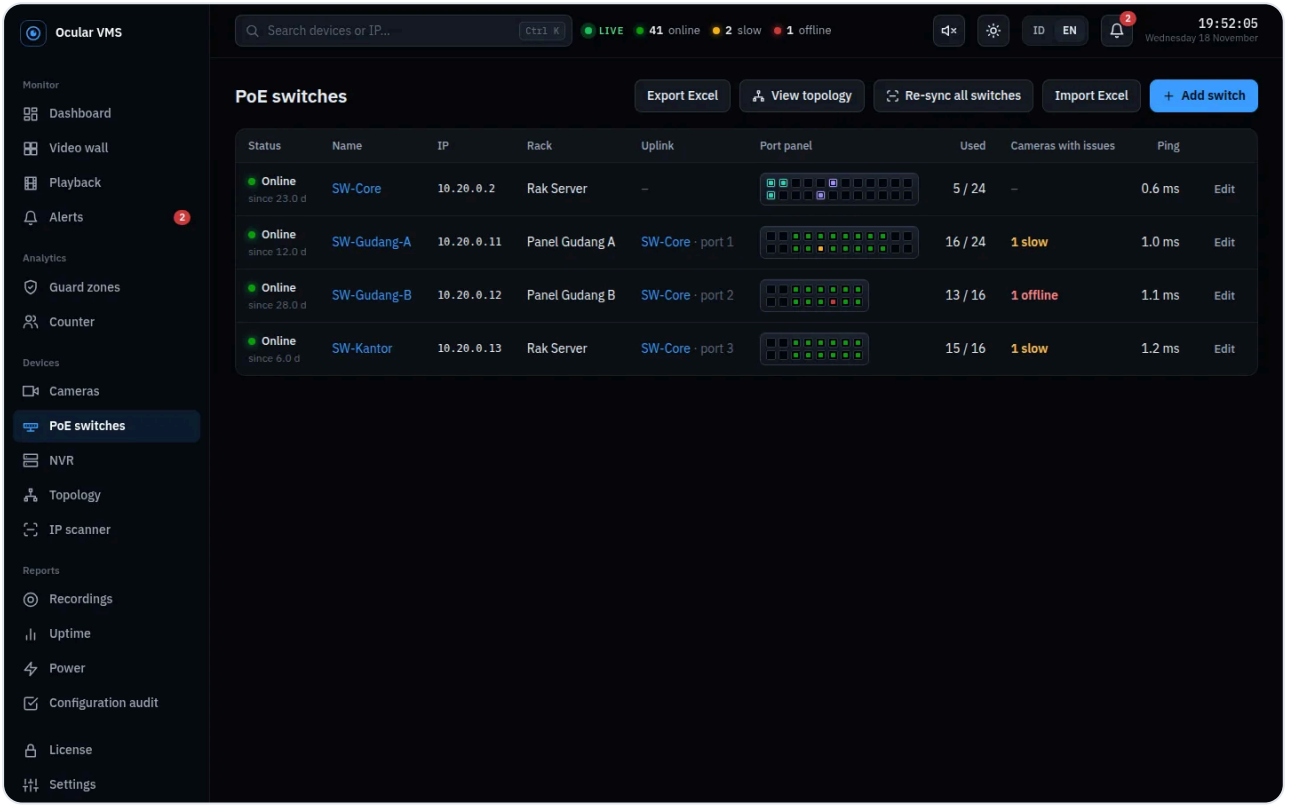


To enable SNMP on an existing switch: open the switch, **SNMP** card, **Enable SNMP**, enter the version and account, then **Save & read**.

The switch page



- **Port panel**: a drawing of the switch front panel. Each port light follows its camera: green online, yellow slow, red offline, dark empty. Hover to see the camera name; click to open it.
- With SNMP: a **port table** with link and speed, PoE, errors, traffic, link flaps, PoE class, and devices seen on each port; a switch health card (CPU, memory, temperature when available) and a total PoE power bar.
- Cameras whose link is up but whose traffic is close to zero are flagged, as they are probably not sending video.
- **Ping all ports** pings the switch and every device on its ports.



Assigning a camera to a port

From the camera: **Edit**, choose the **PoE switch**, then click the port on the panel drawing that appears. One port holds one camera, and the port number cannot exceed the switch's port count.

Automatic port mapping (SNMP)

On every SNMP read (every 2 minutes), the MAC and LLDP tables of all SNMP switches are matched against registered devices. Camera and NVR ports are filled from their MAC addresses, and links between switches from LLDP. Camera MACs must be known; they are filled automatically when a camera is added over ISAPI or the IP scanner, read using its NVR account, or taken from the ARP table of a layer-3 switch.

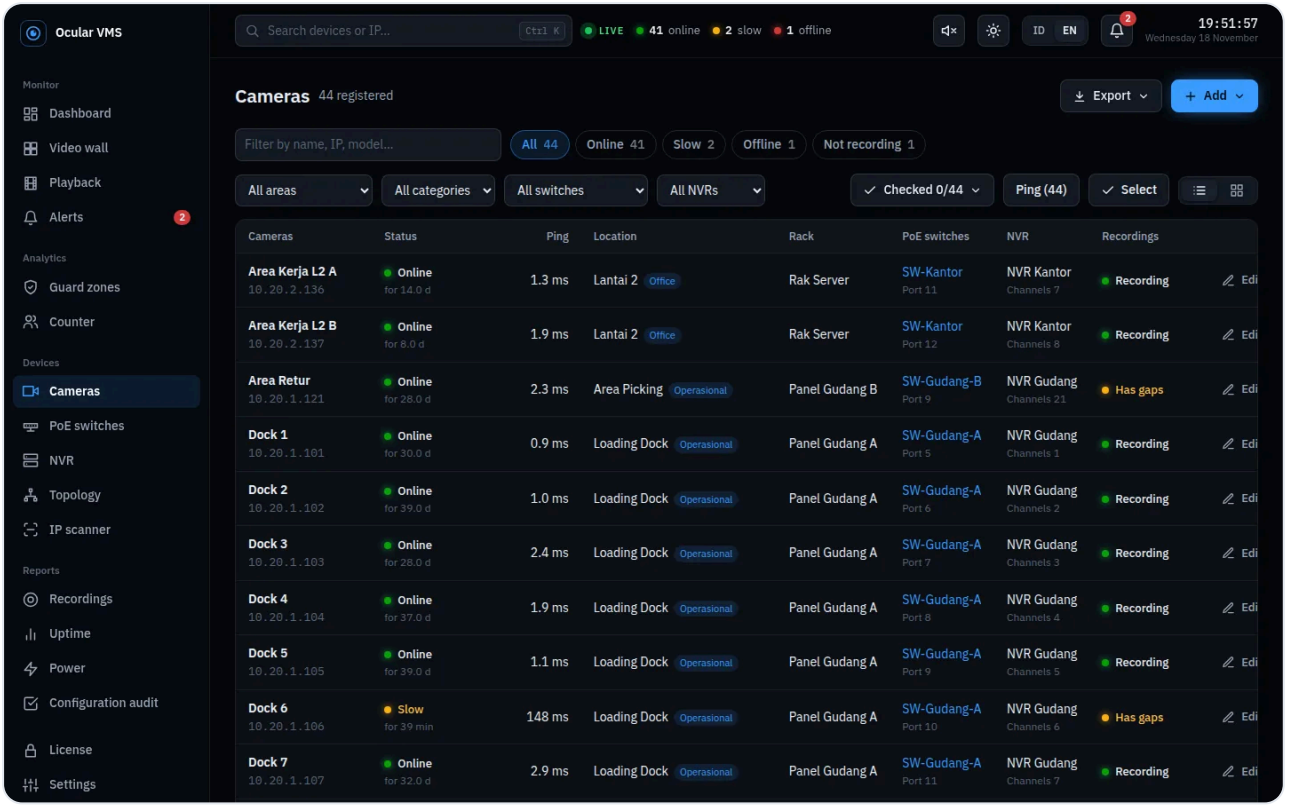
If a switch's readings cannot be trusted, there are three safeguards: **Lock port** in the camera form (automatic mapping never moves it), **Lock uplink** in the switch form, and **Ignore this switch for automatic mapping**. **Re-sync all switches** on the PoE switches page reads every switch immediately and lists each change.

Switch problem detection

SITUATION	ALERT
The switch does not answer ping	One switch-offline alert with the number of affected cameras. The cameras behind it raise no alerts of their own.
The switch is up but all its cameras are offline	One "switch suspected" alert: check the switch's power or uplink.
A camera port reports a PoE fault (SNMP)	A PoE fault alert for that camera.

Import Excel adds many switches at once; only the `ip` column is required, the rest comes from SNMP. The SNMP account is entered once in the import form.

7. Cameras



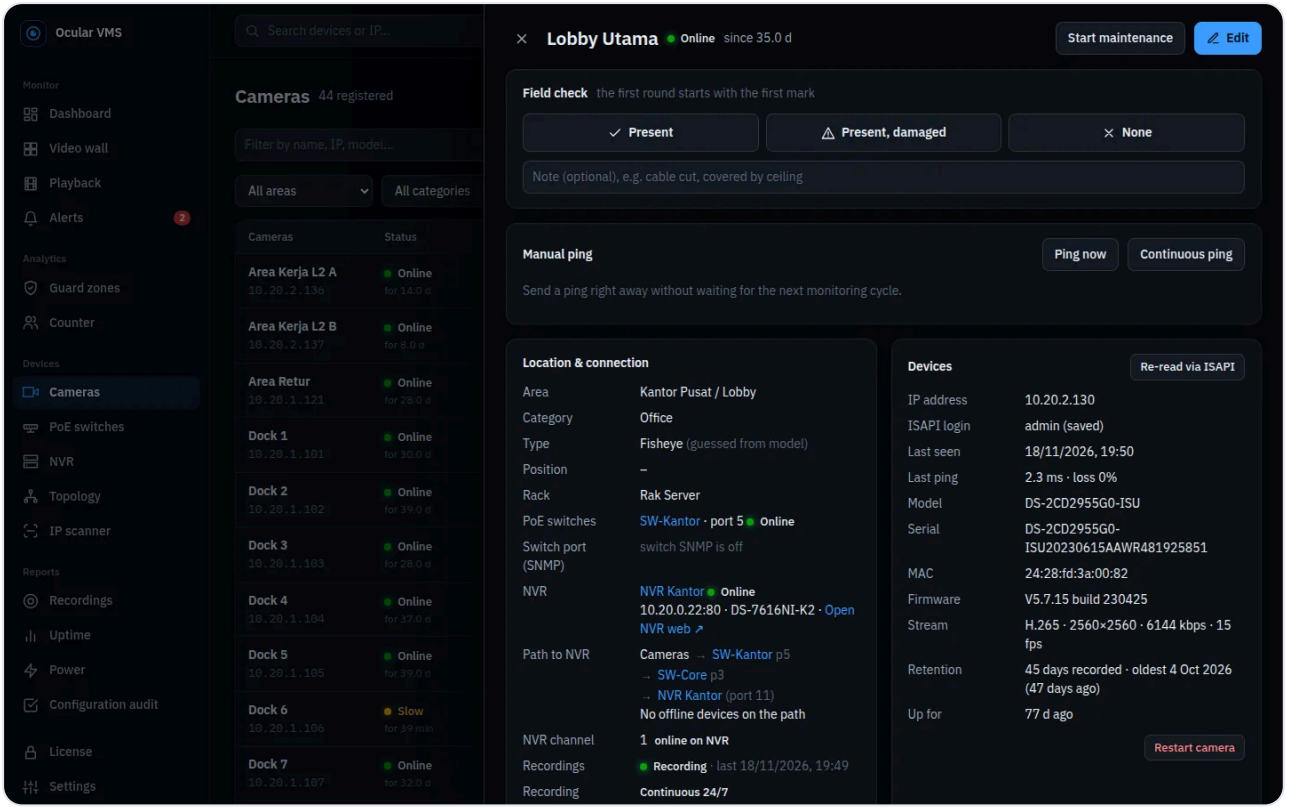
Above the list: search, status buttons (All, Online, Slow, Offline, Not recording), filters for area, category, switch, and NVR, plus **Ping (n)**, **Select** for bulk changes, and list or image-grid view. Filters are kept in the page address, so they can be shared as a link.

Adding cameras

METHOD	WHEN TO USE IT
Import from NVR	The cameras are already on an NVR. The fastest way (section 5).
Add, Via ISAPI	A standalone camera you have a login for. Model, serial, MAC, and firmware are read automatically.
Add, Manual	Ping monitoring only: name and IP.
Add, Import from Excel	Create or update many cameras at once (section 21).

In the camera form, the Area, Rack, Category, and PoE switch lists have a **+ Add new** option, so missing items can be created without leaving the form.

Camera details



Click a camera to open a side panel; the list and its filters stay behind it. It contains:

- **Location & connection**: area, category, type, rack, switch and port (with port condition from SNMP), NVR and channel, the **path to the NVR** (switches and ports the video passes), and recording status.
- **Device**: IP, last ping, model, serial, MAC, firmware, stream settings, and retention.
- **Live view**: live video (sub-stream or main stream), digital zoom with the scroll wheel, save image, and full screen.
- **Monitoring**: latency and packet loss charts (6 hours to 30 days) and status history.
- **Recordings**: a monthly calendar from the NVR and an **Open Playback** button.
- **Repair log**: faults, actions taken, and technicians.

Renaming a camera through **Edit** can also write the new name to the NVR channel and the camera's OSD.

Field check

To record a physical check: in the camera panel choose **Present**, **Present, damaged**, or **None**, with a note if needed. Every user may mark, including view-only accounts, so a technician only needs the application on a phone. The **Checked n/N** button in the list shows progress, and **Export**

produces a field check report by area, NVR, and technician. For the next routine check, an admin starts a **new check round**; earlier rounds are kept.

Changing many cameras at once

Click **Select**, tick cameras (in the table or image grid), then **Change area / category**, **Lock port**, or **Sub-stream to H.264**.

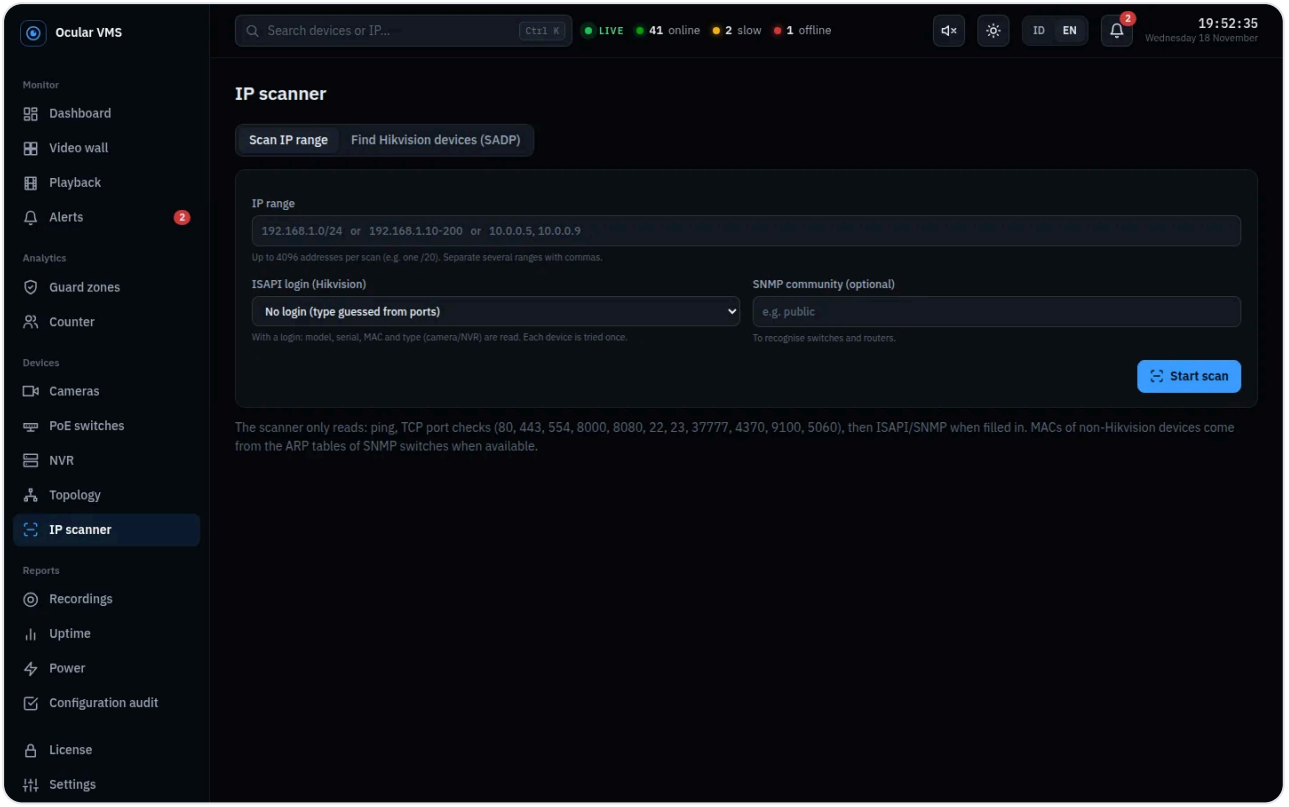
Last view

Every 30 minutes one image from each live camera is saved. Cameras that are down are not captured, so their last image is kept. Cameras that were already down before the system ever saw them alive get an image from their last recording on the NVR. Admins can also upload their own photo.

8. Other IP devices

For access control, intercoms, access points, attendance terminals, UPSs, and other IP devices. **Settings**, **Device categories** tab, **Add category**: enter a name, pick an icon, and choose whether offline devices raise alerts. The category appears as its own menu, with a red count when devices are offline. These devices are pinged, alerted on, included in automatic port mapping, and can be imported from Excel.

9. IP scanner and SADP



Scanning an IP range

1. Enter the **IP range**, e.g. `192.168.1.0/24` or `192.168.1.10-200` (up to 4096 addresses).
2. Choose the **ISAPI login**: none, a username and password, or the account of one of your NVRs.
3. Optional: enter an **SNMP community** to recognise switches and routers.
4. Click **Start scan**.

Results mark devices as **new** or **registered**, with their type (camera, NVR, switch, router, access control, printer). Tick new devices and choose **Add as camera**, **Add as NVR**, or **Add to category**. **Complete registered data** fills in missing MAC, model, and serial numbers.

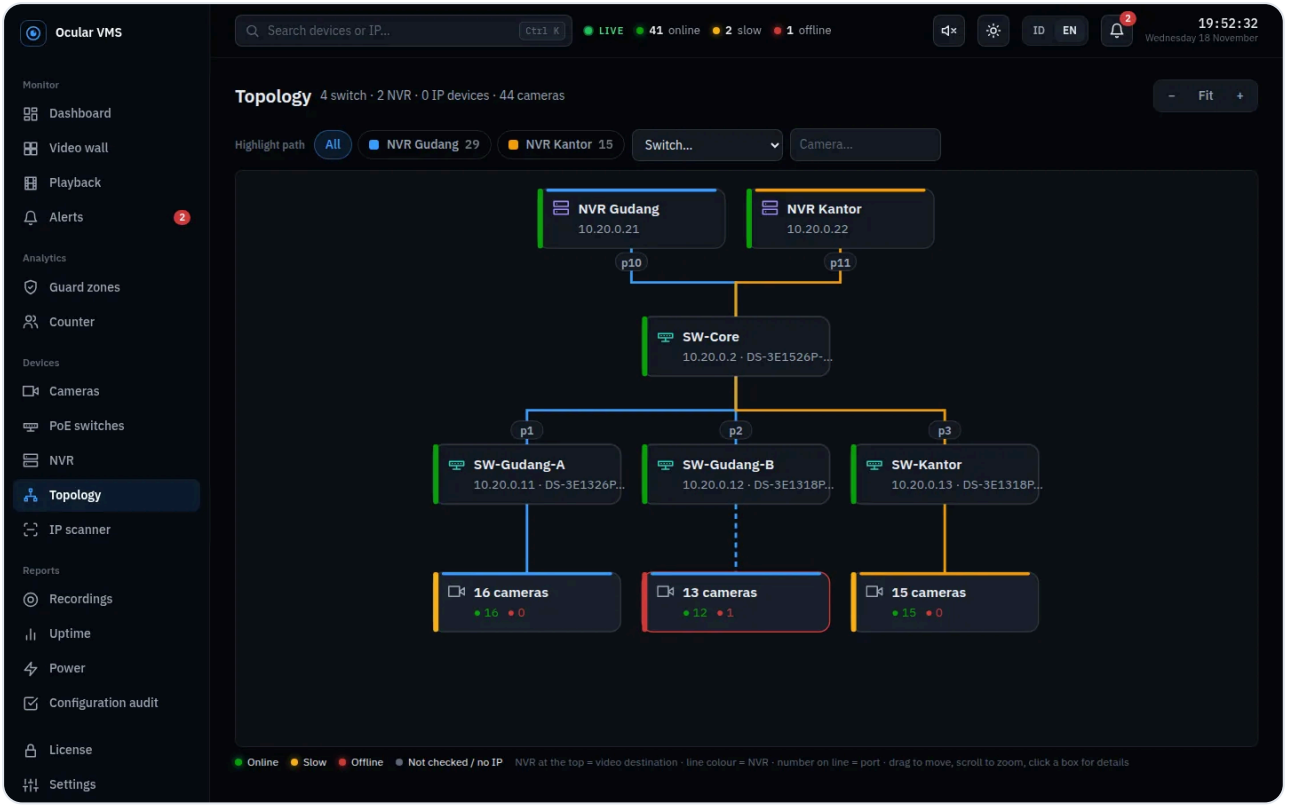
Find Hikvision devices (SADP)

The second tab works like the SADP Tool: every Hikvision device on the same VLAN as the server answers within seconds, with no IP or password needed. The **Check** column flags IP conflicts, inactive devices, changed IPs, different subnets, and DHCP.

Devices marked **Inactive** can be activated directly: enter a new password (8–16 characters, at least two character types), keep **Also add to the system** ticked, and click **Activate**. Keep the password somewhere safe.

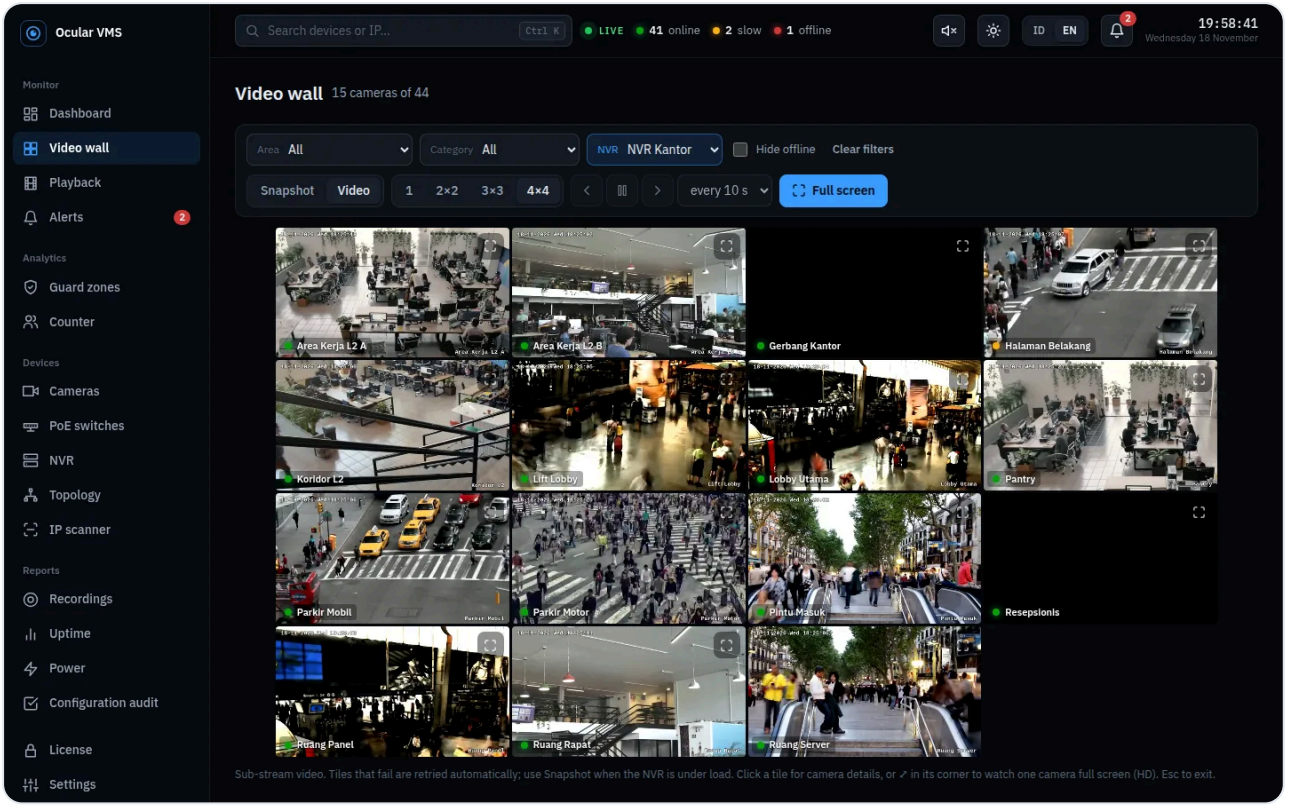
> SADP only finds devices on the same VLAN as the server, and is not available on Windows 10 (see the installation guide). For other VLANs, use the IP range scan.

10. Topology



A diagram of the CCTV network with NVRs on top, then switches towards the cameras. Line colour shows which NVR the video goes to; numbers on the lines are port numbers. Use **Highlight path** to light up the path of one NVR, one switch, or one camera; the path is summarised below the bar, e.g. `Dock 6 → SW-Gudang-A p10 → SW-Core p2 → NVR Gudang`. Drag to move, scroll to zoom, click a box to open its details.

11. Video wall



- **Filters** for Area, Category, NVR, and Hide offline. Filters are kept in the page address, so a "Parking only" wall can be bookmarked.
- **Snapshot** (an image every 3 seconds, lightest) or **Video** (live sub-stream video, up to 16 tiles).
- **1, 2×2, 3×3, 4×4** grids, automatic page rotation every 10–60 seconds, and **Full screen**.
- Click a tile for camera details, or ⤢ in its corner for one camera full screen on the main stream (HD).

> Browser video plays best from an **H.264** sub-stream. H.265 cameras can have their sub-stream switched to H.264 from the application (the message in the video tile, or Select in the camera list). NVR recording uses the main stream, so it is not affected.

12. Playback and clip download

1. Open **Playback**, click **Choose cameras**, tick 1–4 cameras, then **Play**. Several cameras play at the same time of day, which helps follow a person from camera to camera.
2. Pick a date, then click the timeline at the time you want. Green means footage exists; purple marks guard zone events.
3. Controls: play/pause, back and forward 10 or 30 seconds, speed 1×–8×, digital zoom with the scroll wheel, save image, and full screen.

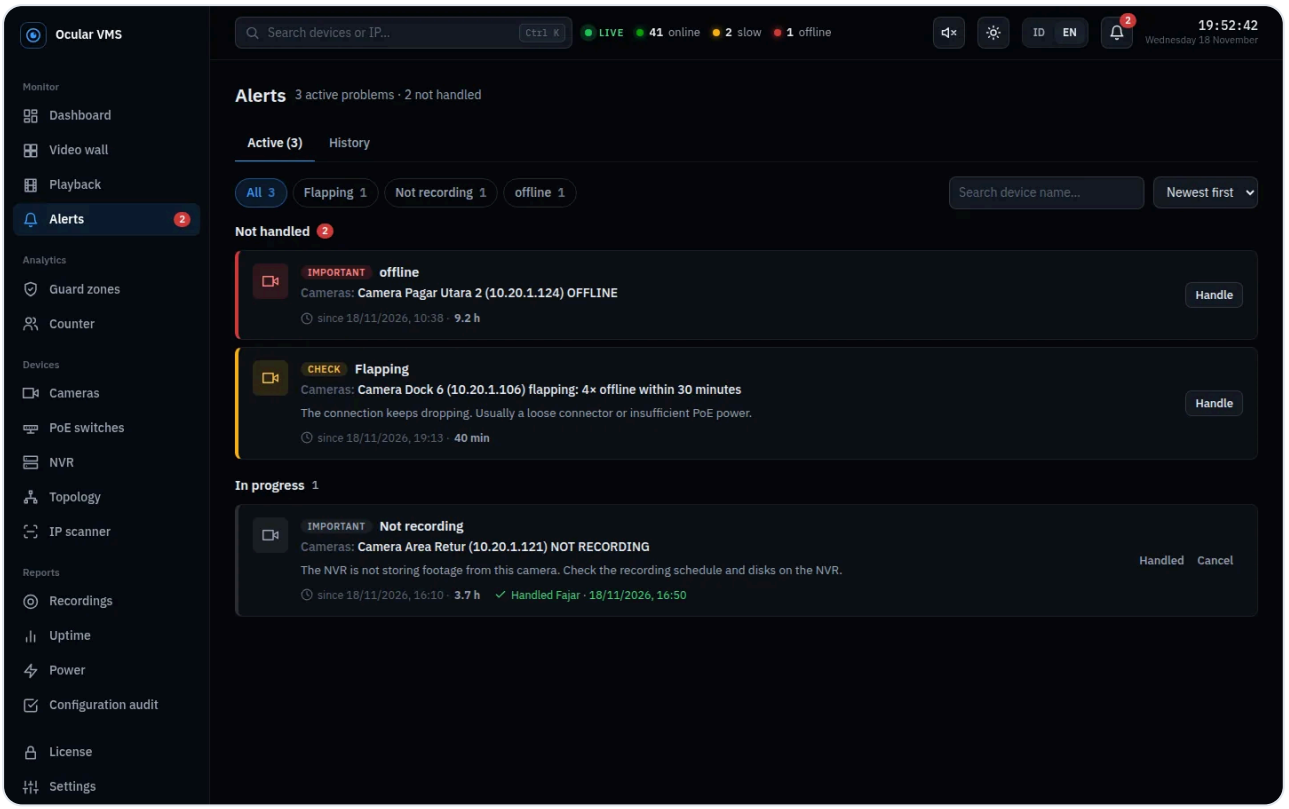
Keyboard shortcuts: space play/pause, left/right arrow 10 seconds, Shift+arrow 1 minute, `[` and `]` mark start/end.

Downloading a clip (admin)

1. Mark **Start** and **End** on the timeline.
2. Click **Download clip**, tick the cameras, and choose the format: **Original from NVR** (recommended for evidence, no re-encoding) or **H.264, easy to play**.
3. Click **Create clip**. When it is ready, download the file for each camera and the **details** file with the time range, who downloaded it, and the SHA-256 fingerprint of each file to prove it is unaltered.

Up to 30 minutes per clip and 4 cameras per request. Files stay on the server for 4 hours, then are deleted automatically. Every download is recorded in the activity log.

13. Alerts and notifications



Alert types

TYPE	RAISED WHEN
Camera / NVR / switch offline	No ping reply several times in a row.
Switch suspected	Every camera on a switch is offline while the switch itself is up.
Not recording	The camera is connected, but the NVR has no new footage from it.
HDD problem / HDD failing (SMART)	The NVR reports an abnormal disk, or SMART shows signs of failure.
Clock out of sync	The NVR clock is more than 60 seconds off.
Flapping	A device went offline 3 or more times within 60 minutes.
PoE fault, camera without video	From switch SNMP: a PoE fault on a camera port, or a link that is up with no video traffic.

Video loss, camera covered, HDD full/error, IP conflict, illegal login	Sent by the NVR as it happens (real-time events). The feature must be enabled on the NVR or camera.

Slow status, cameras in maintenance, and cameras behind a switch that is down deliberately raise no alerts. An offline camera closes its own "not recording" and "video loss" alerts, so one problem does not appear several times.

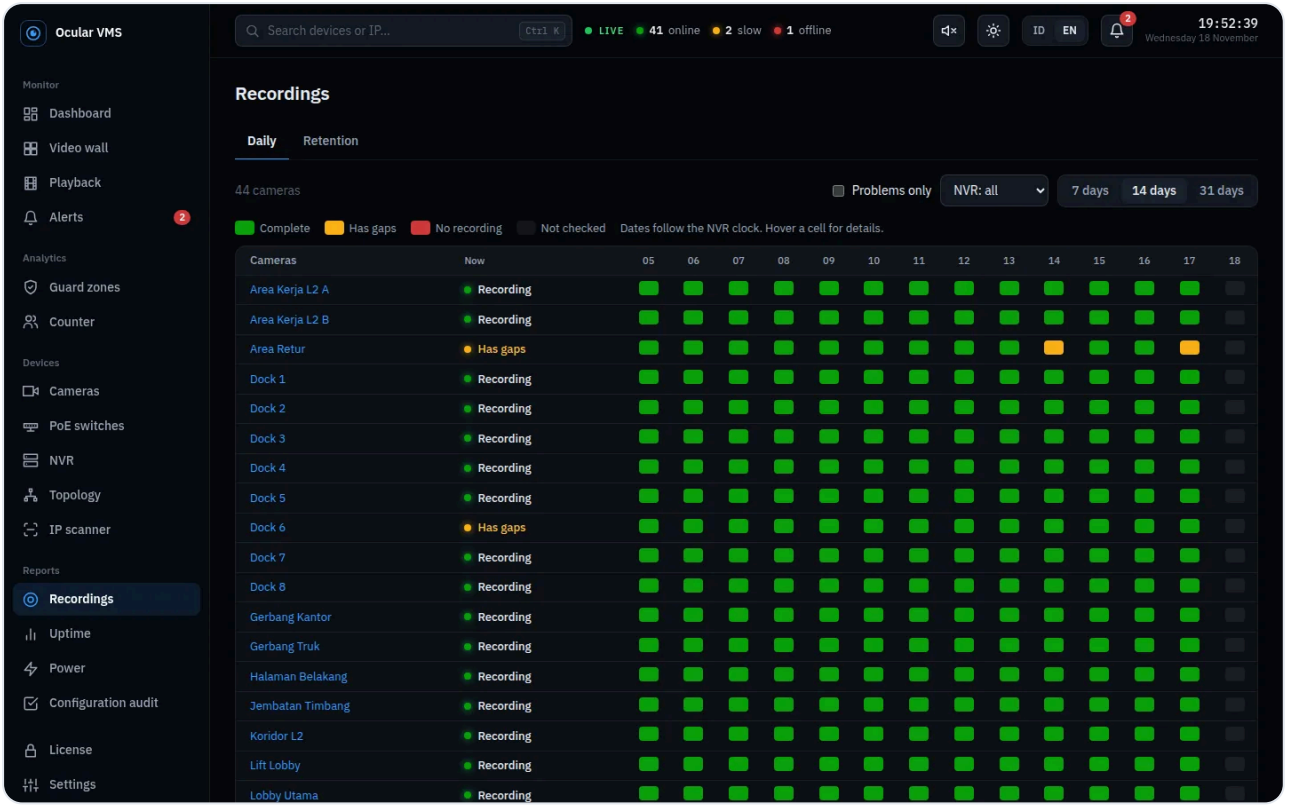
The Alerts page

The **Active** tab holds cards that answer what happened (labelled **IMPORTANT** or **CHECK**), on which device, what to check, and since when. Click **Handle** to mark one as being dealt with, with a note if needed. The **History** tab lists every alert with date and type filters, mean time to repair (MTTR) and to acknowledge (MTTA), the devices with the most problems, and Excel export.

Notifications

- **Control room**: click the speaker icon in the top bar. Each new alert shows a message, a short sound, and a system notification. Works without internet.
- **Telegram**: messages to the team group when devices go down and recover. Setting up the bot token is in the installation guide.

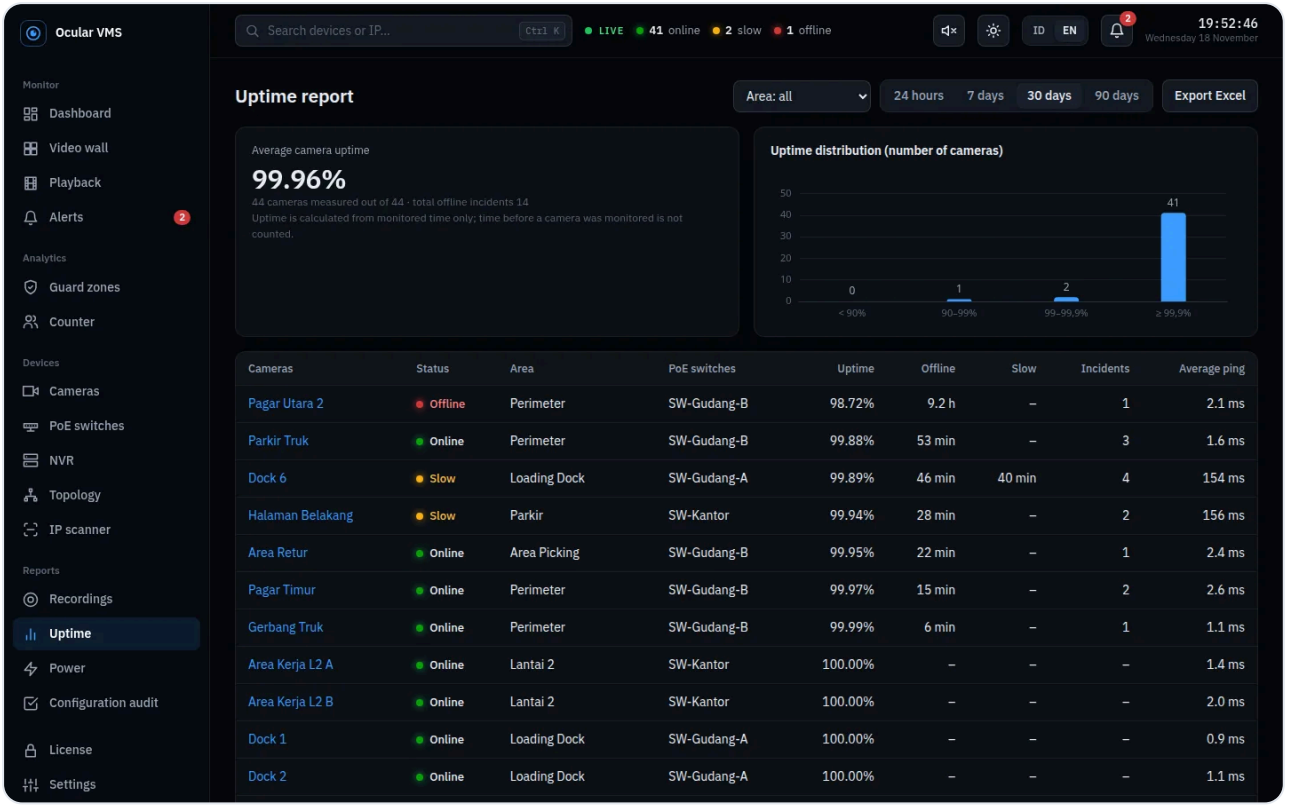
14. Recordings and retention



Daily tab: a camera × day table for 7, 14, or 31 days. Green is complete footage, yellow has a gap longer than 10 minutes, red has no footage, grey has not been checked. Hover a cell for the recorded percentage and the largest gap. Tick **Problems only** to hide cameras that are all green.

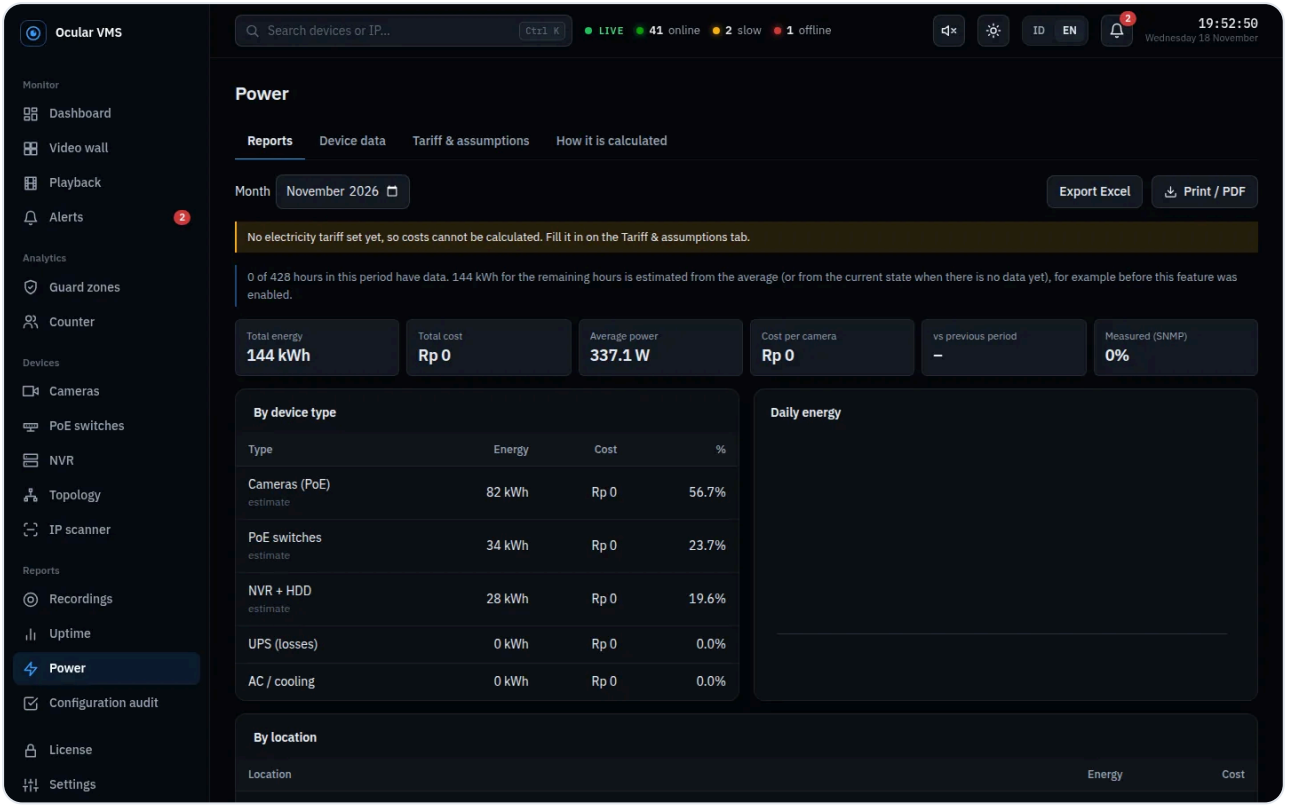
Retention tab: per NVR, the oldest recording, the camera with the shortest span, and the estimated retention once the disks are full; per camera, the oldest recording date, span in days, recorded days, and missing days. Read once a day at around 03:00.

15. Uptime report



For 24 hours, 7, 30, or 90 days, filterable by area: percentage of time not offline, total offline and slow time, number of incidents, and average ping per camera. Uptime counts only time since the camera started being monitored. Cameras with many short incidents usually have a cable or connector problem. **Export Excel** downloads the table.

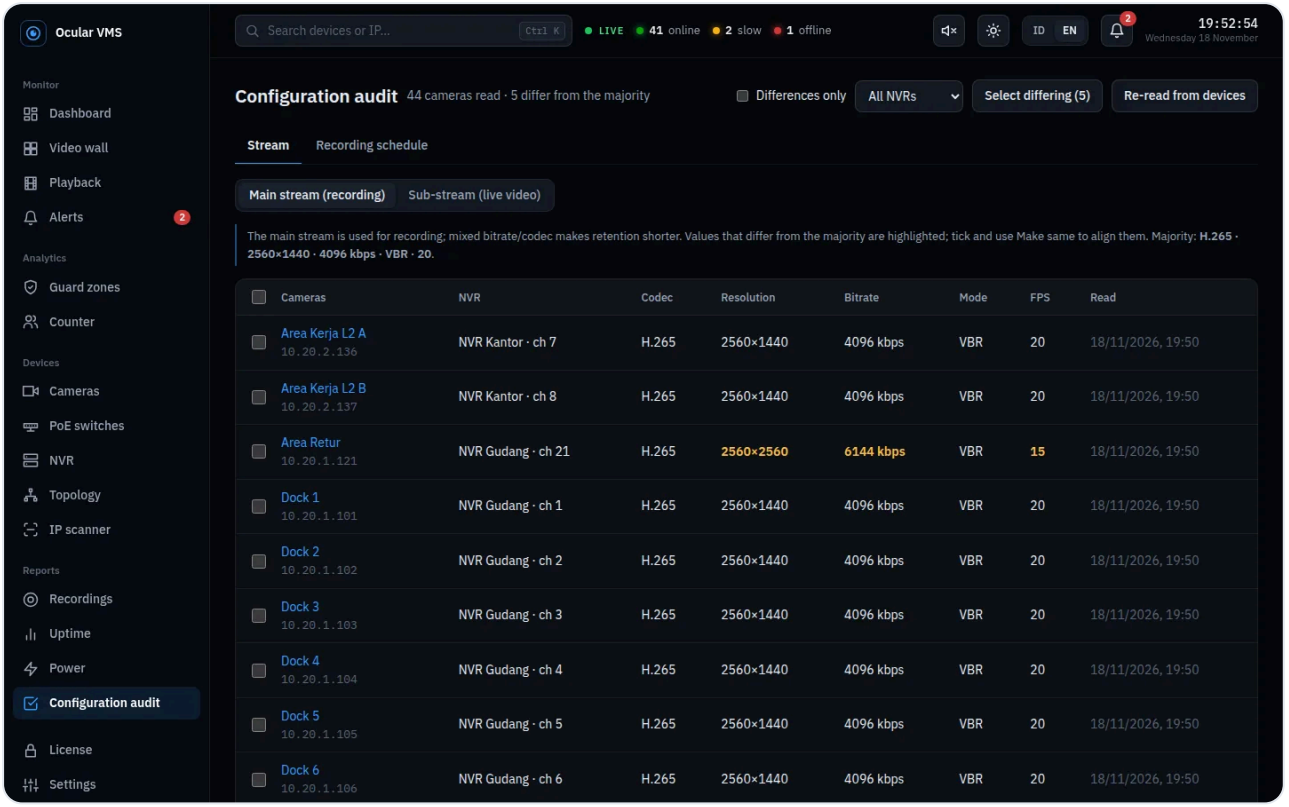
16. Power



A monthly report of CCTV electricity use and cost (admin): total kWh, cost, average power, cost per camera, and breakdowns by device type, location, and device, plus a daily chart. PoE camera power is measured from switch SNMP when available; the rest comes from datasheet watts per model that you enter on the **Device data** tab.

On the **Tariff & assumptions** tab, enter the electricity tariff: a single price per kWh, or **peak/off-peak** pricing for tariff classes with peak hours. **Export Excel** and **Print / PDF** are available for the monthly report.

17. Configuration audit



Shows each camera's main stream or sub-stream settings: codec, resolution, bitrate, bitrate mode, and FPS. Values that differ from the majority are highlighted in yellow, because a camera with a higher bitrate or a less efficient codec shortens retention for every camera on the same NVR.

Admins can align them: tick cameras (or **Select differing**), click **Make same**, enter the values to standardise (or **Fill with majority values**), then **Apply**. Settings are sent over ISAPI with progress per camera. There is a warning before changing the main stream, because it affects recording quality and retention.

The **Recording schedule** tab shows which cameras record 24/7, part of the time, only on events, or have no schedule at all (the camera looks normal but is never recorded).

18. People and vehicle counting

The **Counter** menu counts people, cars, motorcycles, trucks, buses, and bicycles from ordinary cameras, using local AI on the server's CPU with no internet. Only numbers are stored; no images, video, or face recognition.

1. An admin turns the feature on in the top bar of the Counter page.
2. **New location**: enter a name and, if needed, an active schedule (e.g. lunch 11:30–13:30, Monday–Friday).
3. **Marker**: pick a camera, then **Line** (counts crossings, with in/out direction) or **Area** (counts how many are inside). Click its points on the camera image.
4. **Test detection** to confirm objects in the path are detected, then **Save marker**.

The **Results** tab shows counts per 15 minutes, hour, or day, per object type, with Excel export. For accuracy, use a camera mounted high and angled slightly down, and place the line where people pass one at a time. Each line camera takes considerable CPU; a 4-core server usually handles 2–3 line cameras.

19. Guard zones

Watches specific areas, such as a back fence or a warehouse after hours. When a person or vehicle enters the area during the guard schedule, a video window of that camera pops up in the corner of the screen, on any page. The AI reacts only to the chosen object types, so swaying leaves, rain, and shadows do not trigger events.

1. Open **Guard zones** and turn the feature on.
2. **Zones** tab, **New zone**: pick a camera, click the corners of the area on the image, and choose the triggers (people, vehicles, or both).
3. Set sensitivity and the guard schedule (e.g. 18:00–06:00), **Test detection**, then **Create zone**.

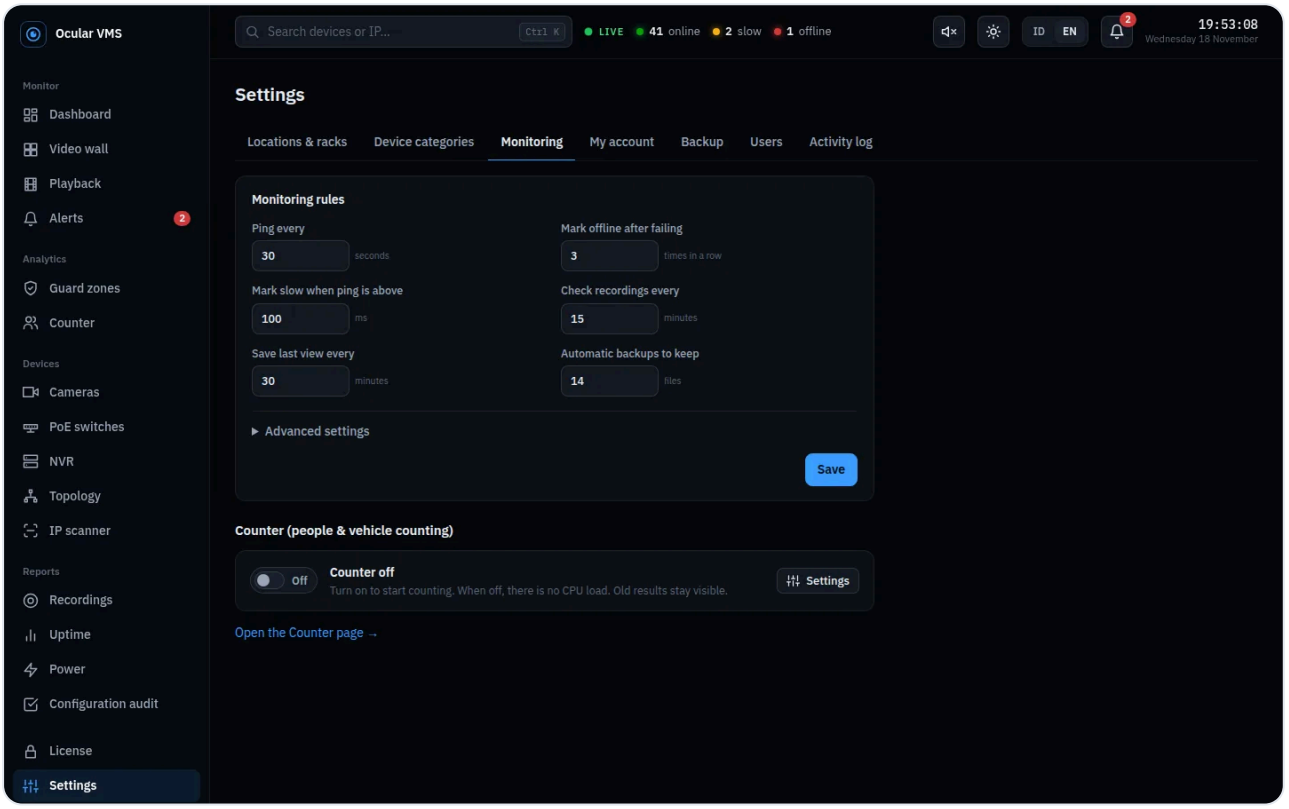
The **Events** tab holds the daily history with a photo at the busiest moment, time, duration, and a **Checked** button. Events also appear in purple on the Playback timeline.

20. Settings and users

Locations & racks

A site contains areas; a rack can belong to one area. Deleting an area or rack does not delete its cameras.

Monitoring

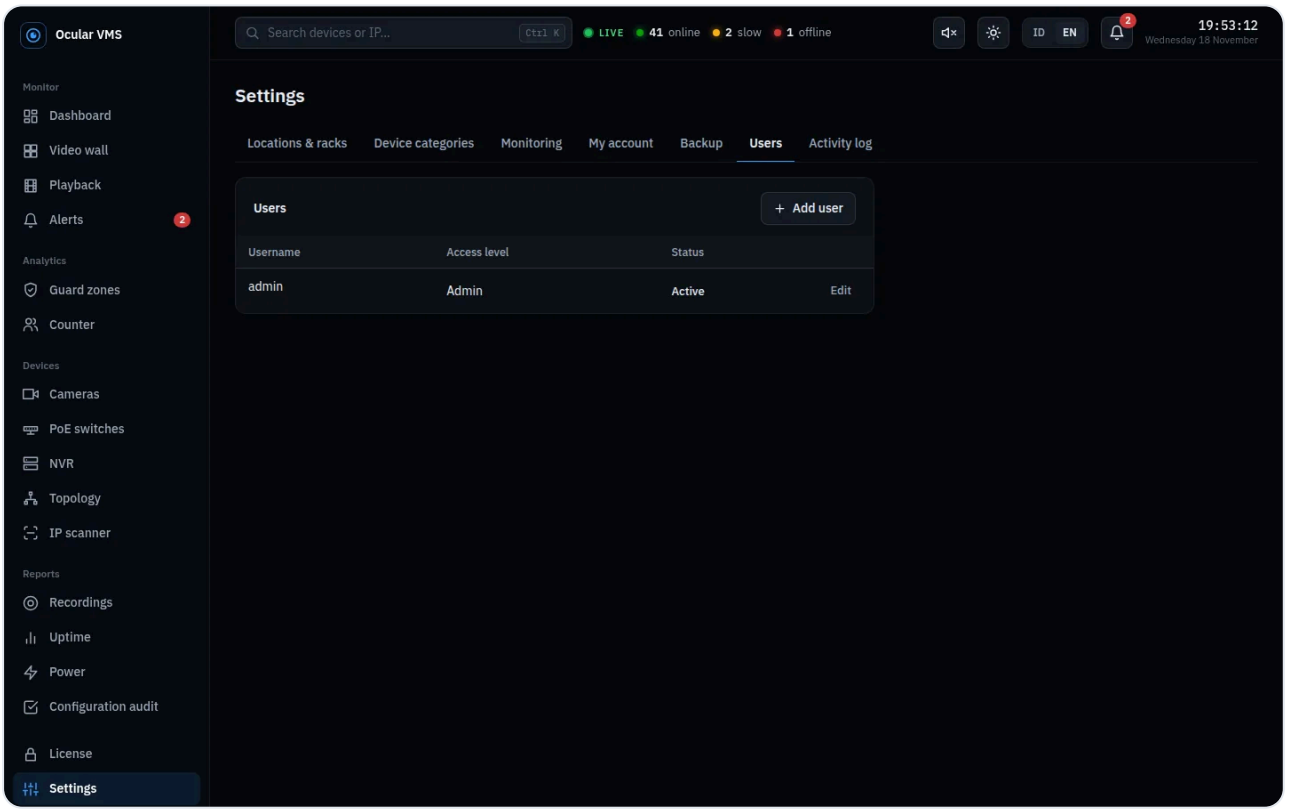


SETTING	DEFAULT
Ping every	30 seconds
Mark offline after failing	3 times in a row
Mark slow when ping is above	100 ms (or packet loss above 20%)
Check recordings every	15 minutes

Not recording when the latest recording is older than	30 minutes
Flag a gap when a recording break exceeds	10 minutes
Alert when the NVR clock drifts more than	60 seconds
Save the last view every	30 minutes
Read switch SNMP every	120 seconds

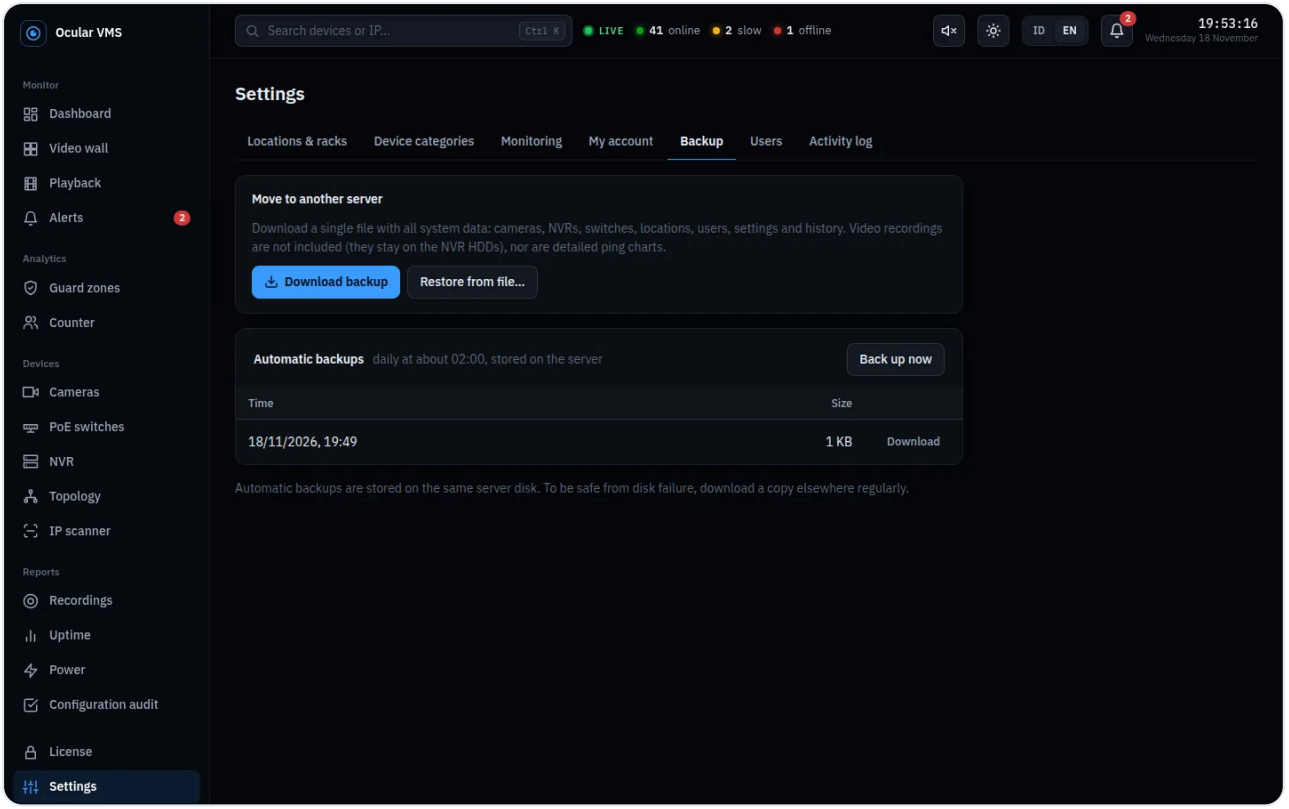
Changes take effect on the next cycle, without a restart.

Users and accounts



Admins add users with the **Admin** or **View only** role, change their password or role, and deactivate accounts no longer in use (accounts are not deleted, so their activity log stays traceable). Every user can change their own password on the **My account** tab. Five wrong passwords lock sign-in from that computer for 15 minutes.

Backup



An automatic backup is made every day at around 02:00, and before every update that changes the database. **Download backup** regularly and keep it elsewhere; set a password if it will be restored on another server. **Restore from file** replaces all data, but the license active on this server is kept.

Activity log

Who did what and when: sign-ins (successful and failed, with IP address), data changes, imports, backups, device restarts, clock syncs, video viewing, and clip downloads.

21. Excel import and export

Export

In the camera list, the **Export** menu follows the active filters:

- **Status summary**: online/offline per NVR, area, category, and switch, with sheets for online, offline (longest down first), and cameras not yet on a switch.
- **List + images**: cameras with their last image on every row.
- **Offline report A4**: offline cameras with large images, ready to print for field checks.
- **Handover report**: one sheet per switch with a live image of each camera.
- **Field check report**: check results by area, NVR, and technician.

Switch export (per switch or all switches) has one row per port, with or without live images. **NVR vs switch summary** on the NVR page shows how many cameras on each NVR are not yet recorded on a switch port.

Camera import

Add, **Import from Excel** accepts `.xlsx` or `.csv`. The easiest way: export first, edit in Excel, then import back. Columns: `name, ip, site, area, pos_x, pos_y, category, form_type, rack, switch, switch_port, nvr, channel, status_source, notes`.

- Cameras are matched by NVR + channel, then IP, then name. Unmatched rows become new cameras.
- Empty cells do not erase existing data.
- Missing sites, areas, racks, and switches are created automatically; NVRs must already exist.
- If one row is invalid, the whole import is cancelled and the error names the row number.

22. Limitations

- Ocular VMS does not store or back up video footage; footage stays on the NVRs.
- Features that read ISAPI (recordings, disks, events, retention, audit) are tested on Hikvision devices; support can vary by model and firmware. Unsupported parts show empty or with an "ISAPI: ..." message, and everything else keeps working.
- Browser video plays best from an H.264 sub-stream.
- Switches without SNMP are monitored by ping only. With SNMP, per-port PoE power is not read yet (per-port PoE status and total switch power are).
- People counting is an estimate; its accuracy depends on the camera angle.
- Retention and audit are read once a day unless refreshed manually.
- Some server error messages may still appear in Indonesian.

23. FAQ

QUESTION	ANSWER
The camera is up and visible on the NVR, but Ocular VMS shows it offline.	It is probably plugged into an NVR PoE port and cannot be pinged. Set its status source to NVR channel (section 3).
Almost every camera shows "Has gaps" or "Not recording".	The NVR records on motion only. Raise the two recording thresholds under Settings, Monitoring.
The NVR card shows "–" for disks or clock.	Click Check now. If an "ISAPI: ..." message appears, that part cannot be read from this NVR; send the message and the NVR model to support.
Cameras behind a dead switch do not appear as alerts.	By design: one dead switch raises one switch alert with the number of affected cameras, not dozens of alerts.
No sound on alerts.	Make sure the speaker icon is on and the page is open. Browsers only allow sound after the page has been clicked once.
Video does not show on the wall.	Usually the camera's sub-stream is H.265. Switch it to H.264 from the message in the video tile, or use Snapshot mode.
How long is data kept?	Detailed ping data 30 days, hourly data 2 years. Status history, alerts, and repair logs indefinitely.
Does deleting a camera delete its history?	Yes. If a camera is only switched off temporarily, use maintenance mode.
Forgotten password.	Ask an admin to change it under Settings, Users. If the only admin forgot it, contact support.