Operation and Management Center

User Manual

User Manual

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This Manual is applicable to Operation and Management Center.

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website (http://overseas.hikvision.com/en/). Please use this user manual under the guidance of professionals.

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Chapter 1 Overview

1.1 Introduction

Operation and Management Center is an integrated platform to improve the productivity and efficiency of the operation and maintenance staffs and technical supports who are responsible for deploying, monitoring, and maintaining the Hikvision surveillance systems and platforms (such as HikCentral Enterprise). It provides management of the components lifecycle in the surveillance system, including installation and uninstallation, upgrading, component status monitoring, and component maintenance.

- **Deployment:** You can install and uninstall the components on the servers of the managed system to conveniently deployment the whole system via the Operation and Management Center.
- **Status Monitoring:** If the operation and maintenance staffs waste much on identifying which asset an issue relates to, the support will be inefficient. With the Operation and Management Center, the staffs can access accurate information and quickly address problems, thus improve the efficiency of operation and maintenance support.
- **Maintenance:** View the logs of the managed system, data backup and restore, etc.

1.2 System Requirement

- **Operating System:** Microsoft® Server 2016 (64-bit), Microsoft® Server2012 R2 (64-bit), Microsoft® Server 2008 R2 (64-bit).
- **Web Browser:** Internet Explorer 11 and above (32 or 64-bit), Google Chrome 63.0.3239.108 and above (32 or 64-bit)
- **CPU:** 8-Core Processor and above.
- **Memory:** 8 GB DDR4 and above.
- **HDD:** 300 GB, SAS Hard Drive
- **NIC:** 1 GbE Intel® Ethernet network adapter

Note: For high stability and good performance, these above system requirements must be met.

1.3 Home Page

Purpose:

After installing the Central Management Service, you can access the Operation and Management Center via web browser directly, without installing any client software on your computer.

The default user name and password of the Operation and Management Center are shown as follows:

Default User Name: *sysadmin*.

Default Password: *Abc123++*.

For the first time login, you should change the initial password.

WARNING

The password strength can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

After login, you enter the Home page of Operation and Management Center.

- **Alarm:** Shows the number of alarms of different alarm priorities. You can click the number to enter the Alarm page to view the alarm details. For details, refer to *3.2 Check and Handle Alarm*.
- **Overview:** Shows the number of the resources managed in the center, including servers, server groups, and components. The connections and status of resources are shown in the topological graph in the middle. Click *3.3 Check Detailed Component and Service Status*.
- **Shortcuts:** Click to set the shortcuts for the modules you access frequently.
- **Score of System Health:** The total score of the system health status. Click **Quick Detection** to detect the current status of the system instantly.
- **Online Server Rate:** Shows the online rate of the managed servers. Click to view which server is online and which server is offline.
- **Daily Alarm Trend:** Shows the trend of the alarms triggered in the last 7 days. Click the tendency chart to view the alarm details. For details, refer to *3.2 Check and Handle Alarm.*
- **Daily Active User Trend:** Showa the trend of the online users in the last 7 days.

Chapter 2 System Deployment and Maintenance

Purpose:

The whole system can be deployed on one server or on multiple servers.

When deployed on one server, all the services are installed on the same server. When deployed on multiple servers, the services of the system are distributed on different servers.

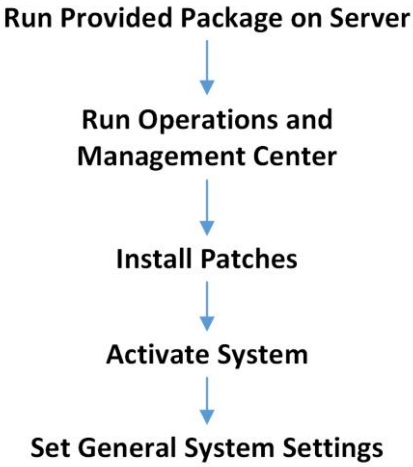
Refer to the contents below for the process and details of system deployment.

2.1 Single-Server Deployment

Purpose:

The single server scenario combines all the services that can coexist onto a single server. This deployment is most commonly used for small projects and is the easiest to deploy.

The following flow chart shows the process of single-server deployments.

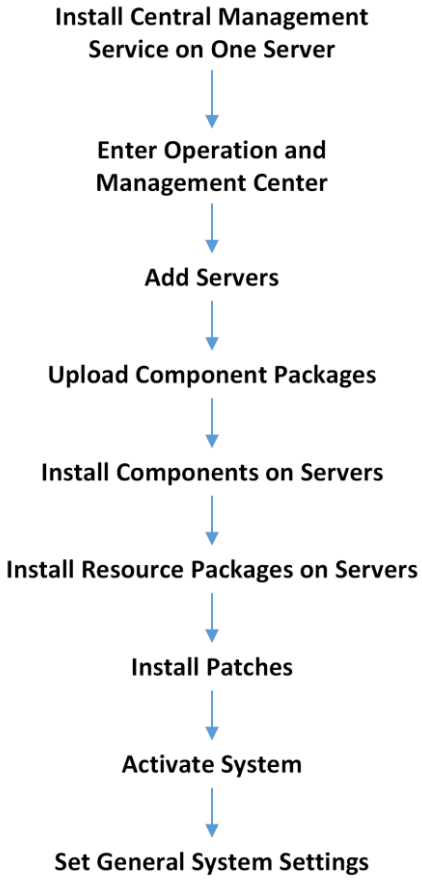


- **Run Provided Package on Server:** Run the package of the system and select all the services to install them on the same server.
- **Install Patches (Optional):** Upload the patch packages to the Operation and Management Center and install the patches on the server. For details, refer to *Chapter 2.7 Install Patch*.
- **Activate System:** Activate the managed system in Operation and Management Center. For details, refer to *Chapter 2.8 License Management*.
- **Set General System Settings:** Set service parameters, client parameters, multi-domain settings, etc., via the Operation and Management Center. For details, refer to *Chapter 2.9 Configure General System Settings*.

2.2 Distributed Deployment

Purpose:

Distributed deployment allows for the distribution of services across multiple servers to allow for scalability. This deployment mode can also reduce the stress of the Central Management Server. Compared with single-server deployment, it is much more complicated and read the following flow chart carefully before the deployment.



- **Install Central Management Service on One Server:** Install the Central Management Service on one server, which is Central Management Server. After installation, the Central Management Server will be added to the Operation and Management Center by default.
- **Add Servers:** Add online servers to Operation and Management Center so that you can install services and patches on these servers. For details, refer to *Chapter 2.3 Manage Server*.
- **Upload Component Packages (Optional):** Upload the service packages to the Operation and Management Center so that you can install them on the added server. For details, refer to *Chapter 2.4 Manage Component Package*.
- **Install Components on Servers:** Install the services on the added servers. For details, refer to *Chapter 2.5 Manage Component*.
- **Install Resource Packages on Servers (Optional):** Install or update the resources on the services such as languages, documents, skins, drives, etc. For details, refer to *Chapter 2.6 Manage Resource Package*.
- **Install Patches (Optional):** Upload the patch packages to the Operation and Management Center and install the patches on the server. For details, refer to *Chapter 2.7 Install Patch*.

- **Activate System:** Activate the platform in Operation and Management Center. For details, refer to *Chapter 2.8 License Management*.
- **Set General System Settings:** Set service parameters, client parameters, multi-domain settings, etc., via the Operation and Management Center. For details, refer to *Chapter 2.9 Configure General System Settings*.

2.3 Manage Server

Purpose:

The Operation and Management Center provides server management function for the added servers. You can classify the servers using server group and manage servers remotely, such as installing component to server, monitoring health status, or do some other operations on server. You can also edit, remove or group the added servers.

2.3.1 Add Server Group

Purpose:

Server groups are logical groups created and used for practical purpose. The added servers can be organized into different groups according to the servers' functions. You should add a server group before managing servers by group.

Steps:

1. Click **Maintenance ->** **Server Management** to enter server management page.
2. Select a group from the left list as parent group.
3. Click **Add Server Group** to open adding group window.
4. Custom a name for the added group.
5. Click **OK**.

The added group is listed as the next level of the parent group.

6. (Optional) Move your curse over the added server group, click or to edit or delete the server group.

2.3.2 Add Server

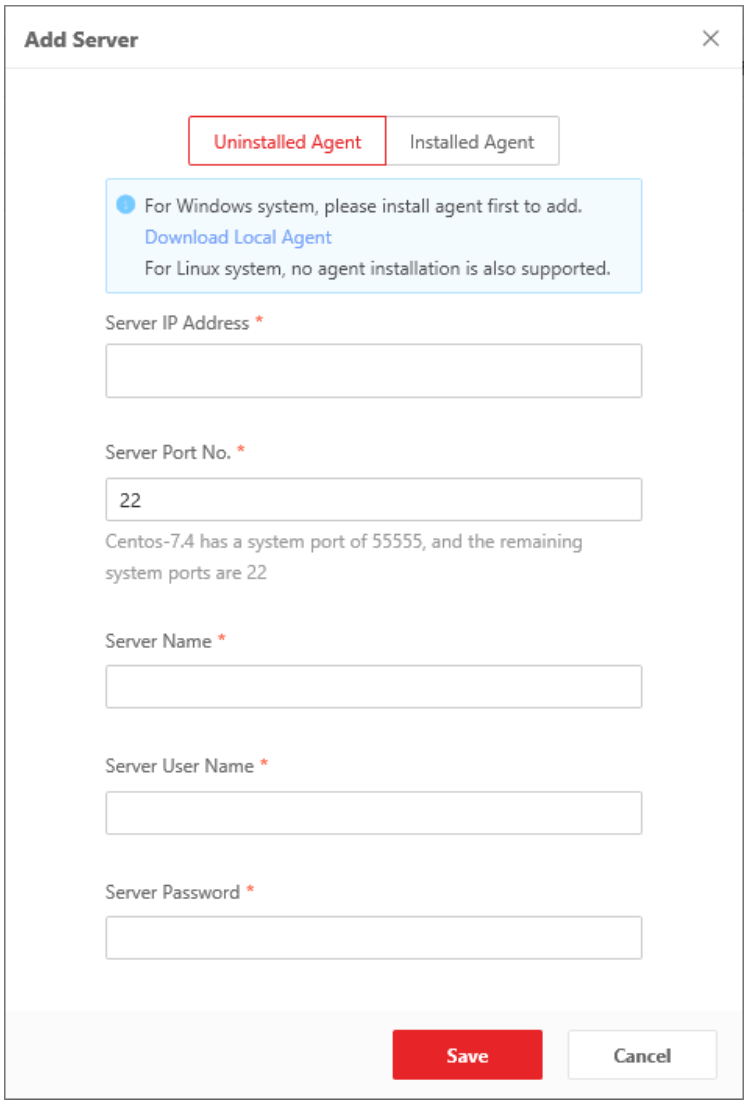
Purpose:

You can add servers with Windows operating system or Linux operating system to the Operation and Management Center. For Windows operating system, you need to install agent first, which is not required for Linux operating system. After adding servers, you can manage, monitor or do some other operations on them remotely through the center.

Steps:

1. Click **Maintenance ->** **Server Management** to enter server management page.
2. Select a group from the left list for adding server.
3. Click **Add Server** to open adding server window.
4. Click **Uninstalled Agent** if you haven't ever installed agent to the server.

Note: If the agent was installed but deleted before, you can click **Installed Agent** and set the required information to add server.



5. (Optional) For adding server with Windows operating system, click **Download Local Agent** to download agent installation package.

   Note: You can copy the downloaded installation package to the server or log into the Operation and Management Center via server and download the agent installation package to server. Then install the agent in the server.

6. Set the required information, such as IP address, server name, user name and password of the server.
7. Click **Save**.
8. (Optional) After adding server, perform one or more the following operations if required.
   - Click in the Operation column to remove the added server.
   - Click in the Operation column to move the added server from the current server group to other server group.

   Note: Make sure you have deleted all components in the server before removing the server.

2.4 Manage Component Package

Purpose:

When installing the Operation and Management Center, the default component packages will be uploaded to the system synchronously. Later if you want to upgrade certain component or custom component, you need to upload the new component package to Operation and Management Center before installing it. You can also view the packages' information, update details, or delete the package.

Steps:

1. Click **Maintenance ->** **Installation Management -> Software Package Management** to enter software package management page.
   All the added component packages are displayed in the Server tab or Client tab.
2. Click **Software Package**.
3. Select one package or hold **CTRL** key to select multiple packages with .zip format.
4. Click **Open** to upload the selected component package(s).
   The uploading progress will show on the page. After uploading, the uploaded package(s) will be displayed in Server tab or Client tab automatically.
5. (Optional) After uploading component package, perform one or more the following operations if required.
   - Click **Server** or **Client** tab to show the added component package list.
   - Click **Update Details** to view the update instruction of the new version.
   - Click **Basic Information** to view more detailed information about the component.
   - If the package is not installed in the server, click **Delete** to delete the package.

2.5 Manage Component

Purpose:

After uploading component packages, you can install the component in the desired the server. You can also upgrade, uninstall, roll back the components.

2.5.1 General Component Installation

Purpose:

You can install one or multiple components to the server remotely via Operation and Management Center.

Before You Start:

- Make sure the component package has been uploaded.
- Other components which this component's installation depends on should be installed first.

Steps:

1. Click **Maintenance ->** **Installation Management -> Software Installation** to enter software installation page.
   The page will display all the installed components.

2. Click **Go to Installation**.
3. Select a server for installing component.
4. Check component(s) on the right panel to detect whether the environment is appropriate for installation.

   Only the component with icon can be selected. The selected components will list under the related server.
5. (Optional) If the component port is conflict with the server port, perform the following operations in the pop-up window.
   - Click **Cancel** or to close the window and select other server without the conflict port number to install the component again.
   - Modify current component port number and click **OK**.
   - Remote access server to modify server port number and then click **Ignore** to continue installation using current component port number.
6. (Optional) Click **Cancel Selection** to uncheck the component.
7. Click **Install** to install the selected component(s).
8. (Optional) For the component installation which depends on database, configure database.
   1) In the pop-up window, select component(s).
   2) (Optional) Click **Edit** to set database user name and password which the components access.

      Note: Generally, you needn't to set user name and password here. The default user name and password of the database is used.
   3) Click **OK**.

   Wait for a moment to complete the installation. You can view the installation details in the task list on right panel.

2.5.2 Custom Component Installation

Purpose:

For some applications, such as a specified disk needed for component installation, you can use custom installation and specify the installation directory, message queue, and other settings to install the component.

Before You Start:

- Make sure the component package has been uploaded.
- Other components which this component's installation depends on should be installed first.

Steps:

1. Click **Maintenance ->** **Installation Management -> Software Installation** to enter software installation page.

   The page will display all the installed components.
2. Click **Custom Installation** in top right corner.
3. Select component from the component list.
4. Select a server for installing component.
5. Click **Install** to detect whether the environment is appropriate for installation.
6. (Optional) If the component port is conflict with the server port, perform the following operations in the pop-up window.

- Click **Cancel** or ✕ to close the window and select other server without the conflict port number to install the component again.
- Modify current component port number and click **OK**.
- Remote access server to modify server port number and then click **Ignore** to continue installation using current component port number.

7. Enter installation configuration page and set required parameters, such as installation path, message queue, application server, and database.
   Note: You can click **Add** to add new message queue, application or database.
8. Click **OK** to start installation.
   Wait for a moment to complete the installation. You can view the installation details in the task list on right panel.

2.5.3 Upgrade Component

Purpose:

When the component is updated or its detected bugs are fixed, the component should be upgraded to the new version. You can upgrade the component remotely via Operation and Management Center.

Before You Start:

Make sure the new component package has been uploaded to the Operation and Management Center. For details about uploading component package, refer to *Chapter 2.4 Manage Component Package*.

Steps:

1. Click **Maintenance ->** **Installation Management -> Software Installation** to enter software installation page.
2. (Optional) Click Collapse/Expand All to expand all the installed components.
   The page will display all the installed components. When a new version of your component package is detected, the **Upgrade** button is available.
3. Click **Upgrade** to start upgrading component.
   Wait for a moment to complete the upgrading. You can view the upgrading details in the task list on right panel.
4. (Optional) For failed upgrading, click **Roll Back** to restore the component version to the previous version.

2.5.4 Uninstall Component

Purpose:

When the components installed in server are not used or the server needs to be reinstalled, you can remove the components from your server remotely via Operation and Management Center.

Steps:

1. Click **Maintenance ->** **Installation Management -> Software Installation** to enter software installation page.
2. (Optional) Click **Collapse/Expand All** to expand all the installed components.

3. Check the desired component, and click **Uninstall** to start uninstalling component.
   There are three types for uninstalling components.
   - For the components which do not depend on database, click **Uninstall** in the pop-up confirmation dialog to uninstall the component directly.
   - For the components which depend on PostgreSQL database, click **Backup and uninstall** in the pop-up confirmation dialog to back up the data before uninstalling the component. You can also click **Uninstall** to uninstall the component directly.
   - For the PostgreSQL database component in server, click **Backup and uninstall** in the pop-up confirmation dialog to back up the data before uninstalling the component. You can also click **Uninstall** to uninstall the component directly.
     Note: If there are components depends on the PostgreSQL database, you are not allowed to uninstall the database component.

   Wait for a moment to complete the uninstalling. You can view the task details in the task list on right panel.

2.5.5 Manually Add Service

Purpose:

For some installed services on the servers, which are not installed via the Operation and Management Center, but need to be connected, you can add the service to the Operation and Management Center manually. You can view the detailed information about the added service, such as version, update information, and so on. You can also edit the instance name, IP address and port number, or remove the service from the Operation and Management Center.

Steps:

1. Click **Maintenance -> Parameters Configuration -> Manually Add Service** to enter service management page.
   All the added services are displayed in the list. You can select service/component, server, or enter keyword to filter the added services.
2. Set required parameters, such as component, service type, instant name and IP address.
3. Click **OK** to add the service to the center.
4. (Optional) After adding service, perform one or more the following operations if required.
   - Click **Basic Information** in Operation column to view more detailed information about the service.
   - Click **Delete** in Operation column to delete the service.
   - Click **Edit** in Operation column to edit instant name, IP address and port number of the service.

2.6 Manage Resource Package

Purpose:

The Operation and Management Center supports five types of resource packages, including skin package, device driver package, language package, document package, and general resource package, which are used as platform resources and irrelevant with platform functions. You can upload

resource packages and install them.

2.6.1 Upload Resource Package

Purpose:

Before installing resource package, you need to upload the package to Operation and Management Center.

Steps:

1. Click **Maintenance ->** **Installation Management -> Resource Package Management** to enter resource package management page.
   All the added resource packages are displayed in the Server tab or Client tab.
2. Click **Resource Package**.
3. Select one package or hold **CTRL** key to select multiple packages with .zip format.
4. Click **Open** to upload the selected resource package(s).
   The uploading progress will show on the page. After uploading, the uploaded package(s) will be displayed in Server tab or Client tab automatically.
5. (Optional) After uploading package, perform one or more the following operations if required.
   - Click **Server** or **Client** tab to show the added resource package list.
   - Click **Install** in Operation column to install the resource package.
   - Click **Installation Details** in Operation column to view the detailed information about installation.
   - Click **Delete** in Operation column to delete the package.

2.6.2 Install Resource Package

Purpose:

You can install one or multiple resource packages to the server remotely via the Operation and Management Center.

Steps:

1. Click **Maintenance ->** **Installation Management -> Resource Package Management** to enter resource package management page.
   All the added resource packages are displayed in the Server tab or Client tab.
2. Start installing resource package.
   - Click **Install** in Operation Column to install the selected resource package.
   - Check multiple resource packages, and click **Install** to install the packages in a batch.

   Wait for a moment to complete the installation. You can view the installation task and progress details on right panel.

2.7 Install Patch

Purpose:

The patch is generally used to solve product defects for security purpose. You can upload the patch

packages to the Operation and Management Center and install patch to the server for the components.

Before You Start:

Make sure you have uploaded the required patch package. If not, click **Patch Package** in patch management page to upload the patch package before installing patch.

Steps:

1. Click **Maintenance ->** **Installation Management -> Patch Installation** to enter patch management page.
   The number in the top right corner of the server means how many patch packages are not installed.
2. Select a server from the left server list.
   The patch packages for the components on this server will display on the right.
3. Start installing resource package.
   - Click **Install** in Operation Column to install the selected patch package.
   - Check multiple patch packages, and click **Install** to install the packages in a batch.

   Wait for a moment to complete the installation. You can view the installation task and progress details on right task panel.

Note: If the component becomes unstable or unavailable after installing patch, you can click **Restore** in the task panel for the previous task to restore this patch installation.

2.8 License Management

Purpose:

You need to activate the system on the Center before you can properly access the system. Take HikCentral Enterprise for example, you need to activate its CMS (Central Management Service). You can activate by activation code or by license. The Center provides two activation mode, online mode and offline mode. The former is used when you can properly connect the Center to the internet, the latter is used when you cannot connect the Center to the internet.

Note: Contact our salesmen to purchase the activation code or license.

2.8.1 Activate by Activation Code in Online Mode

Purpose:

If you can properly connect PC running the Center to the network, perform the following tasks to activate the system in online mode.

Steps:

1. Click **License Management** on the Home page to enter the License Management page.
2. Click **Activation Code** to open the Input Activation Code window.

3. Enter the activation code and then click **Online Activate**.

2.8.2 Activate by Activation Code in Offline Mode

Purpose:

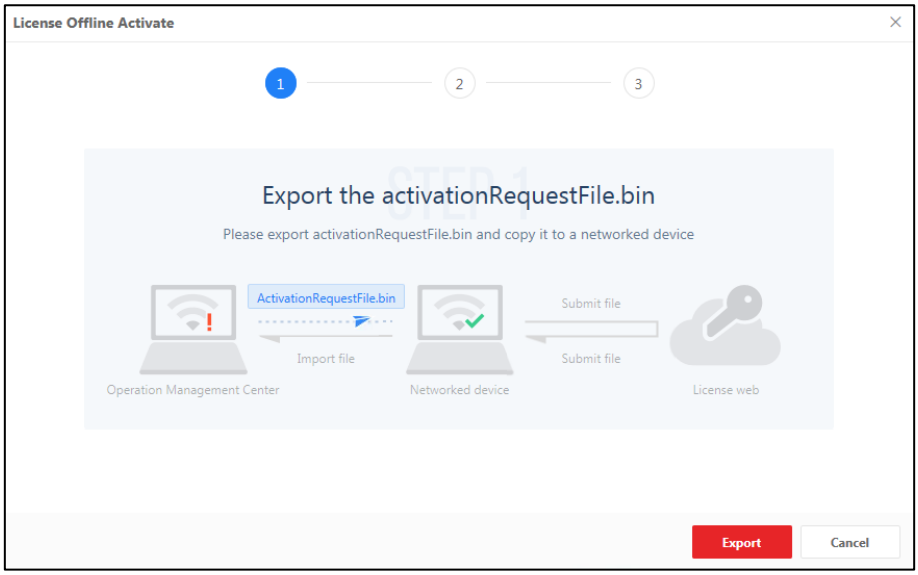
If you cannot connect the PC running the Center to the internet, perform the following task to activate by activation code in offline mode.

Steps:

1. Click **License Management** on the Home page to enter the License Management page.
2. Click **Activation Code** to open the Input Activation Code window.

3. Enter the activation code and then click **offline Activate**.

   The following window pops up.



4. Click **Export** to export the request file to a proper directory of the PC or a removable storage medium (e.g., USB flash disk).

5. Read each page of prompts on the window.
6. Copy the request file to a PC that can connect to the internet.
7. Visit activation platform (http://license.hikvision.com/en)
8. Follow the instructions on the activation platform to get a response file.
   Note: Contact our technical support if the instructions don't help you.
9. Copy the response file to the PC running the Center.
10. Go back to the Center and then click or drag the response file to the icon to upload the file to the Center.
11. Click **Activate**.

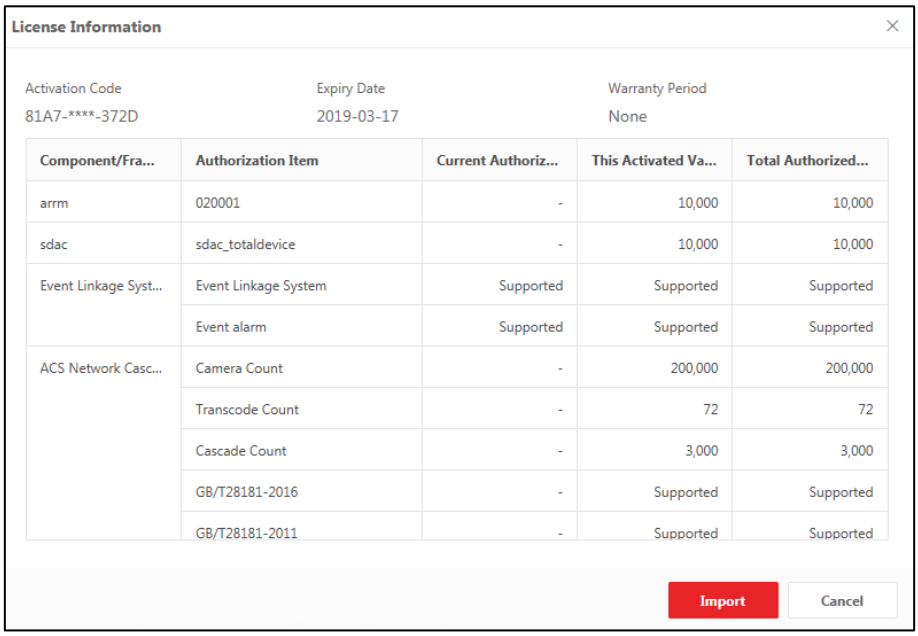
2.8.3 Activate by License in Online Mode

Purpose:

If you can connect the Center to the internet, perform the following task to activate the system by license file in online mode.

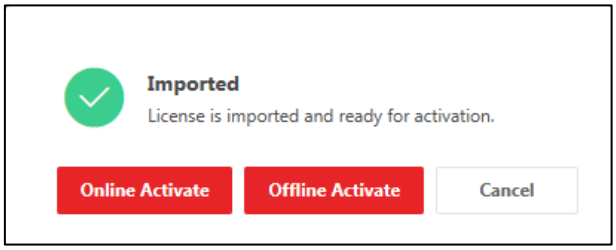
Steps:

1. Click **License Management** on the Home page to enter the License Management page.
2. Click and then click **Add License Files** to select a license file (format: cyt).
   The license information will be displayed.



Component/Fra...	Authorization Item	Current Authoriz...	This Activated Va...	Total Authorized...
arrm	020001	-	10,000	10,000
sdac	sdac_totaldevice	-	10,000	10,000
Event Linkage Syst...	Event Linkage System	Supported	Supported	Supported
	Event alarm	Supported	Supported	Supported
ACS Network Casc...	Camera Count	-	200,000	200,000
	Transcode Count	-	72	72
	Cascade Count	-	3,000	3,000
	GB/T28181-2016	-	Supported	Supported
	GB/T28181-2011	-	Supported	Supported

3. Click **Import**.
   The following window pops up.



4. Click **Online Activate** to activate the license.

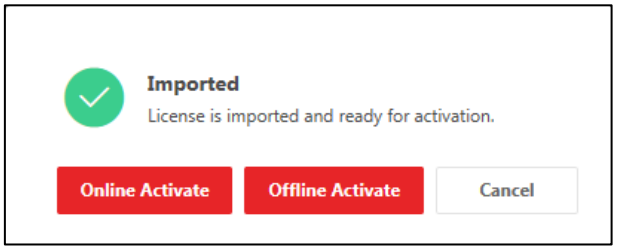
2.8.4 Activate by License in Offline Mode

Purpose:

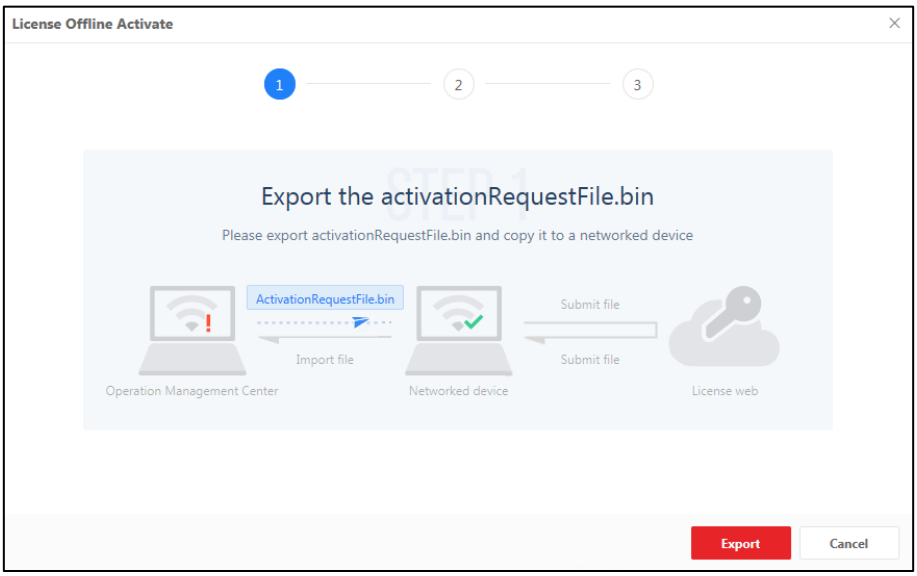
If you cannot connect the PC running the Center to internet, perform the following task to activate by license in offline mode.

Steps:

1. Click **License Management** on the Home page to enter the License Management page.
2. Click **Add License Files** to select a license file (format: cyt).
   The license information will be displayed.
3. Click **Import**.
   The following window pops up.



4. Click **Offline Activate.**
   The following window pops up.



5. Click **Export** to export the request file to a proper directory of the PC or a removable storage medium (e.g., USB flash disk).
6. Read each page of prompts on the window.
7. Copy the request file to a PC that can connect to the internet.
8. Visit activation platform (http://license.hikvision.com/en)
9. Follow the instructions on the activation platform to get a response file.
   Note: Contact our technical support if the instructions don't help you.
10. Copy the response file to the PC running the Center.
11. Go back to the Center and then click or drag the response file to the icon to upload the file to the Center.
12. Click **Activate**.

2.8.5 Expand System Capacity in Online Mode

Purpose:

As the system updates, you may need to expand its capacity for more connectable resources, components, or services. You can contact your dealer or our salesman to purchase an expansion license and then perform the following steps to update the License in online mode if you can properly connect the PC running the Center to the internet.

Steps:

1. Click **License Management** on the Home page to enter the License Management page.
2. Click **Expand Capacity** to open the Expand Capacity window.
3. Click or drag the expansion license to the icon to upload the latest license to the Center.
4. Click **OK**.

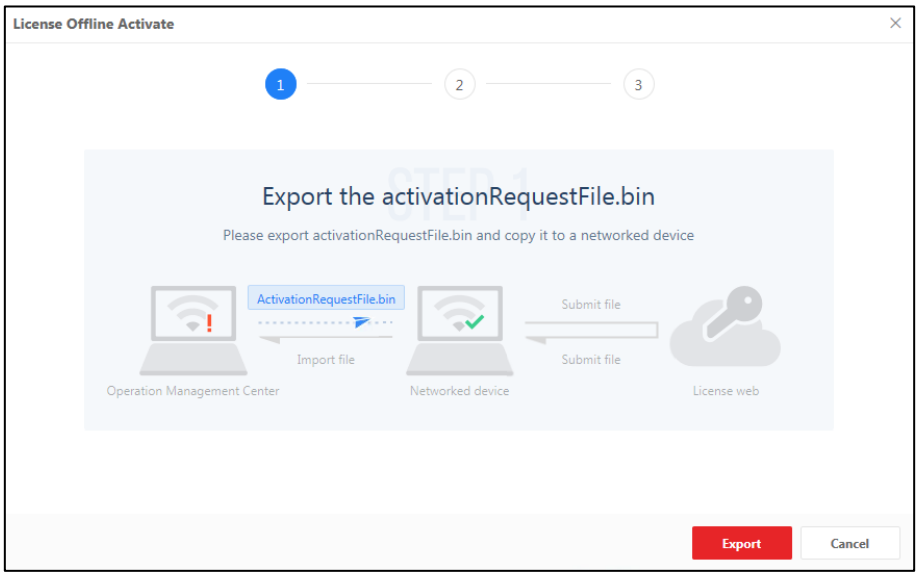
2.8.6 Expand System Capacity in Offline Mode

Purpose:

As the system updates, you may need to expand its capacity for more connectable resources, components, or services. You can contact your dealer or our salesman to purchase an expansion license and then perform the following steps to update the License in offline mode if you cannot connect the PC running the Center to the internet.

Steps:

1. Click **License Management** on the Home page to enter the License Management page.
2. Click **Expand Capacity** to open the Expand Capacity window.
3. Click **try another way -> Offline Expand** to open the following window.



4. Click **Export** to export the request file to a proper directory of the PC or a removable storage medium (e.g., USB flash disk).
5. Read each page of prompts on the window.
6. Copy the request file to a PC that can connect to the internet.
7. Visit activation platform (http://license.hikvision.com/en)

8. Follow the instructions on the activation platform to get a response file.
   Note: Contact our technical support if the instructions don't help you.
9. Copy the response file to the PC running the Center.
10. Go back to the Center and then click or drag the response file to the icon to upload the file to the Center.
11. Click **Expand Capacity**.

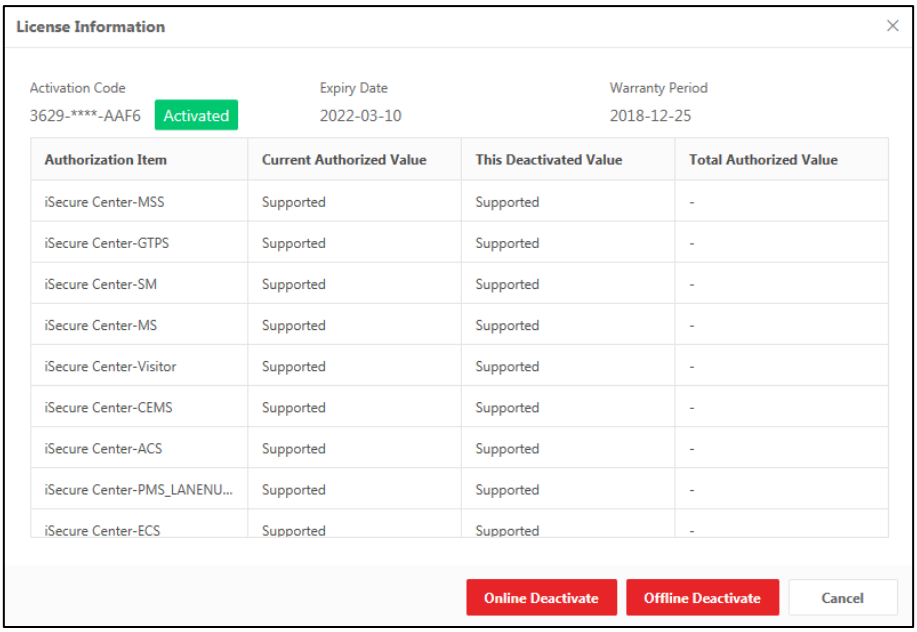
2.8.7 Deactivate in Online Mode

Purpose:

If you want to run the CMS on another PC or server, you should deactivate the CMS first and then activate the other CMS again. If the CMS to be deactivated can properly connect to the Internet, you can deactivate the License in online mode.

Steps:

1. Click **License Management** on the Home page to enter the License Management page.
2. Click **License List** to enter the License List page.
3. Select an activated license and then click **Deactivate** to open the following window.



Authorization Item	Current Authorized Value	This Deactivated Value	Total Authorized Value
iSecure Center-MSS	Supported	Supported	-
iSecure Center-GTPS	Supported	Supported	-
iSecure Center-SM	Supported	Supported	-
iSecure Center-MS	Supported	Supported	-
iSecure Center-Visitor	Supported	Supported	-
iSecure Center-CEMS	Supported	Supported	-
iSecure Center-ACS	Supported	Supported	-
iSecure Center-PMS_LANENU...	Supported	Supported	-
iSecure Center-ECS	Supported	Supported	-

4. Click **Online Deactivate.**

2.8.8 Deactivate in Offline Mode

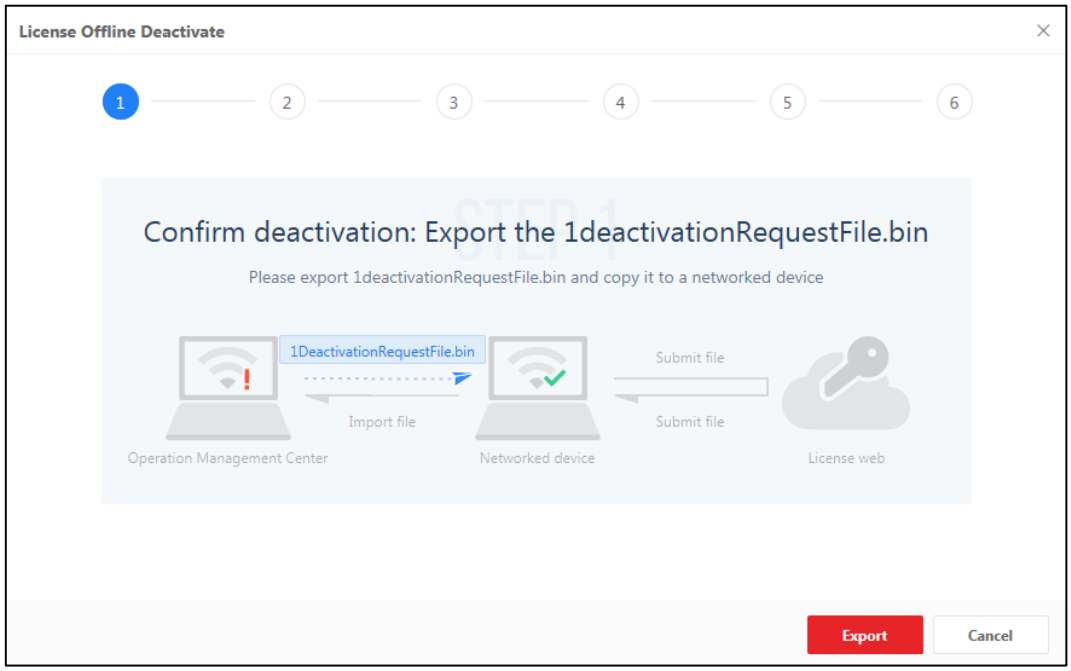
Purpose:

If you want to run the CMS on another PC or server, you should deactivate the CMS first and then activate the other CMS again. If the CMS to be deactivated cannot connect to the Internet, you can deactivate the License in offline mode.

Steps:

1. Click **License Management** on the Home page to enter the License Management page.

2. Click **License List** to enter the License List page.
3. Select an activated license and then click **Deactivate** to open the following window.
4. Click **Offline Deactivate** to open the following window.



5. Click **Export** to export the request file to a proper directory of the PC or a removable storage medium (e.g., USB flash disk).
6. Read each page of prompts on the window.
7. Copy the request file to a PC that can connect to the internet.
8. Visit activation platform (http://license.hikvision.com/en)
9. Follow the instructions on the activation platform to get response files for two times.
   Note: Contact our technical support if the instructions don't help you.
10. Copy the last response file to the PC running the Center.
11. Go back to the Center and then click or drag the last response file to the icon to upload the file to the Center.
12. Click **Deactivate.**

2.8.9 View Authorization Details

Purpose:

You can view the authorization details including the authorized value (supported or not) and warranty period of each component and service.

Before You Start:

You should have activated the CMS.

Click **License Management** on the Home page to enter the License Management page, and then click to view the authorization details.

Add License Files Expand Capacity License List

Authorization Item	Authorized Value	Warranty Period
iSecure Center-MSS	Supported	2018-12-25
iSecure Center-GTPS	Supported	2018-12-25
iSecure Center-SM	Supported	2018-12-25
iSecure Center-MS	Supported	2018-12-25
iSecure Center-Visitor	Supported	2018-12-25
iSecure Center-CEMS	Supported	2018-12-25
iSecure Center-ACS	Supported	2018-12-25
iSecure Center-PMS_LANENUM	Supported	2018-12-25
iSecure Center-ECS	Supported	2018-12-25
iSecure Center-VMS	Supported	2018-12-25
iSecure Center-PMS_SPACENUM	Supported	2018-12-25
iSecure Center-TAS	Supported	2018-12-25
iSecure Center-VIS	Supported	2018-12-25

2.9 Configure General System Settings

Purpose:

In this section, you can set the general parameters for the Operation and Management Center and the components (services and clients) managed in the center, such as time synchronization, network domain information, etc.

2.9.1 Set Service Parameter

Purpose:

You can set the parameters for the managed parameters, including global parameters which will affect all the services, components, and parameters of each service or component.

Note: Incorrect changes may cause system exception. Make sure the parameters you want to change to are correct.

Enter **Maintenance -> Parameter Configuration -> Service Parameters**.

Select **Tree View** or **List View** mode to display the services/components and parameters.

- **Tree Mode:** All the services and components are displayed in the tree on the left. You can click the service and component in the tree to view the parameters.
- **List Mode:** All the services and components are displayed in a table.

In Tree View, click **All** to set the global parameters which will affect all the services and clients.

Click the service name and the component name installed on the service to set the parameters.

Click **Save and Apply** to apply the changes to the services and components.

Note: You may need to restart the services after editing some parameters to take effect.

2.9.2 Set Client Parameter

Purpose:

You can set the global parameters for all the clients of the managed system, such as client title, logo,

etc., shown on the clients.

Enter **Maintenance ->** **Parameter Configuration -> Client Parameters**.

Note: You need to restart the client after editing parameters to take effect.

2.9.3 Set Multi-Domain

Purpose:

If the services span multiple locations, departments, or business functions, you need to set multiple domain networks in the Operation and Management Center to map the addresses and ports of the services. For example, if the service is deployed in the LAN, and you need to access it via WAN, you can set a domain of the WAN and add the service to this WAN domain.

Add Service for Multi-Domain

Purpose:

First, you need to add the services which you want to add to the multiple network domains.

Steps:

1. Enter **Maintenance ->** **Parameter Configuration -> Multi-Domain**.
2. Click **Add Service**.

   All the services installed are displayed in the To Be Selected list.
3. Select the services and click .
4. Click **OK**.

Add Domain and Set Domain IP Address

Purpose:

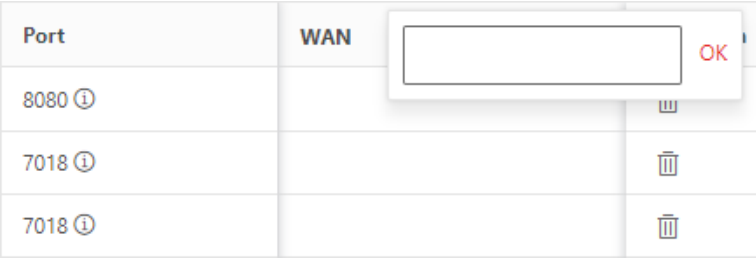
After adding services which you want to add to the multiple network domains, you need to create a domain and then add the added service to the domain.

Steps:

1. Enter **Maintenance ->** **Parameter Configuration -> Multi-Domain**.
2. Create a domain first.
   1) Click **Domain Management**.
   2) Click **Add Domain**.
   3) Enter a name for the domain. E.g., WAN.
   4) Click **OK**.
   5) Click **Close**.

   The domain will display in the table below with IP address and service port not configured.

3. Set the domain IP and set the service port in the domain.
   1) In the domain column, click **Set IP**.



   2) Enter the IP address of the domain and click **OK**.
      By default, the service port in the domain will be the original port number.
   3) Move the cursor to the service network information in the domain and click to edit the port number.

4. (Optional) By default, the domain is enabled for the service(s) after setting the IP address. You can uncheck **Enable** to disable the domain for the service.
5. (Optional) For proxy service, such as Cluster Proxy Service, you can also view the proxy details by clicking in the Operation column.

2.9.4 Set Time Synchronization

Purpose:

You need to synchronize the time of the servers with the NTP service so that the server time will be same wit the NTP service time and the time of the servers can be consistent. Please make sure the time on different servers is consistent, or there may be exceptions such as time bias of recorded logs, etc.

If the server time is inconsistent, you can synchronize the time manually in this section.

Before You Start:

- When deploying the central management server, the NTP service will be installed on the central management sever by default. You can also install the NTP service on other server during deployment. For details, refer to *Chapter 2 System Deployment and Maintenance*.
- If you want to synchronize the service time with other NTP service which is not installed via the Operation and Management Center, you can add it this NTP service manually to the Operation

and Management Center. For details, refer to *Chapter 2.5.5 Manually Add Service*.

Steps:

1. Enter **Maintenance ->** **Parameter Configuration -> Time Sync Parameters**.
2. Select a NTP service from the dropdown list.
3. Synchronize the server time with the time of the selected NTP service.
   - Click **Manual Time Sync** to synchronize the time of specified server with the NTP service.
   - Click **Quick Time Sync** to synchronize the time of the displayed servers with the NTP service in a batch.

2.9.5 Set Alarm Strategy

Purpose:

You can set alarm strategies to defines whether and how an alarm will be triggered, which indicates exceptions on servers and services. If triggered, the Operation and Management Center will receive an alarm to notify the system managers about the exceptions. For details about how to checking the alarms, refer to *3.2 Check and Handle Alarm*.

Enter **Maintenance ->** **Parameter Configuration -> Alarm Strategy**.

Set the details of the alarm and enable it so that the Operation and Management Center can receive this alarm.

- **Enable:** After enabled, the Operation and Management Center can receive this alarm when the alarm is triggered.
- **Strategy Name:** The alarm name and alarm description.
- **Alarm Priority:** Defines the priority for the alarm. You can filter the alarms according to the alarm priority in Alarm page.
- **Alarm Parameters:** Defines how the alarm will be triggered.

Chapter 3 System Health Status

3.1 Overview

System health status can allow near-real-time information about the status of the servers, components and services. It is critical to multiple aspects of operating and motoring the resources and is especially important for maintenance. When an exception occurs, you can enter related module to check the status and alarm, see which part is exceptional and view the exception details.

- For the alarm, you can check the real-time alarm number on Home page or enter **Alarm** module to check alarm details, such as alarm priority, alarm time, source, and status. You can also handle the alarm and get some suggestions about current alarm.
- For server, you can enter **Status** module to view server monitoring status, including motoring details, alarm details, maintenance record. You can also perform some tasks about server here conveniently, such as adding server, adding server group, downloading agent, etc.
- For component, you can enter **Status** module to view component monitoring status, including motoring details, alarm details, maintenance record. You can also perform some tasks about component here conveniently, such as installing component, starting or stopping service, etc.

3.2 Check and Handle Alarm

Purpose:

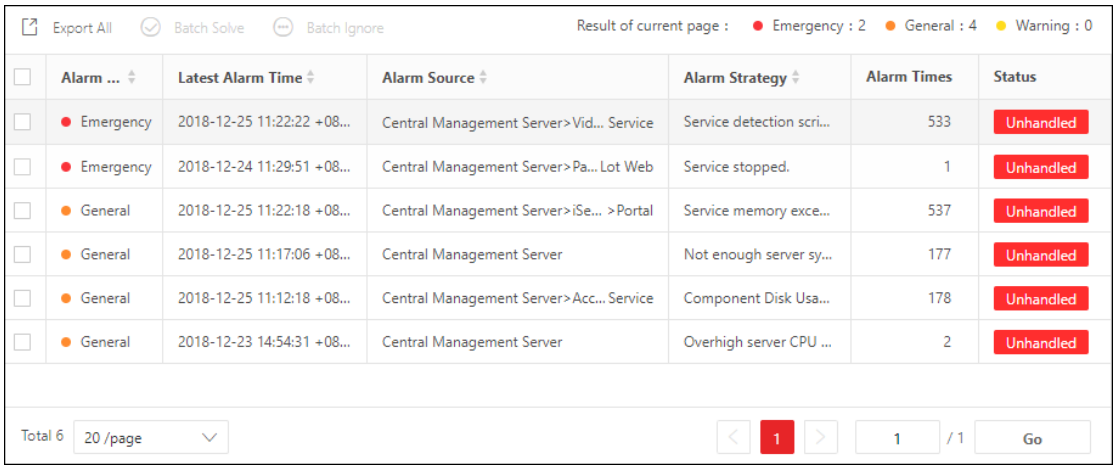
When the exception about the servers, components, services or drivers managed by the Operation and Management Center occurs, you can check the alarm and detailed information in Alarm module and get the related suggestions, which will provide help and reference for your troubleshooting and maintenance.

There are three alarm priorities, including emergency, general and warning. For the emergency alarm, you must solve the exception as soon as possible, otherwise it will bring the damage or affect the normal operation.

Steps:

1. Click alarm priority in Alarm Statistics area on Home page or click **Alarm** to enter alarm module.
2. Select **Unhandled**, **Solved**, **Ignored**, or **All** for filtering alarms.
3. Enter key words for searching alarms.
4. (Optional) Click to set more alarm search conditions such as alarm priority, alarm source, alarm strategy, and alarm time.
5. Click **Search**.

   The matched alarms are displayed in the list. You can check the detailed alarm information here.



6. Handle the searched alarms.
   - **Handle Single Alarm**: Click an alarm in the list to show alarm source, alarm description, and suggestion on the right panel, and then click **Solve** to solve the alarm according to the suggestion. For unimportant alarm, you can click **Ignore** to ignore the alarm and remind you later.
   - **Handle Multiple Alarms**: Select multiple alarms and click **Batch Solve** or **Batch Ignore** to handle the selected alarm at one time.
7. (Optional) Click **Export All** to export the alarm list and handling result to local storage.

3.3 Check Detailed Component and Service Status

In the Status module, you can view the status of the resources managed by the Operation and Management Center, including server, component, and services.

Click **Status** to enter status module.

3.3.1 Status Overview

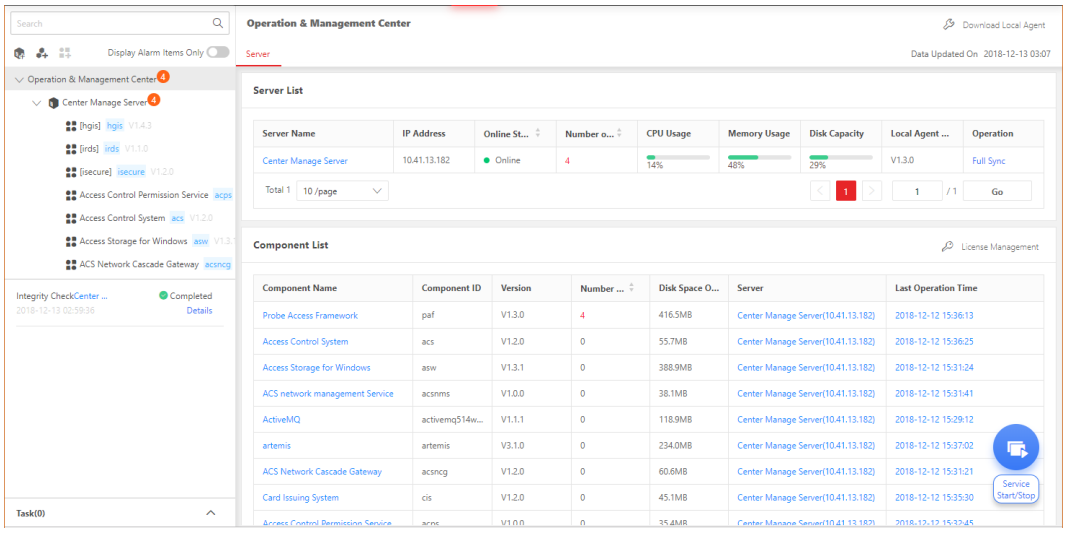
You can view the overall status of the resources managed in the Operation and Management Center.

- **Resource Tree**: On the left panel, there are added servers and installed components listed. You can search resources by entering keyword, filter resources with alarms, add server and server group, edit server name, click server or component to check the detailed status and so on. For the components which have been installed to the server, but are not be monitored by the center, you can click to add to the center.

  Note: For more details about adding server and server group, refer to *Chapter 2.3 Manage Server*.
- **Server List**: By default, the root group is selected. You can view all servers and detailed information about each server on the right panel, such as IP address, online status, number of alarms, CPU usage, memory usage, disk capacity. Click server name to view more detailed status about the server. After installing, uninstalling or upgrading the components, the

disconnect agent or abnormal service may lead to inconsistent data between the server and the Operation and Management Center. Click **Full Sync** to resynchronize the local component instances and configuration information to the system.

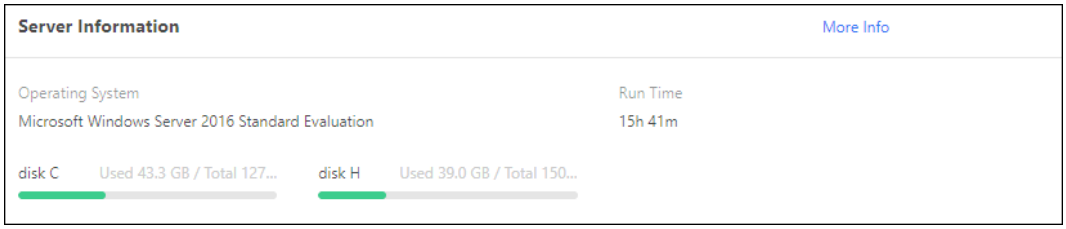
- **Component List**: By default, the root group is selected. You can view all components and detailed information about each component on the right panel, such as version, number of alarms, disk space occupation, and the server which the component belongs to. Click component name to view more detailed status about the component.



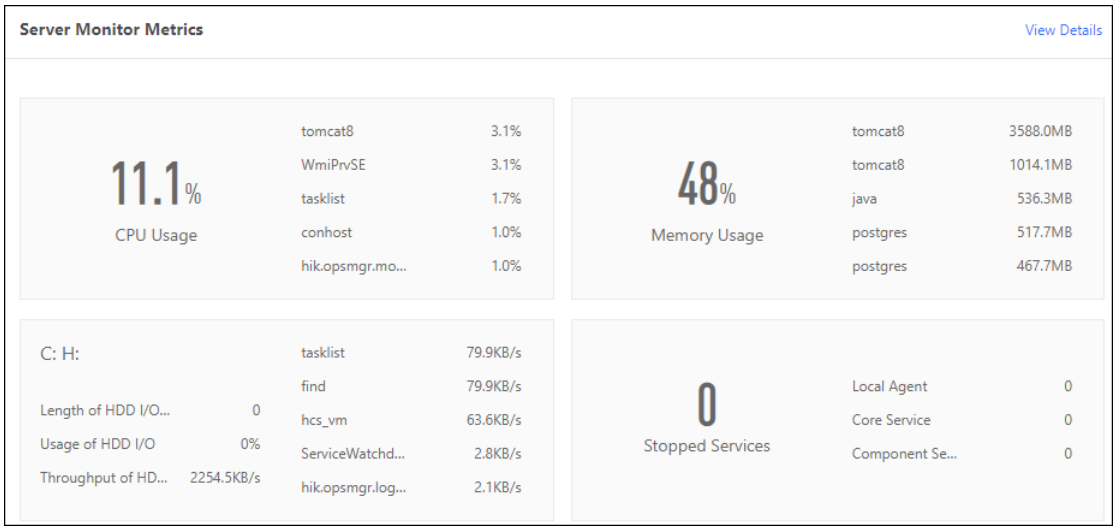
3.3.2 Server Status

You can click a server from the resource tree to check the detailed server status.

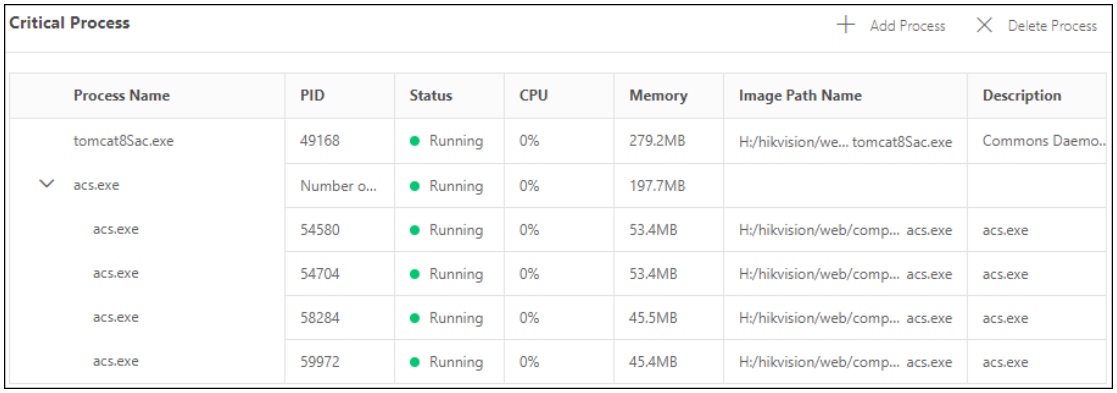
- **Server Information**: The server information shows the basic information about the server, such as operating system, disk space, and running time. You can click **More Info** to view more information about the server.



- **Server Monitor Metrics**: The CPU usage, memory usage, HDD I/O, stopped services can be checked in server monitor metrics area. Click **View Details** to view the details of local agent including the services (hik.opsmgr.notifyagent, hik.opsmgr.logagent, hik.opsmgr.agent, hik.opsmgr.ntpd, hik.opsmgr.monitoragent) and their progresses. You can restart the services here.

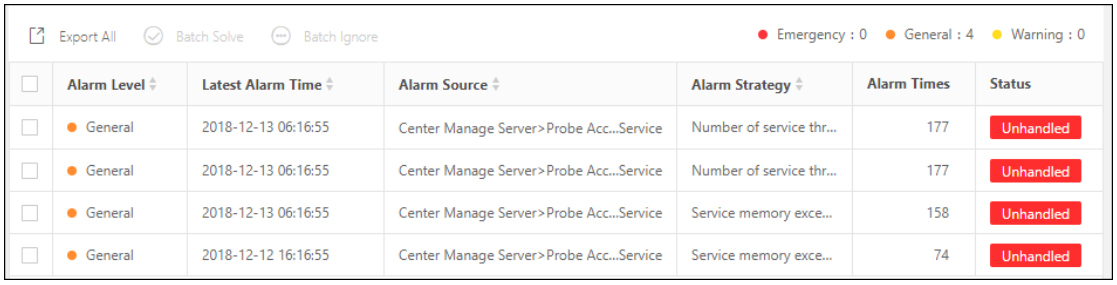


- **Critical Process**: You can view the monitoring information of critical processes, such as PID, status, CPU usage, memory usage, image path, and description. You can also add or delete process.



- **Alarm Details:** Click **Alarm Details** tab or alarm number displayed near the server name of the resource tree to view alarm details about the server. Click an alarm in the list to show general information about the alarm. You can handle the single alarm here, or select multiple alarms in the list and click **Batch Solve** or **Batch Ignore** to handle multiple alarms once. You can also export the alarm list.

  Note: More details about how to handle the alarm, refer to *Chapter 3.2 Check and Handle Alarm*.



- **Maintenance Record:** Click **Maintenance Record** tab to view the operation record about the server, including time, user, concrete operation, result and terminal address (IP address of local PC on which the user operated).

Time	User	Operation	Result	Terminal Address
2018-12-13 06:04:53	sysadmin	shezhiguanjianjincheng:Center Manage Server(10.41.13...	Succeeded	10.6.113.18
2018-12-13 06:04:33	sysadmin	shezhiguanjianjincheng:Center Manage Server(10.41.13...	Succeeded	10.6.113.18
2018-12-13 04:05:24	sysadmin	Execute Full Sync:Center Manage Server	Succeeded	10.6.113.18
2018-12-12 15:39:07	Administrator	anzhuang:Map Service Database	Succeeded	10.41.13.182
2018-12-12 15:39:07	Administrator	anzhuang:Map Service Index Service	Succeeded	10.41.13.182
2018-12-12 15:39:07	Administrator	anzhuang:Map Service Message Queue	Succeeded	10.41.13.182
2018-12-12 15:39:07	Administrator	anzhuang:Map Service Web Service	Succeeded	10.41.13.182
2018-12-12 15:38:30	Administrator	anzhuang:Elevator Control Database Service	Succeeded	10.41.13.182

Total 224 20 /page 1 2 3 4 5 6 ... 12 1 / 12 Go

3.3.3 Component and Service Status

You can click a component from the resource tree to check the detailed status about the component and related services.

- **Component Information**: The component information shows the basic information about the component, such as server which the component belongs to, ID, language package version, operating system, and installation directory. Click **More Info** to view more information about the component. You can click **Parameter Configuration** to modify the value of configuration item and then click **Apply** to apply the settings to the component.

Component Information Parameter Configuration More Info

Server
Center Manage Server (IP: 10.41.13.182)

ID
logservice

Language Package Version
-

Operate System Version
WinServer2008R2_x64 / WinServer2012R2_x64 / WinServer2016_x64

Installation Directory
H:\hikvision\web\components\logservice.1 Used/Total: 39.0GB/150.0GB

Language
en_US | zh_CN

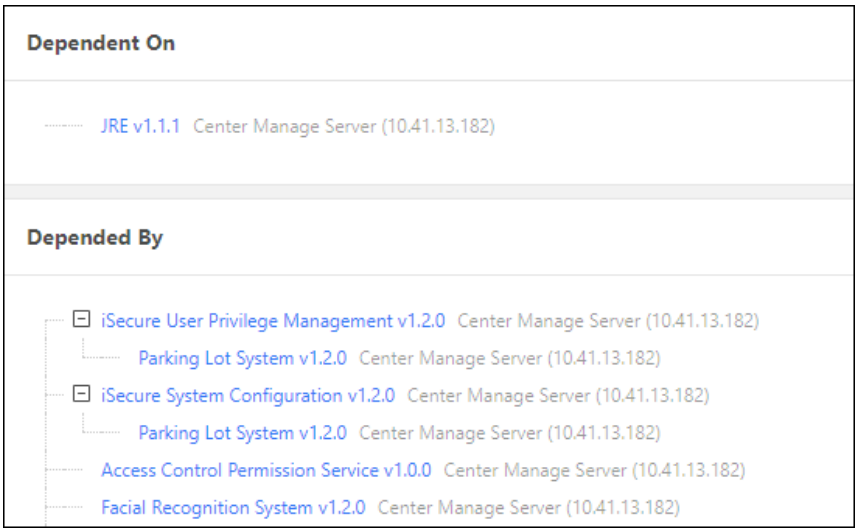
- **Service List**: The service list shows service(s) information of the component. You can view instance name, service type, parent middleware, port No., CPU usage, memory usage, running status and other information. Click **Stop**, **Restart**, **Start**, **Self-Check** in Operation column to perform corresponding operations on the service.

Service List

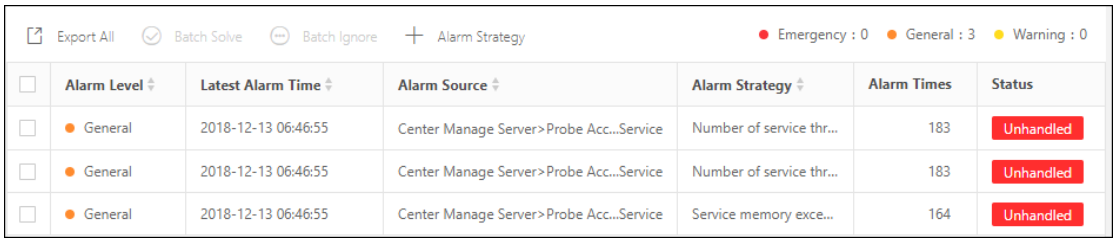
Instance Name	Servic...	Parent ...	Po...	Service N...	PID	CPU	Me...	Numbe...	Thread	Runnin...	Operati...
Log Servic...	Log Se...	Tomcat	-	hik.tomcat85wi	-	-	-	-	-	Running	
Log Datab...	Log D...	JRE	7006 (T	hik.logservice.lc	-	0%	1834...	21393	30	Running	Stop Restart
				pg_ctl.exe	50480	0%	6.2MB	114	2	Running	

- **Dependent On/ Depended By**: It shows the relationship between the current component and other components. Click one of the component name to view the status of the selected

component.



- **Alarm Details**: Click **Alarm Details** tab or alarm number displayed near the component name of the resource tree to view alarm details about the component. Click an alarm in the list to show general information about the alarm. You can handle the single alarm here, or select multiple alarms in the list and click **Batch Solve** or **Batch Ignore** to handle multiple alarms once. You can also click **Export All** to export the alarm list, or click **Alarm Strategy** to add a new alarm type.
  Note: More details about how to handle the alarm, refer to *Chapter 3.2 Check and Handle Alarm*.



- **Maintenance Record**: Click **Maintenance Record** tab to view the operation record about the component, including time, user, concrete operation, result and terminal address (IP address of local PC on which the user operated).

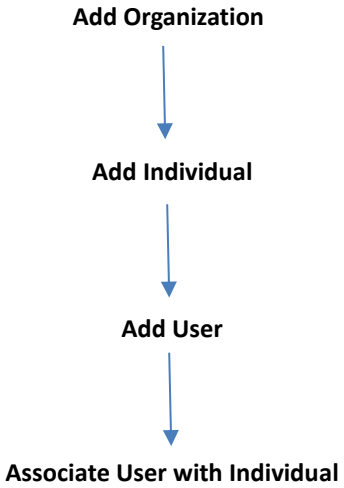
Time	User	Operation	Result	Terminal Address
2018-12-12 15:36:39	Administrator	anzhuang:sac webapp	Succeeded	10.41.13.182
2018-12-12 15:36:39	Administrator	anzhuang:SAC Lightweight Directory Access Protocol	Succeeded	10.41.13.182
2018-12-12 15:36:39	Administrator	anzhuang:storage access component	Succeeded	10.41.13.182
2018-12-12 15:36:39	Administrator	anzhuang:storage access component	Succeeded	10.41.13.182

Chapter 4 User Management

Purpose:

You can manage users of different system in the Center.

The flow chart for adding users is as follows:



4.1 Add Organization

Purpose:

All the users of different systems should be organized into different organizations for management.

You can add organization manually or batch import organizations.

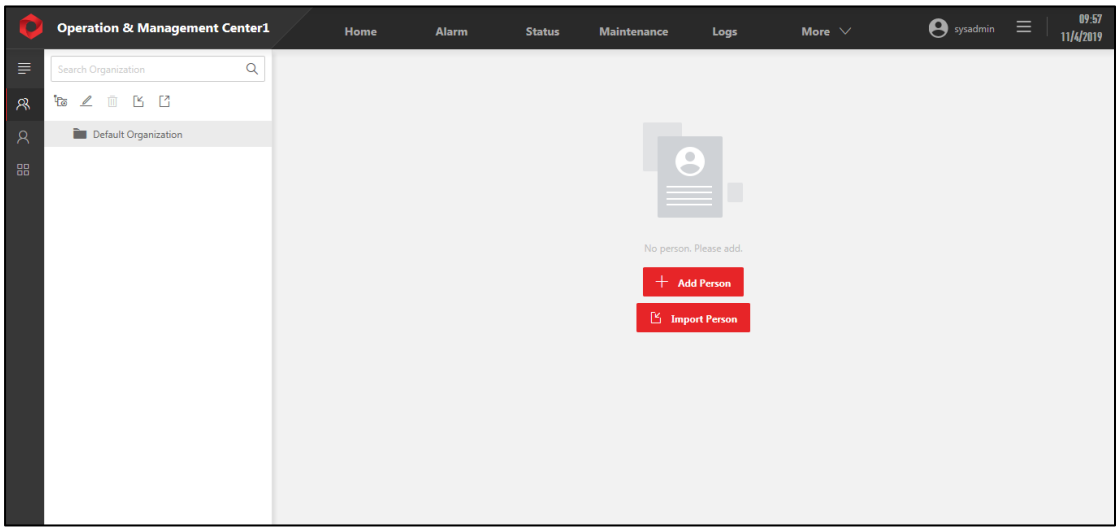
4.1.1 Add a Single Organization

Purpose:

You can add a single organization to the center.

Steps:

1. Enter the Organization Management page.
   - Click **More -> Management** on the Home page.
   - Click **Organization and User Management** in the Shortcuts section of the Home page.



2. Select an organization as the parent organization of the to-be-added one.

   Notes:

   - If you haven't added any organization before, the default organization is selected as the parent organization by default.
   - Up to 10 levels of organizations can be added.

3. Click to open the Add Organization window.
4. Create an organization name.

   Note: The names of organizations of the same level should not be the same. And you the name can contain up to 40 characters.

5. (Optional) Create an organization code and enter a description about the organization.

   Notes:

   - The organization code should be exclusive and no more than 40 characters with the combination of characters and numbers.
   - The description should be no more than 200 characters.

6. Click **OK**.
7. (Optional) Perform the following operations after adding an organization.
   - Select the organization and click to edit it.
   - Select the organization and click to delete it.
   - Click to export the information of all the added organizations as a CSV file to the local PC.

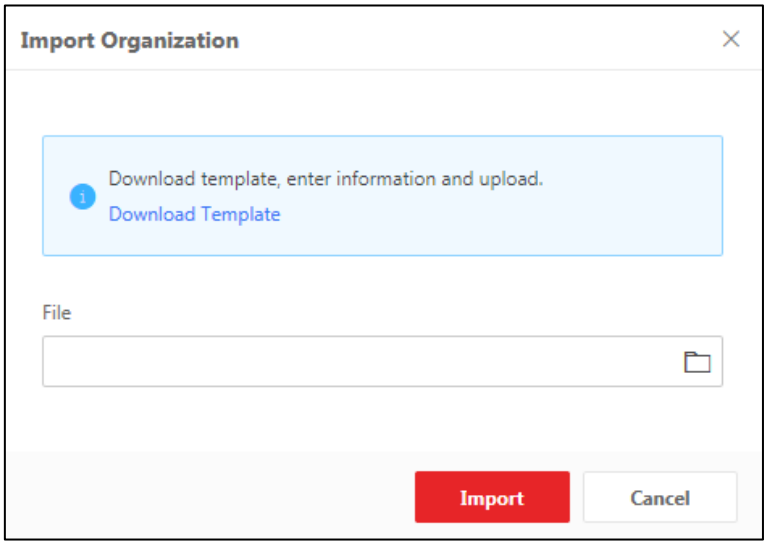
4.1.2 Batch Import Organizations

Purpose:

You can batch add organizations to the center.

Steps:

1. Enter the Organization Management page.
   - Click **More -> Management** on the Home page.
   - Click **Organization and User Management** in the Shortcuts section of the Home page.
2. Click to open the Import Organization window.



3. Click **Download Template** to download the template to the local PC.
4. Open the downloaded template and fill in the required information.
5. Click to select the filled-in template.
6. Click **Import**.
8. (Optional) Perform the following operations after batch importing organizations.
   - Click to edit the selected organization.
   - Select the organization and click to delete it.
   - Click to export the information of all the added organizations as a CSV file to the local PC.

4.2 Add Individual

Purpose:

Individual in the Center refers to the real persons who has an officially recognized identity in the world. Before adding users, you need to add individuals to the Operation and Management Center so that you can link the users, which are virtual concept, to individuals in the real world. If multiple systems are accessed to the center, multiple users of different systems can be associated with a same individual.

4.2.3 Add a Single Individual

Purpose:

You can add individuals to the center manually one by one.

Steps:

1. Enter the Organization Management page.

   Choose from:
   - Click **More -> Management** on the Home page.
   - Click **Organization and User Management** in the Shortcuts section of the Home page.
2. Select an organization.
3. Click **Add Individual** to enter the Add Individual page.

4. Set the required information of the individual, including name, gender, organization, card type, and card No.
5. (Optional) Enter other non-required information such as date of birth.
6. Click **Add** to finish adding the individual to the selected organization.
   Or click **Save and Add More** to save the settings and add more individuals to the selected organization.
7. (Optional) Perform the following operations after adding individuals.
   - Click to edit the information of the selected individual.
   - Click to delete the selected individual.
   - Select individuals and click **Delete** to delete all the selected ones.
   - Click **Batch Export** to export the information of all the individuals added to the selected organization as a CSV file to the local PC.
   - Click and set the filtering conditions, and then click **Filter** to filter individuals.

4.2.4 Batch Import Individuals

Purpose:

You can batch import individuals to a specific organization.

Steps:

1. Enter the Organization Management page.
   - Click **More -> Management** on the Home page.
   - Click **Organization and User Management** in the Shortcuts section of the Home page.
2. Click **Batch Import** to open the Import Individuals window.
3. Click **Download Template** to download the template as a CSV file to the local PC.
4. Open the template and fill in the required information.
7. Click to select the filled-in template.
8. Click **Import**.
9. (Optional) Perform the following operations after batch importing organizations.
   - Click to edit the selected individual's information.
   - Click to delete the selected individual.
   - Select an organization and then click to export the information of all the individuals added to the selected organization as an CSV file to the local PC.
   - Select individuals and click **Delete** to delete all the selected ones.
   - Click and set the filtering conditions, and then click **Filter** to filter individuals.

4.3 Security Settings

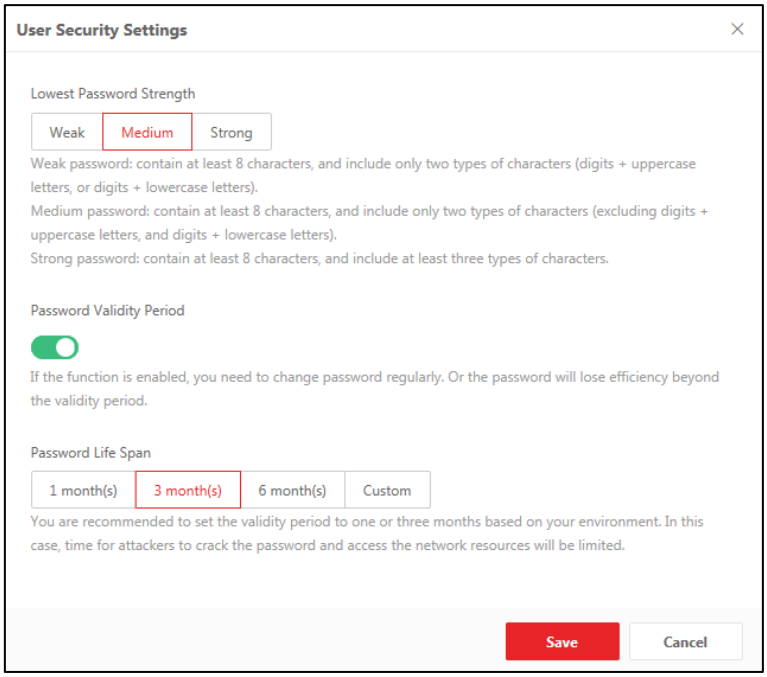
Purpose:

To enhance security level of the user accounts, you can configure the lowest password strength, and configure the password validity period.

***Steps*:**

1. Open the User Security Settings window.

- On the Home page, click **More -> Management** -> **User Management ->User Security Settings.**
- On the Home page, click **Organization and User Management** in the Shortcuts section, and then click **User Management ->User Security Settings**.



2. Set the lowest password strength and password validity period.

   Note: For security reasons, it is NOT recommended to disable password validity period.

3. Click **Save**.

   Result:

   - When the strength of a user account password is weaker than the lowest password strength, the password is required to be changed when logging in to the account.
   - If the password validity period is enabled, users of a system or multiple systems are required to change their passwords regularly based on the password life span you set.

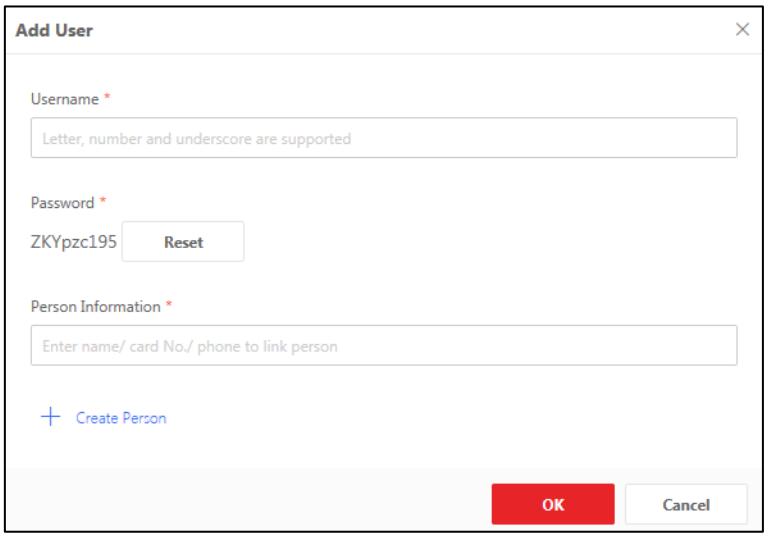
4.4 Add User

Purpose:

You can add a user, and link it to an individual to ensure that the user account is used by a real person in the world.

Steps:

1. Enter the User Management page.
   - On the Home page, click **More -> Management** -> **User Management.**
   - On the Home page, click **Organization and User Management** in the Shortcuts section, and then click **User Management**.
2. Click **Add User** to open the Add User window.



3. Create a user name.
4. (Optional) Click **Reset** to reset the password for the user account.
5. Link the user to an individual.
   - Enter the name, card No. or phone number of an individual in the Person Information field.
   - Click **Create Individual** and then set and save the required information.
6. Click **OK**.
7. (Optional) Perform the following operations after adding users.
   - Set to to disable the selected user.
   - Click **Reset Password** to reset the password of the selected user.
   - Select user(s) and then click **Delete User** to delete the user.

Chapter 5 Backup

Purpose:

By backing up the system data, you can restore the data if system exception occurs. You can back up data manually, or define backup strategy to back up data automatically.

5.1 Manually Back Up

Purpose:

You can manually back up the global data or select components to back up their data.

Note: The backup path can be set in the Auto Backup Strategy module. For details, refer to *Chapter 5.2 Automatically Back Up.*

Steps:

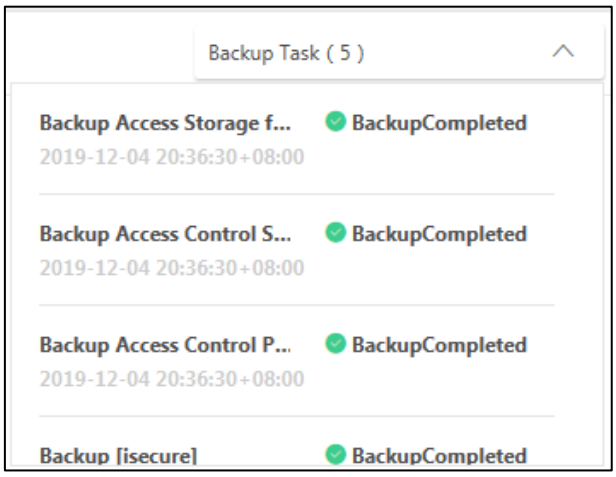
1. On the Home page, click **Maintenance -> Backup and Restore -> Manual Backup** to enter the Manual Back up page.

2. Select backup content.
   - **Backup Global Data:** Back up all the data of the Center and the systems.
   - **Backup Component Data:** Back up the selected components' data.
3. Click **Backup** to start backup.

   Result:

   The backup task will be displayed on the Backup Task list.

   You can view the progress of the tasks.



4. (Optional) View and manage the completed tasks.

1) Click **Maintenance –> Backup and Restore -> Backed-Up File** to enter the Backed-Up File page.

2) Perform the following operations.

- Select a backed-up file and click **Delete** to delete it.
- Select a parent component and (or) set a time period (click to set the time period) to filter the backed-up files.
- Click to copy the backup path of the selected file.

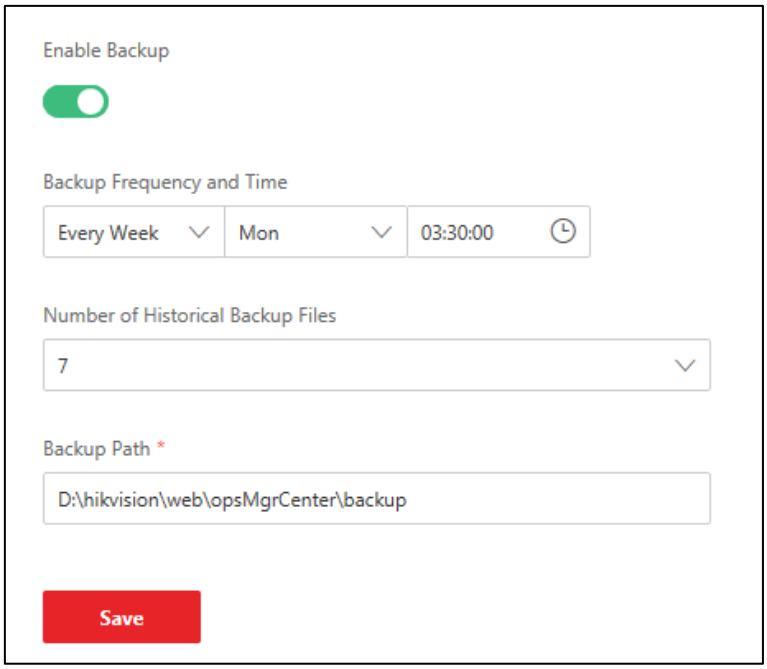
5.2 Automatically Back Up

Purpose:

You can define a backup strategy to back up the global data (including the data of the Center and the data of the systems) automatically.

Steps:

1. On the Home page, click **Maintenance -> Backup and Restore -> Auto Backup Strategy** to enter the Auto Backup Strategy page.
2. Set to to enable backup.
3. Set the parameters.
   - **Backup Frequency and Time:** Select a backup frequency (each day or each week) and click to set the backup time.
   - **Backup Path:** If you want to change the default one, you should set it to the path of the server of the Operation and Management Center.



4. Click **Save**.
5. (Optional) View and manage the completed tasks.
   1) Click **Maintenance –> Backup and Restore -> Backed-Up File** to enter the Backed-Up File page.
   2) Perform the following operations.
      - Select a backed-up file and click **Delete** to delete it.
      - Select a parent component and (or) set a time period (click to set the time period) to filter the backed-up files.
      - Click to copy the backup path of the selected file.

Chapter 6 Logs

Purpose:

The Operation and Management Center provides operation logs and system logs. The operation logs contain the information of user operations and system responses. While the system logs contain the information of system running status, which can be used to locate and troubleshoot system faults.

You can set search conditions to search the logs.

Before You Start:

You should have installed log service. For details, refer to *Chapter 2.5 Manage Component.*

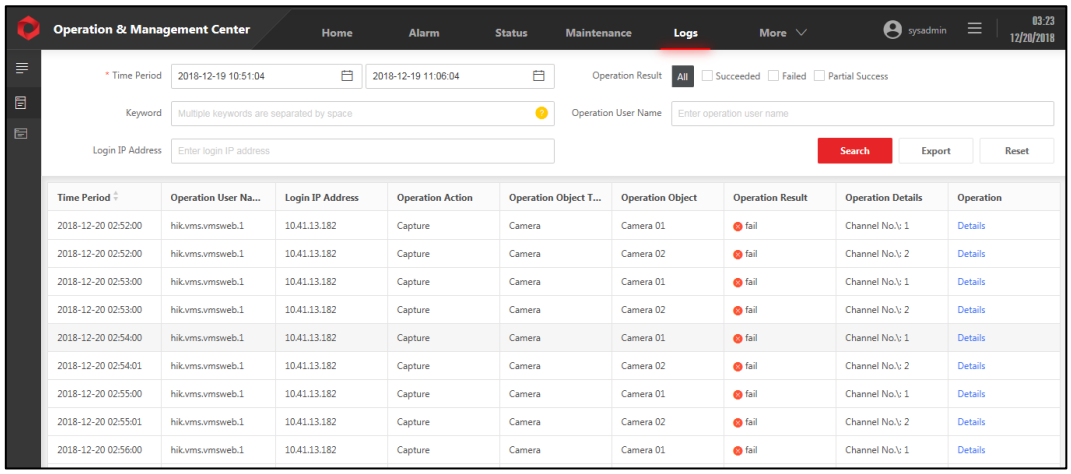
6.1 Search Operation Logs

Purpose:

You can search the operation logs and export the search results to the local PC.

Steps:

1. On the Home page, click **More -> Logs ->** **Operation Log** to enter the Operation Log page.



2. Set the search condition.
   - **Time Period:** Set the time period for the search. The default time period is the latest 15 minutes.
   - **Login IP Address:** The IP address of the PC where the user logs in.
3. Click **Search**.

   The search results will be displayed. You can view the operation action, operation object, operation result, etc.
4. (Optional) Perform the following operations after searching.
   - Click **Details** to view the details of the selected log.
   - Click **Export** to export all the search results as a CSV file to the local PC.
   - Click the call chain to view its details.

     The call chain shows the procedure of calling interfaces and components.

     You can also view the time (unit: ms) of each calling and export the log of each calling.

     If the log level of a calling is Error or Fatal, the calling will be marked with a red dot.

6.2 Search System Logs

Purpose:

You can search the system logs.

Steps:

1. On the Home page, click **More -> Logs ->** **System Log** to enter the System Log page.
2. Select server(s) and (or) component(s).

   Time Period: Set the time period for the search. The default time period is the latest 15 minutes.
3. Set the search conditions.
4. Click **Search**.

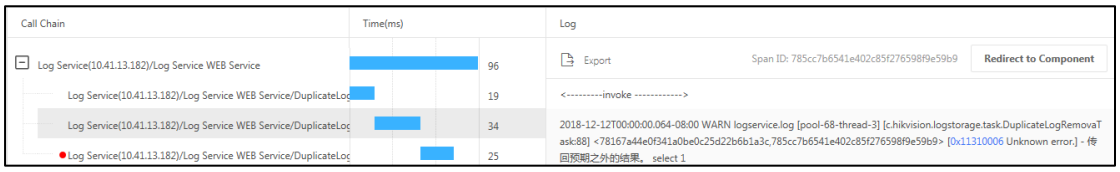
   Result:

   The search results of each selected server or component will be displayed in different tabs.
5. (Optional) Perform the following operations after search.
   - Click the error code to view the error description and suggestions for correct the error.
   - Click **Export** to export all the search results as a ZIP file to the local PC.
   - Click the call chain to view its details.

     The call chain shows the procedure of calling interfaces and components.

     You can also view the time (unit: ms) of each calling and export the log of each calling.

     If the log level of a calling is Error or Fatal, the calling will be marked with a red dot.



Chapter 7 Menu Management

Purpose:

In the Menu Management module, you can manage the menus of the systems. You can hide or show menus of different systems, you can add custom menus to the system to categorize the already-existed menus.

7.1 Hide or Show Menus of Systems

Purpose:

You can hide or show the menus of the systems.

7.1.1 Show Menus of System

Purpose:

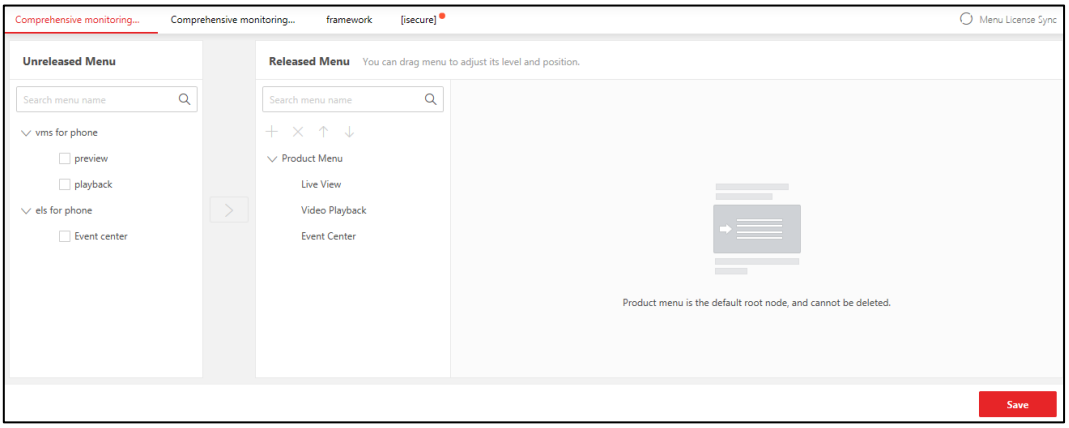
Perform the following task to show menus on a system.

Steps:

1. On the Home page, click **More -> Management ->** **Menu Management** to enter the Menu Management page.
2. Select a system tab.

   The unreleased menu and released menu will be displayed.

   - **Unreleased Menu:** The menus are hidden from users of the system.
   - **Released Menu:** The menus are shown to users of the system.



3. Select menus in the Unreleased Menu section and then click > to add them to the Released Menu section
4. (Optional) Select a menu and then click ↑ or ↓ to adjust the position of the menu.
5. Click **Save**.
6. Click **Menu License Sync** to make the menu settings take effect on the selected system.

7.1.2 Hide Menus of a System

Purpose:

Perform the following task to hide menus of a system.

Steps:

1. On the Home page, click **More -> Management ->** **Menu Management** to enter the Menu Management page.
2. Select a system tab.

   The unreleased menu and released menu will be displayed.

   - **Unreleased Menu:** The menus are hidden from users of the system.
   - **Released Menu:** The menus are shown to users of the system.
3. Select menus from the Released Menu section and then click to remove the selected ones to the Unreleased Menu section.
4. Click **Save**.
5. Click **Menu License Sync** to make the menu settings take effect on the selected system.

7.2 Add Custom Menu

Purpose:

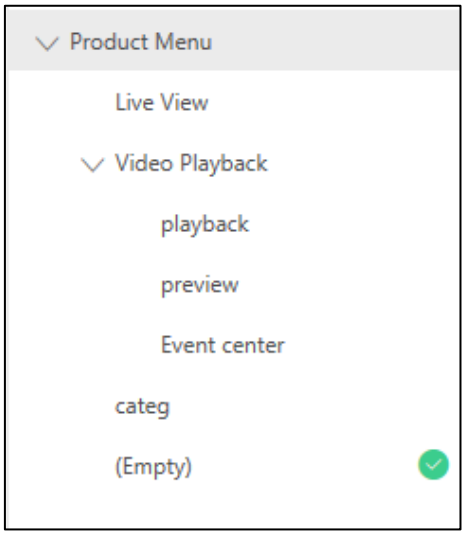
You can add custom menus to categorize the already-existed menus of a system.

Steps:

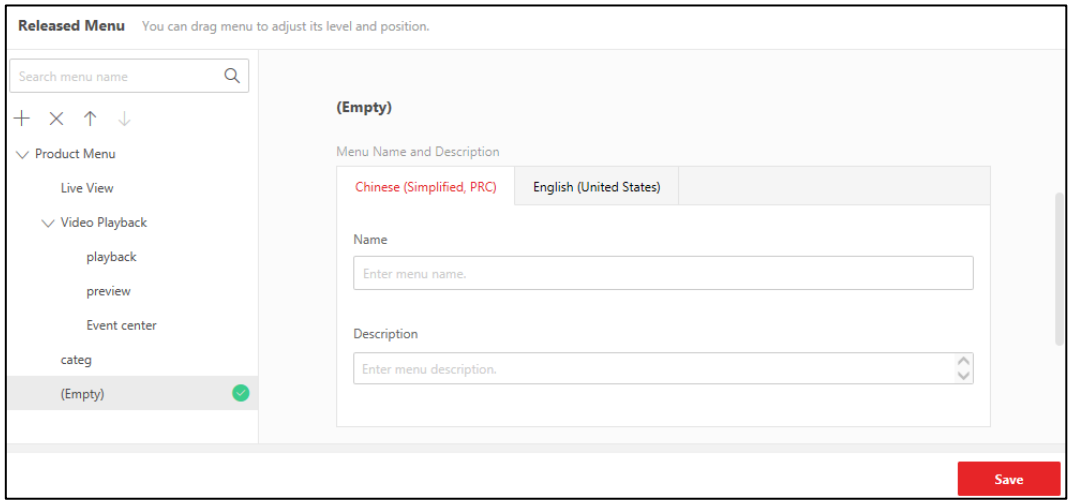
1. On the Home page, click **More -> Management ->** **Menu Management** to enter the Menu Management page.
2. Select a system tab.

   The unreleased menu and released menu will be displayed.

   - **Unreleased Menu:** The menus are hidden from users of the system.
   - **Released Menu:** The menus are shown to users of the system.
3. Select a menu from the Released Menu section and then click to create an empty menu shown on the following picture.



4. Click the empty menu and then create a name and add a description for it.



5. Click **Save**.
6. Click **Menu License Sync** to make the menu settings take effect on the selected system.

Chapter 8 FAQ

For the alarms or software problems, you can enter FAQ module to search some suggestion or solutions. If you have useful experience about solving the alarms or software problem, you can also share your experience here.

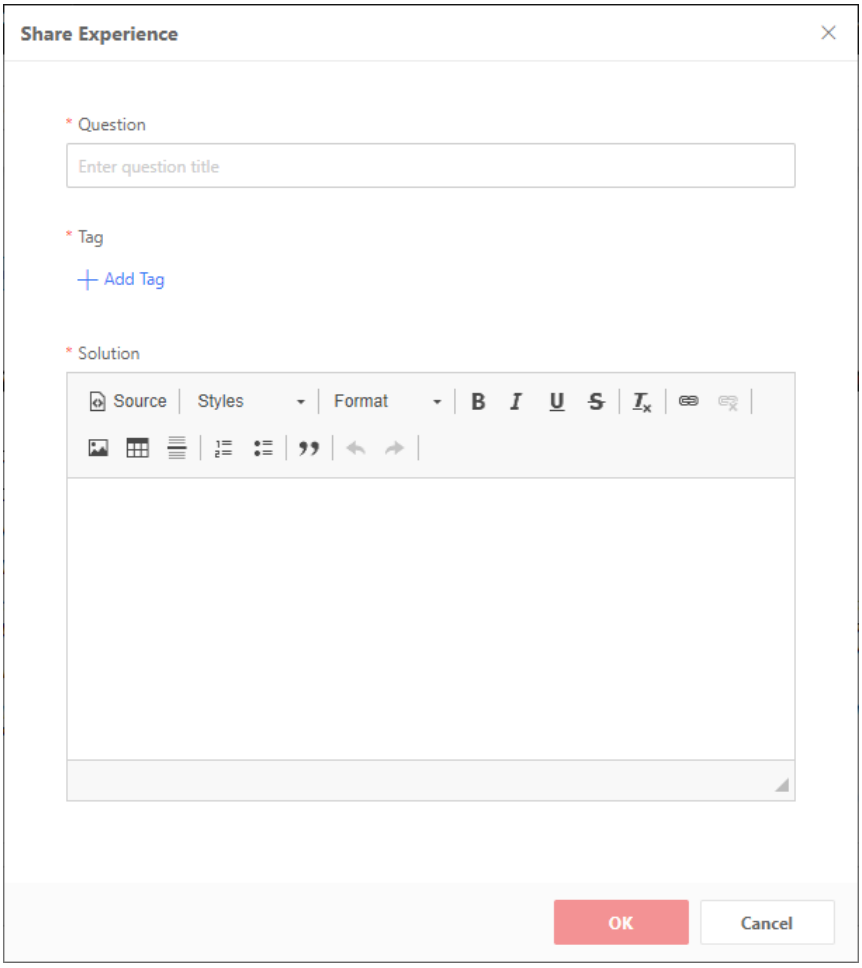
Search Solution

- Keyword Search: Enter keywords of your question in the textbox and click to search the related solutions.
  Note: Multiple keywords should be separated from each other by space.
- Label Search: Click a label in the list to filter the related solutions.

After searching, click to expand the solution details.

Share Experience

When you get some experiences in solving problems, you can share your experience in FAQ module. Click **Share Experience** and enter question and solution, and add tag to submit the experience.



For the completed question, you can click **Additional Question** to replenish another solution about this question.
You can also click or to correct the solution or delete the solution.

Import/Export Solution

You can convert the word file with the solution into html file, create a tags.txt and a title.txt and enter label and title for the solution. Then move the three files into one folder and package them into a .zip file. At last, click **Import** to import the compressed file package to FAQ module. The question and solution will be saved in the FAQ module.
If you want back up or share the solutions in FAQ module, you can click **Export** and select the contents to export the solutions as a file package with .zip format.