HikCentral Enterprise-Commercial V1.1.1

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 *ipcondig/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 Video

3.1 Can I configure a capture schedule for a camera channel of an NVR?

Question

Does capture schedule need the support of device? Can I configure a capture schedule for a camera channel of an NVR?

Answer

Devices supporting capture schedule include devices communicating by Hikvision SDK protocol, EHome protocol, and Dahua SDK protocol. Only NVR communicating by Hikvision SDK protocol supports configuring a capture schedule for its camera channels. Moreover, there is no requirement for NVR device model.

3.2 What is the default format of videos downloaded during playback?

Question

What is the default format of videos downloaded during playback? Can I select other formats?

Answer

By default, the format is MP4, and there is no other formats.

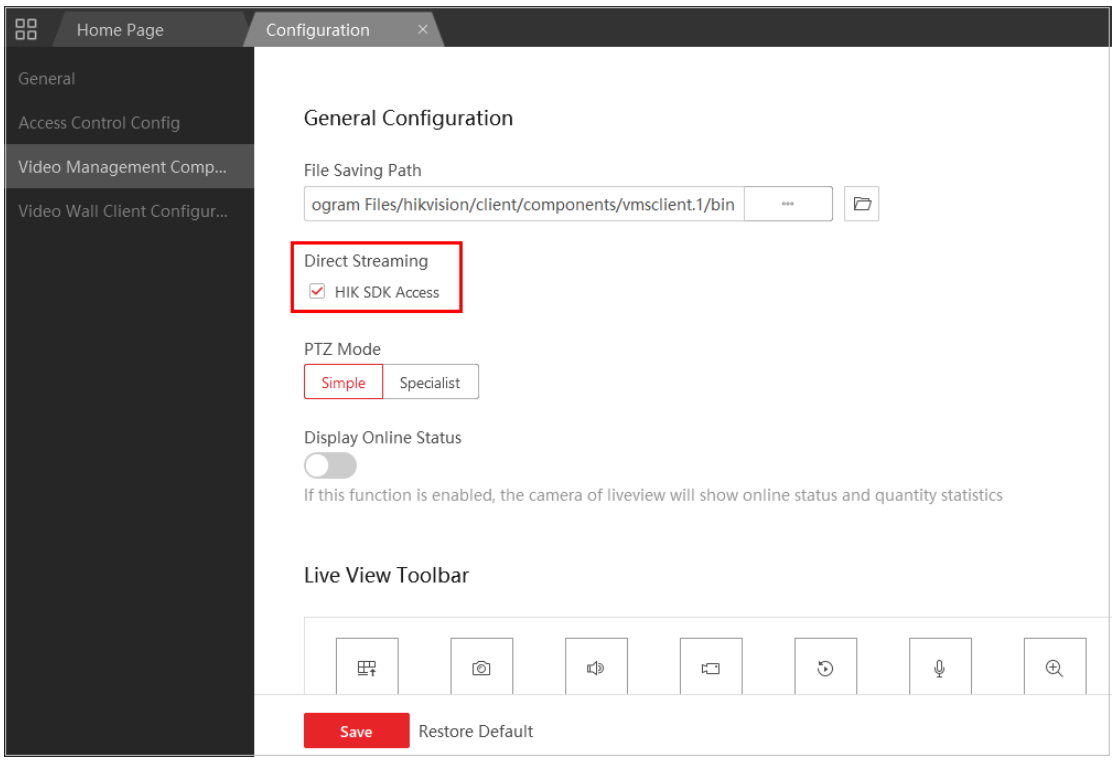
3.3 Does the Web Client support direct streaming?

Question

Does the Web Client support direct streaming?

Answer

The Web Client does not supports this function, while the Control Client does. The current Control Client will get stream from devices directly by default after configuring as the following picture.



3.4 Can I lock a recorded video getting stream from MGC?

Question

Can I lock a recorded video getting stream from MGC?

Answer

This function is not supported if the video is saved in the current computer where the Client is running or saved in cascaded devices. You can perform this function when the video is saved in the central storage server.

3.5 What is device arming control used for?

Question

What is device arming control used for?

Answer

Device arming control is a necessary operation after configuring events if you want to receive real-time event notifications. After configuring events, you should arm related devices to enable the devices to upload events to the system when events are

triggered, otherwise you cannot receive event notifications. When you do not need to receive event notifications, disarm the related devices.

3.6 What is transcoding by stream media used for?

Question

What is transcoding by stream media used for?

Answer

Currently, this function is needed only when you view live view or playback on the Mobile Client. This function is used for transforming streams to the forms supported by the Mobile Client in order to lowering video solution and bit rate.

4 Event Linkage

4.1 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.

4.2 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.

4.3 How many access control points can be linked to an event?

Question

How many access control points can be linked to an event?

Answer

Up to 3 access control points can be linked.

5 Access Control & Time & Attendance

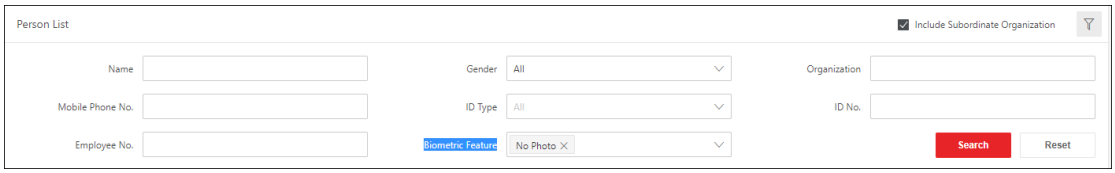
5.1 Can I search information of the person who has no face picture configured?

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**.



5.2 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.

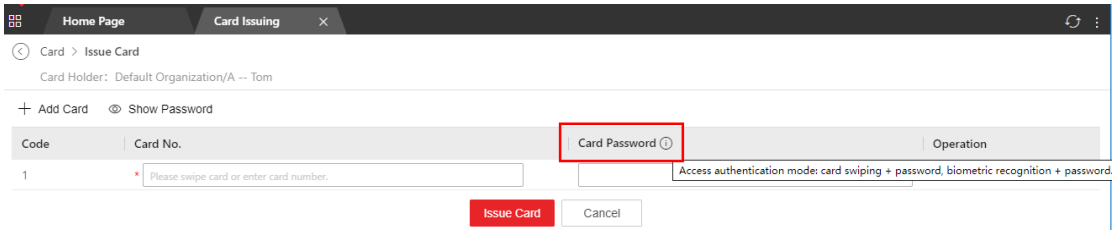
5.3 What will happen if I select card password as one of the access authentication mode?

Question

What will happen if I select card password as one of the access authentication mode?

Answer

The card holder can access the access control points by entering this card password if you set password as one of the access authentication mode. It should consist of 4 to 8 digits.



5.4 Will I be regarded as absent if I work overtime to the next day without checking out at the end-work time?

Question

Will I be regarded as absent if I work overtime to the next day without checking out at the end-work time?

Answer

For normal shift, you will not be regarded as absent if the end-work time is on the next day (e.g. three shift working mode); for man-hour shift, you will be regarded as absent because you did not check out on the first day and the system failed to count your working hours.

5.5 Why 31st, Dec. 2037 is the default expiration date of the issued cards?

Question

Why 31st, Dec. 2037 is the default expiration date of the issued cards?

Answer

It's a default parameter set by Linux system of the access control device.

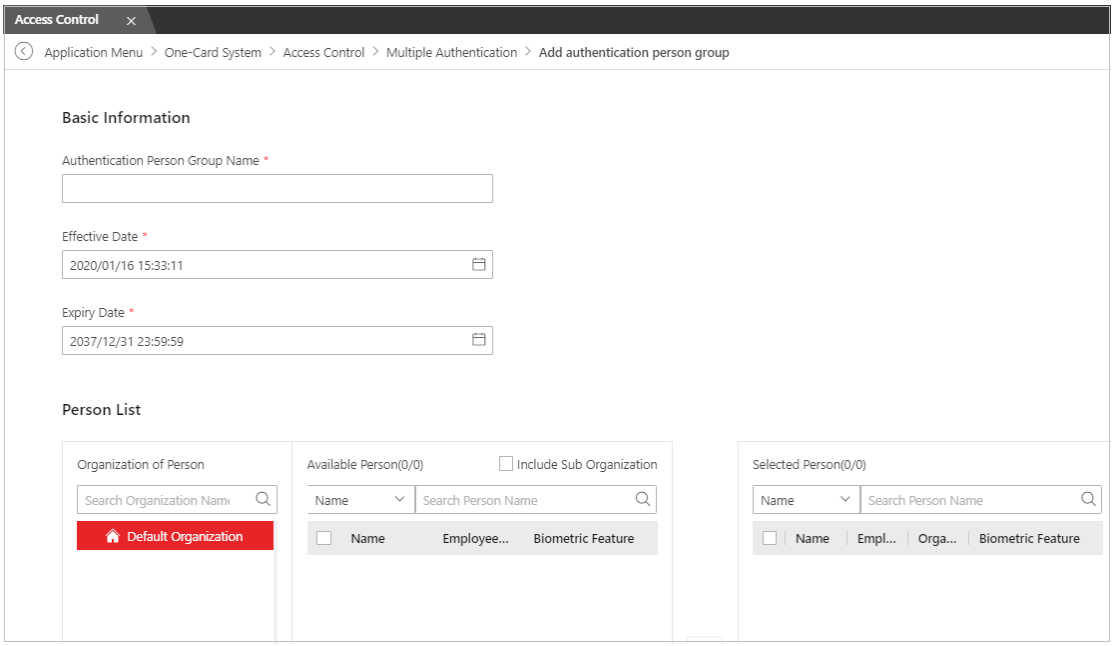
5.6 What is Multiple Authentication?

Question

What is Multiple Authentication?

Answer

Multiple Authentication is an access rule requiring multiple persons' attendances and authentications at the access control point in order to get granted. It is applicable for places that need strong protection.



You can add a new authentication group if you want to set another authentication mode with another access schedule for the same access control point.

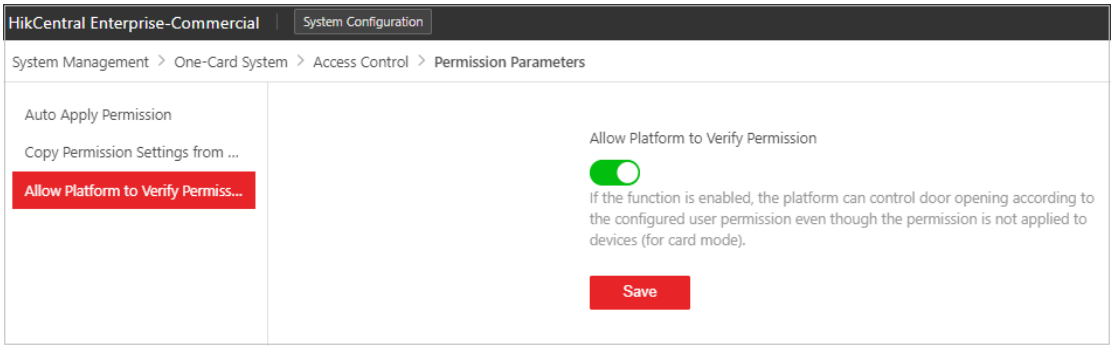
5.7 What is Allow Platform to Verify Permission?

Question

What is Allow Platform to Verify Permission?

Answer

With this function enabled, you will be granted by swiping card even if your permissions are not applied to an access control device as long as you have saved your permissions on the platform.



5.8 What will happen if more than one access control terminal calls the Control Client simultaneously?

Question

What will happen if more than one access control terminal calls the Control Client simultaneously?

Answer

Only one access control terminal can be answered if this happens. The Control Client will reject new calls if it is already talking with an access control terminal. Each Control Client will receive the call when an account is logged in on multiple Control Clients running on different computers. The call will stop if you answer it by one of the Control Clients.

5.9 What are the key features of super card and super password?

Question

What are the key features of super card and super password?

Answer

Super card and super password are valid for all the doors of the controller during the configured schedule. A person with super card or super password does not have to exit via the access control point in the anti-passback path if he/she enters via the access control point added in the anti-passback path.

5.10 What are the key features of a duress card and duress password?

Question

What are the key features of a duress card and duress password?

Answer

Duress card can be used when person is under duress. The door will be unlocked when you swipes the card and the Control Client will receive a duress alarm (if configured) to notify the security personnel.

5.11 What's the difference between Apply Permission to Device Manually and Apply Fingerprint/Face Picture to Device?

Question

What's the difference between Apply Permission to Device Manually and Apply Fingerprint/Face Picture to Device?

Answer

When you apply permissions to device manually, you apply person information and card information to the device so that the person can access the access control points during the authorized period. It is a prerequisite of applying fingerprint/face picture to device. You cannot apply a person’s fingerprint/face picture to device without issuing card to the person or applying the person’s permissions to device.

5.12 How to configure a unique holiday for a person?

Question

How to configure a unique holiday for a person?

Answer

You need to configure a schedule template and access control permissions for the person different from others.

5.13 Can I configure different authentication modes on the same card reader?

Question

Can I configure different authentication modes on the same card reader for different persons?

Answer

This function is not supported. A card reader only supports one authentication mode.

5.14 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.

6 Visitor

6.1 What drives a user enable the Check-in Not Required If Reserved function?

Question

What drives a user enable the Check-in Not Required If Reserved function?

Answer

You enable this function if you have no visitor terminal for visitors to check in. In this situation, a visitor checks in if you reserve for her/him.

6.2 What are the differences among the four kinds of visitor certificates?

Question

What are the differences among the four kinds of visitor certificates?

Answer

- **No Certificate:** for facial recognition terminals. Not applicable for floors and parking lots.
- **Visitor Card:** a visitor card records the visitor information and visitor permissions such as access permission, parking permission, etc. A visitor access the access control points, floors, and parking lots only by swiping the visitor card.
- **Visitor Pass:** A visitor pass is a ticket with visitor information and a QR code which contains permissions such as access permission, parking permission, etc. In this mode, a visitor authenticates only by scanning the QR code on an access control with a code scanner. A visitor also scans the QR code on a visitor terminal to check in. It cannot be used for accessing floors or parking lots.
- **Card and Visitor Pass:** a visitor authenticates by either swiping card or scanning QR code.

HikCentral Enterprise-Commercial does not support generating a QR code at present.

6.3 Does Visitor module support comparison between face and ID's face photo?

Question

Does Visitor module support comparison between face and ID's face photo?

Answer

This function is not supported. So ID's face picture of the visitor is not displayed on the visitor information page.

7 Parking

7.1 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**.

7.2 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**.

7.3 How many floors does one parking lot support?

Question

How many floors does one parking lot support?

Answer

It supports find your car on up to 7 floors.

7.4 Why does the platform prompts me to check whether the card enrollment station is properly collected?

Question

Why does the platform prompts me to check whether the card enrollment station is properly collected when I was issuing a temporary card?

Answer

Check the connection between the card enrollment station and your computer, or check the card enrollment station parameters.

8 Others

8.1 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.

8.2 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.

See Far, Go Further