

Title:	HikCentral Server Upgrade	Version:	v1.0	Date:	07/18/18
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Action Required:	Information Only				

Introduction

Hikvision's central management solution, HikCentral, requires users to purchase a license in order to activate their software. As a service, Hikvision offers servers that come with HikCentral pre-installed and pre-licensed [*Part Numbers: HikCentral-VSS-Base/HW/64ch and HikCentral/VSS/HW/300ch*].

However, the servers currently sold are loaded with HikCentral v1.0.0.6 and require an upgrade immediately upon being brought online. Due to changes in how certain options were licensed and software upgrades are handled, the process can be more involved than simply deploying the latest version and will require the assistance of the HikCentral technical support team.

Upgrade Process

- 1. Upon receiving and powering up the server, log in to Windows using the default credentials: administrator/Abc12345.
- 2. Open the HikCentral Web lient for the first time using the shortcut on the desktop or by opening Internet Explorer and going to URL http://lz7.0.0.1
- 3. Download, run, and allow the plugin.
- 4. With the plugin installed and allowed, before the first login, create the *admin* super user password when prompted.
- 5. When logged in to HikCentral's Web client, click on "License Details."
- 6. Write down the full activation code for the BASE license, and e-mail it to hikeentralsupport.usa@hikvision.com so that the version and date of issue can be checked.

7a. If License Was Issued Before October 17, 2017

A new license will need to be issued by Hikvision, and it may take one or two business days. A temporary license will be issued to cover the wait.

Once you receive your permanent or temporary license:

- 1) Stop HikCentral services.
- 2) Close the service manager/watchdog.
- 3) Uninstall HikCentral 1.0.0.6
- 4) Download and install HikCentral 1.2.0

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- 5) Open the HikCentral Web client for the first time using the shortcut on the desktop or by opening Internet Explorer and going to URL http://127.0.0.1
- 6) Download, run, and allow the plugin.
- 7) With the plugin installed and allowed, before the first login, create the *admin* super user password when prompted.
- 8) Activate the license provided by HikCentral Support.

7b. If License Was Issued After October 17, 2017

- 1) Perform offline deactivation, following the process in: <u>http://www.hikvision.com/en/VMS/Support/License-Management</u>
 - If Offline Deactivation Was Successful
 - A. Stop HikCentral services.
 - B. Close the service manager/watchdog.
 - C. Uninstall HikCentral 1.0.0.6
 - D. Download and install HikCentral 1.2.0
 - E. Open the HikCentral Web client for the first time using the shortcut on the desktop or by opening Internet Explorer and going to URL <u>http://127.0.0.1</u>
 - F. Download, run, and allow the plugin.
 - G. With the plugin installed and allowed, before the first login, create the *admin* super user password when prompted.
 - H. Activate the license by re-using your current activation code.

• If Offline Deactivation Was Unsuccessful

- A. Stop all HikCentral services.
- B. Run the HikCentral 1.2 installation package to upgrade the software.
- C. When getting to the Web client, the login information will still be valid, but the following message will appear:

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	Configuration This section offers functions used to configure the system.	Physical View System	Logical View	Event & Alarm	Security	Wizard Else: Sette Help Web Clien Web Clien Mainter	nge Witand t Video Tutorial t User Manual iance	
	Applications This section offers various applications to help security professionals.	tive View	The License file is again.(Error code: Playback	damaged. Please activate 118) Close Local Configuration		Back Up a Export Co License License Ex Update Li Deactivate	nd Restore Databa virigunation Data etails pray Date: 2095-12 cense > : Ucense >	a1

- D. When checking the license details, all counts should be zeroed out.
 - NOTE: If all counts are not zeroed out, the existing license is working and no further action is needed.

Authorization Details	Details	
Camera	0/0	-
Door	0/0	
Recording Server	0/0	
Under Vehicle Surveillance System	0/0	
Remote Site	Disabled	
ANPR	Disabled	
Smart Wall	Disabled	
GIS Map	Disabled	~
Please properly keep your activation otherwise the activation code cannot	code. Deactivate the VSM if you need to un the used any more.	install the VSM.

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E. Attempt to re-activate your license. The following message will likely appear:

Activation Code 841F-7AC9-758A-56FF	Activation/Update	Failed: The activation code has already been used	in the second second
841F-7AC9-758A-56FF	i manual opened	(Error code:1108)	by other server. C video Tutoria
3BFC-8052-879D-4185	Failed: The activatio	n code has already been used by	Maintenance Back Up and Restore Database Export Configuration Data
			License License Details License Expiry Date: 2018-08-14(Trial Update License 😞
Please properly keep your activation otherwise the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activation code cannot be activated by a set of the activated by a s	n code. Deactivate the VSN of be used any more.	l if you need to uninstall the VSM.	Online Update (network available) Offline Update (network not available) Step 155:port the license request file Step 25mport the update file

- F. Contact HikCentral support by phone (preferred) or e-mail to request deactivation of the license on Hikvision's end. Depending on availability, you will either be able to use the same license immediately or be provided with a temporary license while the deactivation request is processed.
 - **NOTE:** If you receive a temporary license, remember to deactivate it and advise HikCentral support of the fact **before** re-applying the permanent license.