



# HikCentral Enterprise V1.0

**FAQ**

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# 1. License Activation/Deactivation

## 1.1 Where can I activate/deactivate the license file?

### Question

Where can I activate/deactivate the license file?

### Answer

Both offline activation and deactivation should be completed on the website *license.hikvision.com*. Other websites or offline activation/deactivation tools are not available (those tools are for test domain instead of official domain).

## 1.2 How many projects can one license file be used for?

### Question

How many projects can one license file be used for?

### Answer

One license file can be activated and used for only one project.

## 1.3 Why it prompts that the activation code has been activated on other servers?

### Question

The license has not been deactivated or the activation failed, but why does it show that the activation code has been activated on other servers?

### Answer

Since the activation code and CPU/mainboard/MAC address are bound together, the causes may lie in changes in the information of CPU\mainboard\NIC comparing with last activation.

1. NIC enabling, disabling, and addition: for example, a network board is enabled for remote control, but the board is disabled after remote control ends;
2. CPU addition, mainboard and network board changing: CPU is added due to damage or poor performance of mainboard or NIC. Adding more memory does not lead to this problem;
3. Phone USB sharing network using: phone USB sharing network equals to an internet-connected NIC which is available to complete online activation (phone USB sharing network using should be explicitly forbidden on the spot).
4. Server changing: server breakdown and virus attack can change the platform to another server;

5. Installation of VMware in server: installation of VMware means addition of network board.

**Solution**

In those circumstances above, you may either restore the server to the status of last activation, or deactivate it in flexnet and then reactivate the activation code as required.

## **1.4 Why it prompts that no License available after OS reinstallation?**

**Question**

I have activated my License on one server correctly. After reinstallation of operating system of the server, it prompts no License available. Why?

**Answer**

Because after reinstallation of operating system, the order of MAC address received by entering *ipconfig/all* in CMD will be different in most cases. For example, ABCD before reinstallation will change into DBAC. Meanwhile, the License did not refresh the order according to the new MAC address.

**Solution**

In order to solve this problem, you may deactivate the code manually in flexnet and then reactivate the activation code as required.

## **1.5 Why does it show that the activation code is incorrect?**

**Question**

Why does it show that the activation code is incorrect?

**Answer**

This occurs because:

1. The activation code is for test domain, not for official domain.
2. The activation code has been activated in other projects, while the license file can only be bound with one server.

**Solution**

In response to those situations, you may apply for another license file.

## **1.6 What to do with the error prompt “the server type is not matched”?**

**Question**

What to do with the operating error with the note “the server type is not matched”?

**Answer**

This is because the processes of exporting the request file and importing the response file of activation have changed the type of the server's NIC (with the note that the server type is not matched).

**Solution**

To deal with this problem, you may either restore the device to the status of last activation, or deactivate it in flexnet and then reactivate the activation code as required.

## **1.7 Why it prompts activation failed even though I have deactivated it successfully?**

**Question**

I have deactivated the license successfully, but it still prompts "activating license file failed" when I try to activate it. Why?

**Answer**

Causes of this problem may include:

1. The feedback file imported for the second time is exactly the feedback file received for the first time;
2. NIC is forbidden during deactivation and its confirmation;
3. The number of NICs has changed during activation and deactivation. For example, the number is 4 during activation while that changes into 3 during deactivation, leaving flexnet waiting for confirmation of deactivation status. Meanwhile, license service fails to deal with the abnormal operation and suggests success of deactivation.

**Solution**

In those situations above, you may confirm deactivation manually in flexnet, and reactive it as required.

## **1.8 What to do if authorization item's *Max* property is not defined?**

**Question**

The type of authorization item is *Number*, but the *Max* property is not defined. What should I do?

**Answer**

In this situation, you may apply for another license file.

## **1.9 What to do of authorization item's type has been changed?**

**Question**

The type of authorization item A in License has been changed from *Bool* to *Number*. How to deal with it?

**Answer**

Strictly speaking, when the type of authorization item has changed, another new item should be added instead of changing the type of the old item, or the problem of incompatibility may occur.

To deal with this issue, you may apply for another license file.

### **1.10 Online deactivation failed, but actually it succeeded. Why?**

**Question**

Online deactivation failed, but actually it succeeded. Why?

**Answer**

You may confirm the result of deactivation in flexnet. Basically, this is caused by network request timeout.

### **1.11 How to import new license file for capacity expansion?**

**Question**

How to import new license file for capacity expansion?

**Answer**

Add new license file in License Management page in System Maintenance. If the activation code is the same with that in the original license file, you don't have to reactivate it. Otherwise you have to reactivate the code.

## 2. Installation and Uninstallation

### 2.1 How to retrieve *admin* password?

#### Question

How to retrieve admin password?

#### Answer

So far you cannot retrieve admin password by yourself. You have to resort to technical support in headquarters. They can help you to retrieve the password by using password recovery tool.

### 2.2 How to retrieve *sysadmin* password of Operation

#### Management Center?

#### Question

How to retrieve *sysadmin* password of Operation Management Center?

#### Answer

So far you cannot retrieve *sysadmin* password by yourself. You have to resort to technical support in headquarters. They can help you to retrieve the password by using password recovery tool.

### 2.3 I forgot to deactivate the License before uninstalling the platform. Can I reactivate it?

#### Question

I forgot to deactivate the License before uninstalling the platform. Can I reactivate it?

#### Answer

When you reinstall the software, if the hardware environment and the operating system of the server have not changed, you can operate the software without reactivating the License; if you want to change the License, you have to deactivate the License on the original platform and reactivate it on the new one.

### 2.4 How to install and uninstall a certain component?

#### Question

How to install and uninstall a certain component?

#### Answer

Open System Maintenance in Operation Management Center and click **Software Installation**. You can uninstall any software as you like. If you want to reinstall it, click **Custom Installation** in the right corner and select it to be installed in central server.

## **2.5 What to do with the frequent alarms warning high CPU usage or overload of disk IO?**

### **Question**

How to deal with the frequent alarms that warning high CPU usage or overload of disk IO?

### **Answer**

Generally this is due to high CPU utilization by too many services. If it is not caused by abnormal situations including virus attack, please upgrade your hardware configuration.

## **2.6 Can I back up and restore files in database?**

### **Question**

Can I back up and restore files in database?

### **Answer**

You can back up your files in System Maintenance page in Operation Management Center. So far the function of restoring database is not available. You can contact technical support for help.

## 3. Event Linkage

### 3.1 Why the system cannot receive intrusion alarm?

#### Question

Configurations on device are correct, but the system cannot receive alarms of intrusion. Why?

#### Answer

1. Click **Data** to enter IAC page and you can see information of actual devices. If the device is offline, you cannot receive alarms of the event. Enter the installation path of IAC and replace all the files under C:\Program Files\hikvision\web\components\iac.1\bin\ias\hplugin\datadst and C:\Program Files\hikvision\web\components\iac.1\bin\ias\hplugin\datasrc with the file Microsoft.VC90.CRT. Reboot IAC and all the devices will turn online.
2. After status of devices change into online, you should synchronize subscription information with IAC. By default, synchronization will be on the hour. If you add new devices, they can also be synchronized.
3. You can receive alarms of intrusion event by the time you complete all the procedures.

### 3.2 I cannot see the video and picture on the Control Client's pop-up window. Why?

#### Question

One window popped up on Control Client when event is triggered, but I cannot see the recorded video and captured pictures. Why?

#### Answer

1. Since client pop-up linkage is enabled, the whole linkage can function;
2. For video footage, you should check the configuration of the device firstly. If it is normal, you have to check linkage configuration. One of the common mistakes is that only the **Pop-up Event-Related Video** is checked, while the **Record Video Footage** is not checked;
3. For picture, you should check the configuration of the picture storage server firstly. If it is normal, you have to check linkage configuration. One of the common mistakes is that only the **Pop-up Event-Related Picture** is checked, while the specified capture mode (**Specified Camera Captures Pictures at an Interval of Specified Seconds for Specified Times**) is not checked.

## 4. One-Card

### 4.1 Will face pictures on the device be deleted if I apply all permissions to it?

#### Question

Will face pictures on the device be deleted if I apply all access control permissions settings to the device?

#### Answer

No. If you want to clear all the face pictures on the device, Click **Apply All** in Apply Face Pictures.

### 4.2 I didn't receive any attendance results recorded on the current day. Why?

#### Question

I didn't receive any attendance results recorded on the current day. Why?

#### Answer

By default, the attendance records will be calculated at 00:00 next morning.

### 4.3 Can I search information of the person who has no face picture configured?

#### Question

Can I search information of the person who has no face picture configured?

#### Answer

Yes. You can select "No Photo" as the biometric feature in **System Configuration > Person, User, and Role > Person**.

Person List  Include Subordinate Organization

Name	<input type="text"/>	Gender	All	Organization	<input type="text"/>
Mobile Phone No.	<input type="text"/>	ID Type	All	ID No.	<input type="text"/>
Employee No.	<input type="text"/>	Biometric Feature	No Photo X	<input type="button" value="Search"/> <input type="button" value="Reset"/>	

## 5. Parking

### 5.1 How can I configure to allow or forbid passing for vehicles in blacklist?

**Question**

How can I configure to allow or forbid passing for vehicles in blacklist?

**Answer**

You can set to allow or forbid entry & exit for vehicles in blacklist in System Configuration > Vehicle Control > Parking > Parameters.

### 5.2 How can I configure to allow or forbid passing for temporary vehicles?

**Question**

How can I configure to allow or forbid passing for temporary vehicles?

**Answer**

You can set to allow or forbid entry & exit for temporary vehicles in System Configuration > Vehicle Control > Parking > Parameters.

## 6. Others

### 6.1 Where can I add decoding device?

**Question**

Where can I add decoding device?

**Answer**

You can add decoding devices (including decoders and video wall controllers) in Video Wall module of the Control Client.

### 6.2 It prompts “Accessing menu permission failed” in the Login page. Why?

**Question**

When setting offline map, after I rebooted tomcat, it prompts “Accessing menu permission failed” in the Login page. What was the problem?

**Answer**

This is because tomcat has not been activated normally. You can try again later.