



# **HikCentral Enterprise-Commercial V1.1.1**

## **Troubleshooting**

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# 1 Video Surveillance

## 1.1 Live view failed and prompts "Streaming failed with error code 0X01900044"

### Question

When I try to start live view on the Control Client, it fails and prompts that getting stream failed. The error code is 0X01900044.

### Reason

The error code 0X01900044 means the device's user name or password is locked. This may be caused by the changes of device password.

### Solution

Check whether you have changed the device password. Add the device to the system again and start live view.

## 1.2 Live view failed and prompts "Device operation failed"

### Question

The camera is in WAN. It is added to the system by EHome/ISUP protocol. When starting live view of this camera, live view failed and prompts device operation failed.

### Reason

- Reason 1: The 17000 port (TCP) is not mapped.
- Reason 2: You have configured multi-domain on the Operation and Maintenance Center of the platform. But when adding the device, you didn't select the network domain of this WAN.

### Solution

- Solution for Reason 1: Map the 17000 port (TCP) on the router correctly.
- Solution for Reason 2: When adding the device, select the network domain of the WAN the device is in.

## **1.3 Playback failed and prompts "Window exception/session connection exception"**

### **Question**

The EHome device is in WAN and has configured with storage on device. When starting playback, it prompts window exception and session connection exception.

### **Reason**

The 15000 to 16999 ports of the EHome device (used for getting stream for playback) are not mapped, or the network domain of WAN is not configured.

### **Solution**

Make sure the 15000 to 16999 ports (TCP/UDP) are mapped correctly and you have set network domain for the WAN.

## 2 One-Card

### 2.1 Failed to receive card swiping records from EHome access control devices

#### Question

The access control device is in WAN. After adding it to the platform in EHome/ISUP protocol and setting event arming control, the platform still cannot receive access records from the device.

#### Reason

When setting multi-domain and mapping 7660 port (UDP) in LAN, the port is not set correctly and the port in LAN is different with the one in WAN (for example, 7660 in LAN and 20000 in WAN).

#### Solution

When setting multi-domain, make sure the port in LAN is same with the port in WAN. You can edit the LAN port to 20000 and then set the mapping relation and network domain. You can also edit the WAN port to 7660 and then set the mapping relation and network domain.

### 2.2 Applying face pictures to device failed and prompts "Getting face pictures failed"

#### Question

Failed to apply face pictures to the access control devices and the platform gives a prompt that "Getting face pictures failed"

#### Reason

There are two possible reasons:

- You haven't set resource pool for ASW, or the ASW's resource pool is exceptional.
- You haven't set the picture storage location as the resource pool in ASW, which has configured with loop-overwritten.

#### Solution

- Please check whether you have set resource pool for the ASW or whether the resource pool is running normally.

- Please check whether you have set the picture storage location as the resource pool in ASW, which is set as loop-overwritten. If you set correctly, try to edit the picture storage location and then save the changes. Then switch the location to the original one and save again.

## 2.3 No picture displayed after receiving capture event from access control terminal in full screen mode

### Question

I have configured resource pool for ASW and set the picture storage location, but I cannot view any captured pictures in full screen mode on the Control Client after receiving capture event from access control terminal.

### Reason

There are two possible reasons if there is no captured picture uploaded from access control terminal:

- Reason 1: You didn't select capture picture as event linkage action for access control terminal or the event is not applied to the access control terminal.
- Reason 2: In **System Configuration -> One-Card System -> Access Control -> Device Parameters -> Capture Settings**, you select 0 as the capture times.

### Solution

- Solution for Reason 1: Check the event settings of access control terminal and make sure you have set capture as linkage action and enable this event, and the event settings have been applied to the device.
- Solution for Reason 2: **Enter System Configuration -> One-Card System -> Access Control -> Device Parameters -> Capture Settings**, select 1 time as the capture times.

## 2.4 Logging into the Manual Visitor Client failed and prompts "Login failed. Server connection failed. Please contact administrator"

### Question

When I tried to login on the Manual Visitor Client, the client prompts " Login failed. Server connection failed. Please contact administrator ".

### Reason

The possible reasons include:

- Reason 1: The platform's IP address or port number you set for the Manual Visitor Client is incorrect.
- Reason 2: The user name or password you entered is incorrect.
- Reason 3: The Manual Visitor Client cannot connect with the platform due to network exception.

### **Solution**

- Solution for Reason 1 and 2: Make sure the platform's IP address, port, user name, and password you entered are correctly.
- Solution for Reason 3: 1) Try to ping the IP address of the platform on the PC running Manual Visitor Client to see whether the network is exception. (2) Try to log into the platform by HTTP and HTTPS ports (80 and 443 by default) in the Telnet on the Manual Visitor Client.

## **2.5 When issuing card to a person, it prompts " Card enrollment station is not connected or loading failed."**

### **Question**

When issuing a card to a person, after I click in the **Card No.** field, it prompts " Card enrollment station is not connected or loading failed."

### **Reason**

There are three possible reasons:

- Reason 1: The card enrollment station parameters you set are incorrect. For example, if the card enrollment station you used is DS-K1F100-D8E, but you set the device type in card enrollment station parameters as DS-K1F100-D8.
- Reason 2: The PC is not connected with any card enrollment station or connection failed.
- Reason 3: The card enrollment station settings will be saved in the database as well as the cache of the web browser. If you changed a new web browser or cleared the cache of the web browser, the card enrollment station settings will be lost.

### **Solution**

Solution for Reason 1: Make sure the card enrollment station parameters you set are correctly and the device type you select according to actual.

Solution for Reason 2: Connect the card enrollment station to your PC again. Enter the card issuing page and try to issue a card again. If the error still prompts, there is something wrong with the card enrollment station.

Solution for Reason 3: If you changed a new web browser or cleared the cache of the web browser, you need to set the card enrollment station parameters again.



## **3 Integrated Control**

### **3.1 I cannot find out any motion detection events on the platform after event occurred**

#### **Question**

I have configured motion detection event on the platform, after the event is triggered, I cannot find any motion detection event records.

#### **Reason**

When setting motion detection event, you haven't set the corresponding event source. The event rule you set is incorrect and that's why you cannot receive the event.

#### **Solution**

Set the event rule again and select the event source.

### **3.2 When setting IO event for alarm inputs, I cannot find specified alarm input as event source**

#### **Question**

When setting IO event for alarm inputs, I cannot find the target alarm input with prompt "No data".

#### **Reason**

After adding devices to the platform, you need to add the alarm inputs and alarm outputs of the devices to different areas in Alarm Device tab. After that, you can select the alarm inputs/outputs as event sources when setting event rules.

#### **Solution**

Add the device's alarm inputs to the areas in the platform in Alarm Device tab.

## 4 Parking

### 4.1 Logging into the Booth Client failed and prompts "Logging in failed. Getting configuration information failed"

#### Question

Logging into the Booth Client failed and prompts "Logging in failed. Getting configuration information failed"

#### Reason

After adding a parking lot on the platform, it is not linked with the Booth Client.

#### Solution

On the Web Client, enter **System Configuration -> Vehicle Control -> Parking -> Parking Lot -> Link Device**, and link the booth client terminal to the parking lot.

### 4.2 Importing floor map failed and prompts "Importing map failed. Exception occurred when importing map data"

#### Question

Importing floor map failed and prompts "Importing map failed. Exception occurred when importing map data"

#### Reason

There are three possible reasons:

- Reason 1: The map type you set is incorrect.
- Reason 2: The map files are packed incorrectly.
- Reason 3: An error occurs when drawing the map. The map files are damaged.

#### Solution

- Solution for Reason 1: Please check whether the map type you set is same as the type of the map file you try to upload.
- Solution for Reason 2: Please check whether the map files are packed correctly.

The following two packing methods are INCORRECT:

- Place all the map files in one folder and then pack this folder into a package (ZIP format).
- Pack all the map files into a package (RAR format), and then edit its extension to ".map".

The CORRECT way to pack the map files is: You should select all the map files and then pack them directly into ZIP package. Do NOT place the map files into one folder and then pack the folder.

- Solution for Reason 3: Please check whether the map files are lost or damaged. Make sure the map file is drawn correctly.

## 4.3 When issuing card, it prompts "Please make sure the card reader is connected correctly"

### Question

When issuing card in Registered Vehicle and Temporary Card page, after I click in the **Card No.** field, it prompts "Please make sure the card reader is connected correctly"

### Reason

There are three possible reasons:

- Reason 1: The card enrollment station parameters you set are incorrect. For example, if the card enrollment station you used is DS-K1F100-D8E, but you set the device type in card enrollment station parameters as DS-K1F100-D8.
- Reason 2: The PC is not connected with any card enrollment station or connection failed.
- Reason 3: The card enrollment station settings will be saved in the database as well as the cache of the web browser. If you changed a new web browser or cleared the cache of the web browser, the card enrollment station settings will be lost.

### Solution

Solution for Reason 1: Make sure the card enrollment station parameters you set are correctly and the device type you select according to actual.

Solution for Reason 2: Connect the card enrollment station to your PC again. Enter the card issuing page and try to issue a card again. If the error still prompts, there is something wrong with the card enrollment station.

Solution for Reason 3: If you changed a new web browser or cleared the cache of the web browser, you need to set the card enrollment station parameters again.

## 4.4 The vehicle owner swipes card on the Entrance & Exit Station, but it prompts "the card is not registered"

### Question

The vehicle owner of the registered vehicle swipes her/his card on the Entrance & Exit Station, but it prompts "the card is not registered".

### Reason

There are five possible reasons:

- Reason 1: The card number selected for the registered vehicle on the Web Client is different with the card number the owner swiped.
- Reason 2: The recognition mode of the lane is not set as Card.
- Reason 3: The registered vehicle is not added to a vehicle group. Or no entry & exit rule is set for the vehicle group.
- Reason 4: After configuration completed, you didn't set the booth terminal remotely and the configurations are not applied to the booth terminal.
- Reason 5: On the web page of Entrance & Exit station, the Notification for Illegal Card/Ticket is enabled.

### Solution

- Solution for Reason 1: Make sure the card number set for the registered vehicle is same with the card number of the card swiped on the Entrance & Exit Station.
- Solution for Reason 2: Make sure you have set the lane's recognition mode as Card in **System Configuration -> Vehicle Control -> Parking -> Parking Lot**.
- Solution for Reason 3: Make sure you have added the registered vehicle into vehicle group and set entry & exit rule for the vehicle group.
- Solution for Reason 4: Try to remote configure the booth terminal and make sure the settings are applied to the booth terminal.
- Solution for Reason 5: Enter the web page of Entrance & Exit Station, and enter **Configuration -> Entrance and Exit -> Settings -> Basic Parameters**, and make sure **Enable Notification for Illegal Card/Ticket** is unchecked.

## 4.5 Failed to log into the Booth Client and prompts "Getting configuration failed"

### Question

Failed to log into the Booth Client and prompts "Getting configuration failed".

## Reason

There are two possible reasons:

- Reason 1: The booth client terminal is not added to the platform.
- Reason 2: The booth client terminal is not linked with the parking lot's entrance and exit.

## Solution

- Solution for Reason 1: On the Web Client, enter **System Configuration -> Device -> Vehicle Control -> Entrance and Exit -> Booth Client Terminal** and make sure you have added the Booth Client to the platform.
- Solution for Reason 2: On the Web Client, enter **System Configuration -> Vehicle Control -> Parking -> Parking Lot**, and make sure you have linked the entrance and exit.

## 4.6 Failed to log into the Booth Client and prompts

### "Booth server not configured"

#### Question

Failed to log into the Booth Client and prompts "Booth server not configured".

#### Reason

There are two possible reasons:

- Reason 1: The Booth Service installed on the booth client terminal is not running.
- Reason 2: The booth client terminal is not linked with the parking lot's entrance and exit.

#### Solution

- Solution for Reason 1: Check the service running status in the watchdog on the booth client terminal and make sure the Booth Service is running normally.
- Solution for Reason 2: On the Web Client, enter **System Configuration -> Vehicle Control -> Parking -> Parking Lot**, and make sure you have linked the entrance and exit.

## 4.7 Failed to log into the Booth Client and prompts

### "Login failed. Network not connected"

#### Question

Failed to log into the Booth Client and prompts "Login failed. Network not connected"

## Reason

There are two possible reasons:

- Reason 1: The network between the platform and the booth client is exception.
- Reason 2: The platform address configured on the booth client is incorrect.

## Solution

- Solution for Reason 1: Check the network connection between the platform and the booth client. On the CMS server, use PING and Telnet command to check the network connection, and make sure the 8500 port of the booth client is available.
- Solution for Reason 2: Check whether the platform address configured on the booth client is correct.

Open the configuration file on the booth client terminal which is stored in:  
*hikvision\BoothPayClient\components\boothclient.1\bin\emuserver*

```
2 <Configuration>
3 <PmsAddress>http://10.41.9.44:8080/pms</PmsAddress>
4 <EmuIp>10.9.98.42</EmuIp>
5 <EmuPort>8500</EmuPort>
6 <EmuIndex>32b535c7f020481f9094321664abdae3</EmuIndex>
7 <ParkID>39747058-8136-11e9-8d8e-8341d82bb962</ParkID>
8 <ParkIndex>6826df4a3508425fbc160d7c5ae446f3</ParkIndex>
9 </Configuration>
10
```

**Note:** The parking system doesn't support multi-domain. Make sure network between the booth client terminal and the default NIC of the CMS server is reachable.



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