

Title:	Common Error Codes				
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Product:	iVMS-4200 client software				
Action Required:	Information Only				

## Error Codes for iVMS-4200 client software

Q: What is error code 1?

Err: User name or password error.

A: Confirm if username and password for the device was entered correctly.

Q: What is error code 7?

Err: Failed to connect to the device. The device is off-line or connection timeout caused by network.

A: Local connection: Check the network configuration and IP address of the computer.

Remote connection: Check if the ports are forwarded for the device.

Q: What is error code 9 or 10?

Err 9: Failed to receive data from device.


Err 10: Timeout when receiving the data from the device.

A: This is usually due to a connection timeout caused by network connection or bandwidth.

Q: What is error code 55?

Err: IP address not match.

A: An IP address was bonded to the remote user.


1. From the DVR/NVR, go to **Menu -> System Configuration -> User**.
2. Click the  **Edit** icon to enter the Edit User menu.
3. Enter all zeros for the **IP Address (0.0.0.0)**. Click the OK button to save the setting.
4. If you still cannot login, please request a password reset to default the user account.

<http://www.hik-online.com/en/us> -> Support -> Technical Bulletin -> Product Identification and Password Reset

Q: What is error code 56?

Err: MAC address not match.

A: A MAC address was bonded to the remote user.

1. From the DVR/NVR, go to **Menu -> System Configuration -> User**.
2. Click the  **Edit** icon to enter the Edit User menu.
3. Enter all zeros for the **User's MAC Address (00:00:00:00:00:00)**. Click the OK button to save the setting.
4. If you still cannot login, please request a password reset to default the user account.

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