



## **HikCentral FAQ**

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## Chapter 1 Installation

### 1.1 What is Streaming Service?

#### Question

What is the function of Streaming Service? Do I have to install it?

#### Answer

Streaming Service provides centralized forwarding of video and audio stream from device to clients.

When there are more than 200 cameras to be forwarded, you need to install the Streaming Service because the Streaming Gateway can serve for 200 cameras at maximum.

### 1.2 Why can't I install Streaming Service with VSM on the same PC?

#### Question

Why can't I install the Streaming Service together with the VSM service on the same PC or server?

#### Answer

VSM and Streaming Service can't be installed on the same PC or server because VSM includes the Streaming Gateway which serves the same function as Streaming Service.

### 1.3 Why can't the HikCentral installation package run?

#### Question

Why can't the HikCentral installation package run?

#### Reason

This might be caused by the following two reasons:

- Reason 1: The installation package is not running with administrator rights.
- Reason 2: The installation package is incomplete.

#### Solution

- For Reason 1: Run the installation package as an administrator.
- For Reason 2: Make sure the installation package is complete and size is correct.

## **1.4 Failed to install HikCentral with prompt "LicesneClean.exe stopped working"**

### **Question**

Failed to install HikCentral with prompt "LicesneClean.exe stopped working". Why?

### **Reason**

The operating system interface is not compatible with LicenseClean tool.

### **Solution**

Check whether the operating system is in the HikCentral's compatibility list. If not, change the operating system.

## **1.5 Why can't I run the system after I reinstalled it?**

### **Question**

I cannot run the system after I reinstalled it. Why?

### **Answer**

You should reboot your PC or server if the installation wizard prompts you to do so after installing, uninstalling, or repairing the system. The system may not be able to run after you reinstall it again due to missing files.

## **1.6 Why is the service status is exceptional in Service Manager?**

### **Question**

Why is there an exclamation mark shown beside the service name in Service Manager, with the port number is red and the status is Exceptional?

### **Reason**

The port has been occupied by other program in the server.

### **Solution**

Perform the following steps to solve this problem:

1. Find the process that occupied the corresponding port with the following method:

Enter the cmd page, enter ***netstat -ano | findstr port number*** to find the PID of the process that occupied the port, and then enter ***tasklist | findstr PID number*** to find the related process name.

2. - If the process can be ended, end the process with customer's authorization. Then click **Restart All** on the Service Manager to restart the service.
- If the process can not be ended, click the service name and edit a new port number in the pop-up window. All services will be restarted automatically after the modification.

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 **Note**

If you modified the 80 and 443 ports, add the new port number after the IP address when you log into the Web Client, for example: <http://10.20.128.99:81>.

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### 1.7 Why does VSM service status keep switching between Starting and Stopped?

#### Question

Why does the status of VSM service keep switching between Starting and Stopped status in Service Manager?

#### Reason

The HikCentral VSM server's hardware has changed, causing the license detection failure and the VSM service starting failed.

#### Solution

Please contact Hikvision technical support to unbind license in flexnet (clean the fnood) and reactivate the license.

### 1.8 Why does Web and Control Client display abnormally?

#### Question

Why does the Web Client and Control Client display abnormally when the computer's display is set to enlarge as 150%?

#### Reason

The client only supports integer magnification. When the display is enlarged as 150%, the client will be rounded to 200%, which requires the display resolution to be at least 2560×1600. If the resolution is less than 2560×1600, it will cause displaying abnormal.

#### Solution

Two solutions to resolve this problem:

- Set the display magnification to be less than 150%.
- Adjust the display resolution to be larger than 2560×1600.

### **1.9 Can I run the Control Client on a virtual machine?**

#### **Question**

Can I run the Control Client on a virtual machine?

#### **Answer**

No, you can't. The Control Client doesn't support running on virtual machine.

### **1.10 Why did the Control Client suddenly close when I entered the Monitoring module?**

#### **Question**

Why did the Control Client suddenly close when I entered the Monitoring page?

#### **Reason**

This might be caused by the following two reasons:

- The computer running the Control Client does not have independent graphic card.
- The integrated graphic drive's version is abnormal or too low, which causes crash when running the QT library. The minimum version for graphics card supported by the computer which runs the Control Client is OpenGL 3.0.

#### **Solution**

Upgrade the integrated graphic drive.

### **1.11 Failed to install the web control with prompt "NPF installation failed"**

#### **Question**

I tried to install the web control, but failed and received an error message "NPF installation failed". Why?

#### **Reason**

This might caused by the following two reasons:

- The previous web controls have not been uninstalled completely.
- Other programs in the system occupied NPF.

### Solution

- Make sure that the web controls that were previously installed are uninstalled completely.
- Quit NPF tools which use SADP (such as Wireshark, SADP, iVMS-4200, etc.). Then restart the computer.

## 1.12 Why the web control is not running after I installed it?

### Question

I have installed the web control, but it still cannot running properly event though I click Start to start the service or click Refresh to refresh the status (the web browser is Internet Explorer). Why?

### Reason

Check if the IE web browser has enabled ActiveX filtering function. If enabled, an icon  will display in the address bar of the web browser.



Figure 1-1 Check If ActiveX Filtering is Enabled

### Solution

If ActiveX filtering is enabled, you should turn off it to access the functions such as online device detection.

1. Click  .

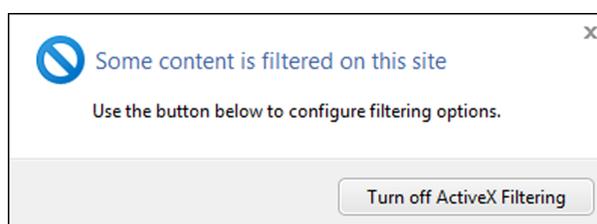


Figure 1-2 ActiveX Filtering

2. Click **Turn off ActiveX Filtering** to turn off this function.

## Chapter 2 Login

### 2.1 Why can't I enter the Web Client's login page?

#### Question

Why can't I enter the Web Client's login page?

#### Reason

If Internet Explorer's security level is too high, the HikCentral Web Client's JavaScript is not allowed to be used by the browser and you cannot access the Web Client.

#### Solution

To fix this problem, you should add the HikCentral's address to Internet Explorer's trusted sites list:

1. Open Internet Explorer's Internet Options and enter the **Security** tab.

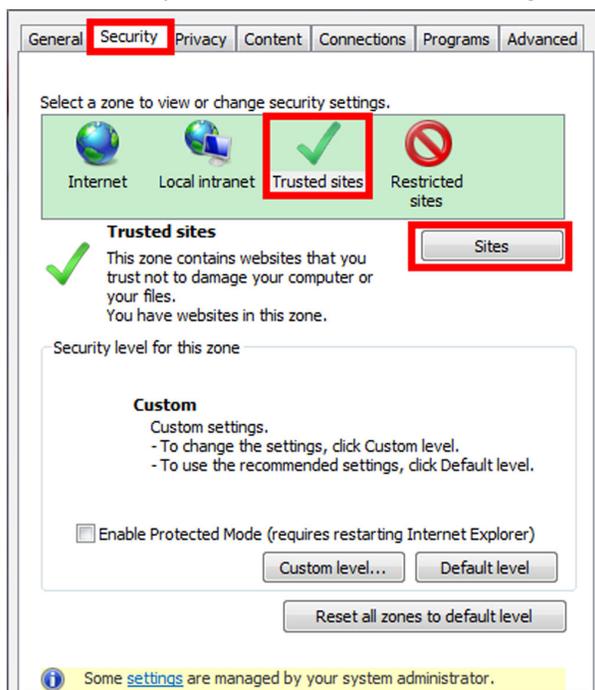


Figure 2-1 Internet Options Window

2. Click **Trusted sites** and click **Sites**.
3. Add the address to the Trusted sites list.

### 2.2 Can I log into HikCentral with an IP address if it is configured with a domain name?

### **Question**

Can I log into HikCentral with an IP address if it is configured with a domain name?

### **Answer**

No. If you have configured a domain name for HikCentral, you cannot log in with an IP address.

## **2.3 Can I use a proxy server via the web browser to access the system?**

### **Question**

Can I use a proxy server via the web browser to access the system?

### **Answer**

No. The system doesn't support configuring a proxy server on the web browser to access HikCentral.

## **2.4 Failed to log into HikCentral with error "vsm.dll[7]"**

### **Question**

In Rose redundancy mode, when the host VSM server switched to the spare VSM server, I failed to log into HikCentral and received an error message "vsm.dll[7]". Why?

### **Reason**

You have enabled the NGINX service on the host VSM server but not enabled it on the spare VSM server. Since the Rose Replicator does not supervise the NGINX service, the NGINX service on the spare VSM server cannot be started automatically, which causes the failure of login.

### **Solution**

When installing HikCentral in Rose redundancy mode, manually start the NGINX services both on the host VSM server and the spare VSM server.

## **2.5 Failed to log into HikCentral with prompt "Invalid token"**

### **Question**

Failed to log into HikCentral and received a prompt "Invalid token". Why?

### **Reason**

The CPU model of the HikCentral server is not compatible, causing token encryption error.

### **Solution**

Change the HikCentral server's CPU to mainstream models such as Intel Core, Xeon.

## **2.6 Failed to log into the Control Client with error code "VSM217"**

### **Question**

Failed to log into the Control Client and I received an error message with error code "VSM217". Why?

### **Reason**

The Control Client version is inconsistent with the HikCentral VSM server.

### **Solution**

Install the Control Client of the same version as the HikCentral VSM server.

## Chapter 3 Activation and Deactivation

### 3.1 Failed to activate the system in online mode with error code "1103"

#### Question

I tried to activate the system in online mode, but failed and received an error message with error code "1103". Why?

#### Reason

This might be caused by the following two reasons:

- Reason 1: The HikCentral VSM server could not connect to the license server.
- Reason 2: The license server is not available currently.

#### Solution

- For Reason 1: Make sure the HikCentral VSM server can connect to Internet when activating in online mode.
- For Reason 2: Try online activation later.

### 3.2 Failed to activate system and prompt "There are errors in Flex response" (code: 1104)

#### Question

I tried to activate the system , but failed and received an error message with error code "1104" and prompt "There are errors in Flex response". Why?

#### Reason

The version of the license does not match with the current HikCentral version.

#### Solution

Check whether the license's supported HikCentral version matches with the current HikCentral. If not, please apply a new one.

### 3.3 Failed to activate the system in offline mode with prompt "Operation timeout"

#### Question

I tried to activate the system in offline mode, but failed and received a message "Operation timeout". Why?

### Answer

The activation in offline mode will fail if the time offset between the VSM server's time and the standard time is more than 24 hours.

You should change the VSM server's time to the standard time.

### 3.4 Failed to import response file when activating in offline mode (error code: 1105)

#### Question

I tried to import the response file to HikCentral when activating it in offline mode, but failed and received an error message with error code "1105" and prompt "Operation is out of sequence. Restart the operation". Why?

#### Reason

The imported response file does not match with the exported request file. It might be caused by the following two reasons:

- Reason 1: The activation is not completed within 24 hours after the request file exported from HikCentral.
- Reason 2: You clicked repeatedly when exporting request file from HikCentral, which caused the first request file invalid.

#### Solution

- For Reason 1: After you export the request file from HikCentral, please upload it to Hikvision Official Website to get the response file within 24 hours and import it to HikCentral for activation.
- For Reason 2: Do not click "Export the license request file" repeatedly when exporting the request file from HikCentral.

### 3.5 Failed to activate the system with error code "1108"

#### Question

I tried to activate the system, but failed and received an error message with error code "1108". Why?

#### Reason

This might be caused by the following two reasons:

- Reason 1: The license's activation code has been used by other HikCentral VSM server.
- Reason 2: The license version does not match with the current HikCentral version.

### **Solution**

- For Reason 1: Deactivate the HikCentral VSM server that has used the activation code, and then activate the license on the new HikCentral VSM server. If you can't find which server has used the license, please contact Hikvision technical support.
- For Reason 2: Check whether the license version matches with the current HikCentral version. If not, please apply a new license.

### **3.6 Failed to activate the system with error code "1113"**

#### **Question**

I tried to activate the system, but failed and received an error message with error code "1113". Why?

#### **Reason**

You activated the expansion license without a base license.

#### **Solution**

Apply a base license and activate it first.

### **3.7 Failed to activate the system with error code "1114"**

#### **Question**

I tried to activate the system, but failed and received an error message with error code "1114". Why?

#### **Reason**

HikCentral VSM server time has been modified.

#### **Solution**

Modify the server time as correct time.

### **3.8 Failed to activate the system with error code "1116"**

#### **Question**

I tried to activate the system, but failed and received an error message with error code "1116". Why?

#### **Reason**

The number of resources in the current system exceeded the license limit.

### **Solution**

Apply license according to the current number of resources.

## **3.9 License failed to take effect after being activated**

### **Question**

I activated the system successfully, but the license didn't take effect and it couldn't be found in the Web Client's license list. Why?

### **Reason**

When both sale license and trial license exist in HikCentral, only sale license will take effect since its priority is higher than trial license. As a result, the trial license will not take effect and couldn't be found in the license list.

### **Solution**

Confirm the type of license in current HikCentral is a sale license or a trial license, to ensure that the license can be used normally.

## Chapter 4 Device Management

### 4.1 How many encoding devices and cameras can be added to HikCentral?

#### Question

How many encoding devices and cameras can I add to HikCentral?

#### Answer

- For one site, up to 1,024 encoding devices and 3,000 cameras can be added.
- For sites with an RSM module, up to 1,024 Remote Sites and encoding devices can be added. Up to 3,000 cameras can be added to the current site and up to 100,000 cameras can be imported from Remote Sites.

### 4.2 Failed to configure device remotely via the Web Client

#### Question

Why can't I configure the device remotely via the Web Client after adding a third-party encoding device to HikCentral?

#### Answer

- Check whether the device and the system are in the same domain. The device and system should be in the same domain.
- Check whether the device supports web configuration. Remote configuration is only supported by devices which supports web configuration.
- Check the web browser type and version. We recommend using IE10 or IE11 to log in to the Web Client.

### 4.3 Which user name should I use when adding a Hybrid SAN?

#### Question

Which user name and password should I use when I add a Hybrid SAN to HikCentral?

#### Answer

Add Hybrid SANs to HikCentral via the admin account. When the password of nvr\_admin user is manually changed, the password of admin user will also be changed to the same one.

## 4.4 Is the device's user name and password required when remote configuration?

### Question

When I perform remote configuration on the Web Client, some devices require a user name and password for login while others do not. Why?

### Answer

For devices with the following firmware versions and web versions, you are not required to input the device's user name and password for remote configuration.

- Camera: Firmware Version V5.1.7 or above; Web Version V3.1.3.140508 or above.
- NVR: Firmware Version V3.0.13 or above; Web Version V3.0.4.150306 or above.
- DVR: Firmware Version V3.1.6 or above; Web Version V3.0.2.150509 or above.
- Encoder: Web Version V3.0.2.150509 or above.

## 4.5 Can I add an under vehicle surveillance system by domain name?

### Question

Can I add an under vehicle surveillance system to HikCentral by domain name?

### Answer

No. Adding under vehicle surveillance system by domain name is not supported.

## 4.6 Failed to detect online devices in Windows 10 with error "2002: SADP is not running"

### Question

In Windows 10 operating system, the online devices cannot be detected in the Physical View of the Web Client, and I received an error message "2002: SADP is not running" after I clicked **Refresh All**. Why?

### Reason

The web browser didn't have administrator right. The SADP component in the plug-in requires administrator rights to get data from network adapter.

### Solution

Choose one of the solutions to solve this problem:

- Run the web browser as administrator.
- Or turn off the system's account control function on the computer which runs the Web Client. Perform the following steps:
  1. Enter Windows Registry in the following path: HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\policies\system
  2. Change the EnableLUA value from 1 to 0.
  3. Save and restart the computer.

### 4.7 Why are part of the ONVIF cameras offline after being added to HikCentral ?

#### Question

After I added ONVIF cameras to HikCentral, part of them were offline but could be viewed by ODM tool. Why?

#### Reason

HikCentral uses the default port 80 to access the ONVIF devices, but some cameras' port might be 8000. The port inconsistency caused cameras' offline.

#### Solution

Perform the following steps:

- Check the cameras' port number in the **Device service address** of ODM tool.
- If the cameras' port number is 8000, edit the cameras' port number to 8000 in the Physical View of HikCentral.

### 4.8 Why the device name is not synchronized to system after I edited it in Hik-Connect?

#### Question

I edited the device name on Hik-Connect service. Why can't the device name be synchronized to HikCentral?

#### Reason

After adding device to HikCentral via Hik-Connect, HikCentral gets devices information by directly logging into the device, not via Hik-Connect. Therefore, only the changes on local devices will be synchronized to HikCentral.

#### Solution

Edit the device name on local device and then synchronize the device name to HikCentral.

## Chapter 5 Remote Site Management

### 5.1 What is Remote Site Management (RSM)?

#### Question

What is Remote Site Management (RSM)?

#### Answer

You can add other HikCentral System without an RSM module to a HikCentral system with an RSM module (Central System) as Remote Site for central management.

After adding a Remote Site to the Central System, you can manage the Remote Site's cameras (such as live view and playback) and add the Remote Site's configured alarms so that you can manage the alarms via the Central System. You can also set the recording schedule for the Remote Sites' cameras and store the recorded video files in the Central System's Recording Server.

### 5.2 Can I add a HikCentral (with RSM) to another HikCentral as a Remote Site?

#### Question

Can I add a HikCentral (with RSM) to another HikCentral (with RSM) as a Remote Site?

#### Answer

No. You can only add HikCentral (without RSM) to the HikCentral (with RSM) as a Remote Site.

### 5.3 Can I add one HikCentral to another one if I have added it to one Central System?

#### Question

If I have already added one HikCentral (without RSM) to the HikCentral (with RSM) as a Remote Site, can I add it to other HikCentral (with RSM)?

#### Answer

No. One HikCentral (without RSM) can only be added to one HikCentral (with RSM) for central management.

### **5.4 Can I manage a Remote Site's cameras the same as the current site's cameras?**

#### **Question**

After importing the Remote Sites' cameras to areas in Central System (HikCentral with RSM), can I manage these cameras just the same as the current site's cameras?

#### **Answer**

No. For the cameras imported from Remote Sites, the following functions are NOT supported in a Central System:

Configuration:

- Storing recorded video file in encoding device locally when configuring recording. You can only store the video files in a Hybrid SAN or a Cloud Storage Server.
- Setting Remote Sites' cameras as related cameras when configuring alarms.
- Adding Remote Sites' cameras as hot spots on maps.

Operation:

- Two-way audio during live view.
- Adding tags to the video, locking video, and red triangle-mark on calendar during playback.
- Searching transaction events, ATM events by inputting card numbers, and VCA playback in Video Search module.
- ANPR.
- People counting.
- Heat map.
- Displaying signal status in Health Monitoring module.

### **5.5 Can I store video files of Remote Site's camera in the Central System?**

#### **Question**

Why can't I configure to store video files of a Remote Site's camera in the Central System's Hybrid SAN or Cloud Storage Server?

#### **Answer**

For the Remote Sites added to the Central System by domain name or Remote Sites registered to the Central System, HikCentral cannot store their cameras' video files in the Central System's Hybrid SAN or Cloud Storage Server.

### **5.6 Why do my added Remote Sites turn to offline after switching transfer protocol?**

**Question**

Why do my added Remote Sites turn to offline after I switch the transfer protocol of the system (with RSM) to HTTPS?

**Answer**

If you switch the transfer protocol to HTTPS for any sites (Remote Sites or site with RSM) in the Central System, you should enable other sites' transfer protocols to HTTPS as well.

## Chapter 6 Recording Server Management

### 6.1 How come the video files cannot be stored on the spare server when host server fails?

#### Question

I have added two Hybrid SANs as Recording Server and built an N+1 hot spare system. When the host server fails, how come the video files cannot be stored on the spare server?

#### Answer

Currently, the Hybrid SANs in the N+1 hot spare system should be in the same firmware version.

### 6.2 Why can't I search video files stored on the Recording Server?

#### Question

I have configured WAN access for HikCentral, but I still cannot search the video files stored in the Recording Server via the Control Client on the WAN. Why?

#### Answer

If the Recording Server is deployed on the LAN, you should enable its **WAN Access** function before you want to access it via WAN.

### 6.3 Why can't I play the video exactly as I searched?

#### Question

When I play back the video files stored on the Cloud Storage Server, it cannot play the video I searched. Why?

#### Answer

HikCentral doesn't support different time zones between the added Cloud Storage Server and the client (Web Client, Control Client, and Mobile Client). If the Cloud Storage Server and the clients are in different time zones, it cannot play the videos exactly as you searched.

### 6.4 What HikCentral functions does a Cloud Storage Server not support?

### **Question**

Are there any functions in HikCentral that a Cloud Storage Server doesn't support as a Recording Server?

### **Answer**

Yes. The following functions are not supported by Cloud Storage Server:

- Storing video files of a 360° panoramic camera.
- VCA playback of video files stored in a Cloud Storage Server.
- Getting the Cloud Storage Server's recording status.
- Storing video files of devices added by domain name and devices added by Hik-Connect.
- Storing video files forwarded via Streaming Server added by domain name.

## **6.5 What HikCentral functions does a Hybrid SAN not support?**

### **Question**

Are there any functions in HikCentral that a Hybrid SAN doesn't support as a Recording Server?

### **Answer**

Yes. The following functions are not supported by Hybrid SAN:

- Storing video files of devices added by domain name and devices added by Hik-Connect.
- Storing video files forwarded via a Streaming Server added by domain name.
- Reverse playback of stored video files in H.264+, H.265, and H.265+ encoding formats.

## Chapter 7 Event and Alarm

### 7.1 How to add an alarm category and link a category to the alarm?

#### Question

How do I add alarm categories and link the added categories to the alarms?

#### Answer

Perform the following steps to add an alarm category:

1. Enter the HikCentral Web Client.
2. Click **Event & Alarm** → **Alarm** → **Alarm Settings** to enter the alarm settings page.
3. Click **Add** on the Alarm Category field and add the customized alarm category.
4. Select a number for the alarm category.



#### Note

Up to 25 alarm categories can be added.

---

5. Input a name for the alarm category as desired.
6. Click **Save** to add the alarm category.

Perform the following steps to link a category to an alarm:

1. Enter the HikCentral Control Client.
2. Click **Alarm Center** → **Alarm** to enter the Alarm Center page.
3. Click the alarm name.
4. Select one alarm category in the pop-up window.

### 7.2 How to set audible warnings with custom voice text?

#### Question

How do I set the Control Client's audible warning with a custom voice text for triggered alarms?

#### Answer

Perform the following steps to set audible warning with custom voice text:

1. Enter the Web Client and enter Event & Alarm.
2. In the alarm details page, set **Trigger Audible Warning** switch to ON.
3. Input voice text as desired.

Trigger Audible Warning  ON

\*Voice Text

**Figure 7-1 Trigger Audible Warning**

4. Enter the Control Client and enter **System** → **Alarm Center** page.

Voice Engine (need support by the OS)  
 Local Audio Files

High  Browse

Medium  Browse

Low  Browse

**Figure 7-2 System Settings: Alarm Center**

5. Select **Voice Engine** to enable.

---

**Note**

The OS must support the voice engine function.

---

### 7.3 Can the Central System receive an alarm when testing the alarm on the Remote Site?

#### Question

In the Central System, after configuring to receive an alarm from a Remote Site, if I test the alarm configuration on the Remote Site, can the Central System receive an alarm?

#### Answer

No. The test alarm on the Remote Site cannot trigger the alarm in the Central System after you enable the **Receive Alarm from Site** function.

### 7.4 Why can't I configure fire source detection alarm for thermal camera?

## Question

I tried to configure an fire source detection alarm for thermal camera, but I couldn't find this alarm name in the alarm list. Why?

## Reason

The thermal camera's VCA resource type was not set as Dynamic Fire Source Detection.

## Solution

Perform the following steps to configure thermal camera's VCA resource type as Dynamic Fire Source Detection:

1. Enter thermal camera's web page.
2. Click **Configuration** → **Advanced Configuration** → **System** → **VCA Resource Type** to enter the VCA Resource Configuration page.
3. Select **Dynamic Fire Source Detection**.

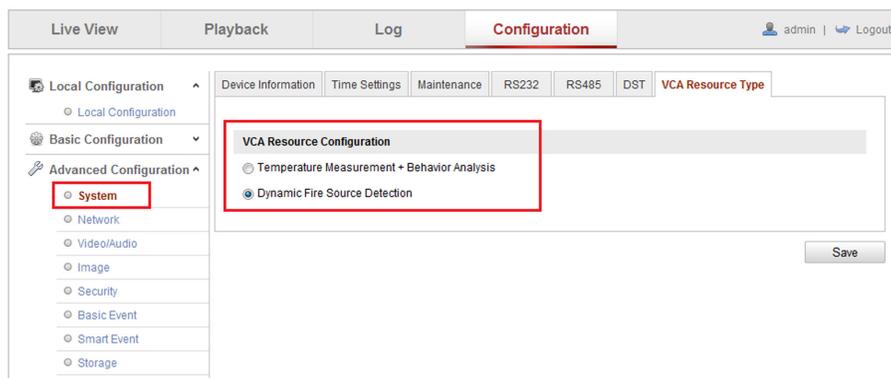


Figure 7-3 Set VCA Resource Type

4. Click **Save**.

## 7.5 Why does the alarm's voice prompt keep ringing when logging into the Control Client?

### Question

Why does the alarm's voice prompt keep ringing when logging into the Control Client?

### Answer

If the alarm that occurred at the last login is not acknowledged, the voice prompt will keep ringing until the alarm is acknowledged.

## Chapter 8 Face Comparison

### 8.1 Will the device trigger multiple alarms if it recognizes one person in multiple groups?

#### Question

If one person's picture is added to multiple face comparison groups and these groups are applied to one face identification device, and are all configured as face matched or mismatched alarms, will it trigger multiple alarms when the face identification device recognizes the person?

#### Answer

No. It will only trigger one alarm.

### 8.2 Failed to apply the face comparison group to DeepinMind series NVR

#### Question

After adding capture cameras to HikCentral via an DeepinMind series NVR, I failed to apply the face comparison groups to the NVR. The cameras' face comparison function can not be enabled on the web page of the NVR. Why?

#### Reason

For capture cameras connected to DeepinMind series NVR, the face comparison function only can be enabled after being bound to the engine in human face mode in the NVR.

#### Solution

Perform the following steps:

1. Use a monitor to directly connect to DeepinMind series NVR to enter the NVR's local page. Enter **Smart Analysis → Engine Configuration** , set one of engines' working mode as **Picture Recognition - Human Face** . Then the face capturing camera will be bound to the engine automatically.
2. Enable the capture camera's face comparison function in the web page of the DeepinMind series NVR, then HikCentral can apply the face comparison groups to the NVR.

### 8.3 Why the detected face, which is not in any face comparison groups, is not displayed?

### Question

During live view of face capture cameras, only the faces in the face comparison groups can be displayed in the comparison result. The faces that are not in the face comparison group can't be displayed if detected. Why?

### Reason

The cameras hasn't enabled the function of **Upload to monitoring center when comparison failed** .

### Solution

Perform the following steps to enable this function:

1. Enter the web page of the face capture camera:
2. Click **Configuration** → **Event** → **Face Comparison** to enter the Face Comparison page.
3. Select **Upload to monitoring center when comparison failed**.

## 8.4 Why can't I set face capture events for normal cameras accessed via DeepinMind?

### Question

I added normal cameras to DeepinMind series NVR and enabled face capture function for them. I added this NVR to HikCentral and import these cameras to the system. But I can't find face capture event in the event list when adding a event for these cameras. Why?

### Reason

These normal cameras do not support the face capture function.

### Solution

Please use capture cameras.

## Chapter 9 Smart Wall

### 9.1 Why does error code 11116 occur when displaying live view on the smart wall?

#### Question

When I want to display live view on the smart wall, it displays an error message with error code 11116. What's going on?

#### Answer

If you add a decoding device in WAN, you must enable the VSM server's WAN access and set its network parameters, or displaying live view and alarm on smart wall will fail and display error code 11116.

To enable the WAN access function, log into the Web Client and enter **System** → **WAN Access**.

### 9.2 Can I add DS-C10S to the system as a decoding device and link it to a smart wall?

#### Question

Can I add a video wall controller (DS-C10S series) to the system as a decoding device and link it to a smart wall? What smart wall functions does a DS-C10S not support?

#### Answer

Yes. The following HikCentral smart wall functions are NOT supported by the DS-C10S series video wall controller:

- Opening a roaming window on the sub window after window division.
- Setting a window division when the window is overlapped by a roaming window.
- Setting a roaming window's window division.

### 9.3 Failed to add video wall controller (DS-C10S) to HikCentral

#### Question

I tried to add video wall controller (DS-C10S) to HikCentral, but failed and received an error message "The device doesn't support token authentication mode by shared key". Why?

#### Reason

The video wall controller's current version does not support token authentication.

### **Solution**

Upgrade the video wall controller's firmware to V3.0.4, and then add it to HikCentral.

## **9.4 What smart wall functions does a DS-6400HDI-T not support?**

### **Question**

What smart wall functions does a DS-6400HDI-T series decoder not support?

### **Answer**

Enlarging the sub window after window division is not supported by DS-6400HDI-T series.

## **9.5 How many roaming windows can be opened on one window?**

### **Question**

For each decoding output, how many roaming windows can be opened on one window (called base window) linked with one decoding output?

### **Answer**

It varies depending on difference devices.

- For video controller DS-C10S series:
  - In Normal mode, up to 16 windows can be opened and overlapped on the base window. The total area of the opened windows should be no more than 4 times of the area of the base window.
  - In Tile mode, up to 8 windows can be opened on the base window and they cannot be overlapped.
- For decoder DS-6900UDI series, up to 36 windows can be opened and overlapped on the base window. The total area of the opened windows should be no more than 3 times of the area of the base window.
- For decoder DS-6400HDI-T series, up to 16 windows can be opened and overlapped on the base window. The total area of the opened windows should be no more than 3 times of the area of the base window.

## **9.6 Why the live view on smart wall fails but the playback is normal?**

### **Question**

When the decoding device and Control Client are in LAN and encoding devices are in WAN, the live view on smart wall fails but the playback is normal. Why?

### **Reason**

In this case, the decoding device gets video stream directly via the encoding devices. If the decoding device cannot access to WAN, the live view on smart wall fails. While the playback on smart wall is forced to pass through Streaming Gateway, so it succeeded.

### **Solution**

Configure correct gateway address for the decoding device to make it able to access WAN.

## **9.7 Can DS-1200KI and DS-1600KI keyboard log into HikCentral by domain name?**

### **Question**

Can the DS-1200KI and DS-1600KI keyboard log into HikCentral by domain name or Windows domain name?

### **Answer**

No. DS-1200KI and DS-1600KI can log into HikCentral by IP Address only.

## **9.8 Why can't the DS-1600KI keyboard log into HikCentral?**

### **Question**

The DS-1600KI keyboard can't log into HikCentral, but the keyboard proxy server works normally and I can visit the HikCentral Web Client normally. Why?

### **Reason**

There is no smart wall authority in the license.

### **Solution**

Apply license with smart wall module.

## Chapter 10 Map

### 10.1 How many times can I add one camera as a hot spot on maps?

#### Question

Can I add one camera repeatedly as multiple hot spots on the map?

#### Answer

One camera can be added for only once on a single map, and one camera can be added as a hot spot on up to 6 maps.

### 10.2 Why can't I view the GIS map on the Control Client?

#### Question

I have configured the GIS map via the Web Client, but I still cannot view the GIS map on the Control Client. Why?

#### Answer

You should enable DirectDraw on the computer which runs the Control Client. To check if your computer has enabled DirectDraw, run cmd.exe as an administrator and enter *dxdiag*.

### 10.3 Why can't I get any results when searching cameras in search field of GIS map?

#### Question

Why can't I get any results when searching cameras in the search field of the GIS map?

#### Reason

The search field in the GIS map adopts the interface of Google Map. So you cannot search the camera in this way.

#### Solution

You can search the camera in the following way:

1. On the Web Client, drag the camera hot spot to the GIS map.
2. Enter the Monitoring module of the Control Client, enter the keyword of the camera name in the search field above the resource tree on the left of the page.
3. In the search results, click the location icon beside the camera name, and the target camera's location will be shown on the map.

## Chapter 11 Security

### 11.1 How to set the minimum password strength?

#### Question

How can I set the system's minimum password strength?

#### Answer

HikCentral provides three types of password strength, i.e., Weak, Medium, and Strong. By default, the minimum password strength is Medium.

You can access the Web Client and enter **Security** → **Security Settings** , check the definition for each type of password strength and select one optionally.

### 11.2 How to reset another user account's password?

#### Question

For Admin user, how can I reset a normal user's password?

#### Answer

To reset a password, you can access the Web Client and perform the following steps:

1. Enter **Security** → **Users** .
2. Click the user's user name to enter the user details page.
3. Click **Reset** to reset the user's password to the default one.

### 11.3 Can I change the password for an added third-party device?

#### Question

I have added a third-party encoding device to HikCentral, but I can't change its password via the Web Client. Why?

#### Answer

You can only change the password for Hikvision device. Devices added via ONVIF protocol do not support this function.

## Chapter 12 Live View and Playback

### 12.1 Why is there no Live View or Playback module on the Web Client?

#### Question

Why can't I see live view or playback modules on the Home page of the HikCentral Web Client?

#### Answer

The web browser you used may not support the plugins.

- If the VSM's transfer protocol is HTTPS, the Applications module (including Live View, Playback, and Local Configuration) is only available when you access the Web Client via Internet Explorer.
- If the VSM's transfer protocol is HTTP, the Live View and Playback modules are available for Internet Explorer, Google Chrome, and Firefox. But the Local Configuration module is only available for Internet Explorer.

We recommend using IE 10 or IE11 to log in to the Web Client.

### 12.2 Failed to view live video via Google Chrome or Firefox browser

#### Question

Failed to view live video via Google Chrome or Firefox browser but succeeded via Internet Explorer. Why?

#### Reason

For the web browser except Internet Explorer, the Web Client adopts port number 559 for live view. In this case, the 559 port of Streaming Gateway or Streaming Server may not be accessible.

#### Solution

Open port number 559 on firewall, or map the port to WAN.

### 12.3 Why is no POS information displayed during live view or playback?

#### Question

Why can't I see any POS transaction information on the live view or playback window after I enable GPU decoding on the Control Client.

#### Answer

POS information display is not available when GPU decoding is enabled.

## 12.4 What is the difference between Public View and Private View?

### Question

What's the difference between Public View and Private View?

### Answer

Any user logged in to HikCentral can see the views in Public View and perform related operations. Only the user who created the view can see the views in Private View and perform related operations.

## 12.5 How to set a view group for view auto-switch?

### Question

How do I set a view group for view auto-switch?

### Answer

Perform the following steps to set a view group:

1. Open the HikCentral Control Client and enter the Monitoring page.
2. Click  to enter the view mode.
3. Click  to add a view group.
4. Click  to create a new view.  
The new view is in 4-window mode by default.
5. Click  and select the window division type for the new view.
6. Click  to enter the area mode.
7. Drag the camera to the display window, or double-click the camera name after selecting the display window to start the live view.
8. Click **Save** to save the new view.
9. Drag the custom view group to a display window.  
The views belongs to the view group will start switching automatically.

## 12.6 Why there is no camera in area?

### Question

Why does the prompt "There is no camera in this area." pop up when I double-click an area for live view or playback?

### Answer

Make sure the cameras belong directly to the area instead of its child area. The cameras added to a child area are not available for the parent area.

## 12.7 How to view alarm-triggered video files during playback?

### Question

How do I search and view the alarm-triggered video files of a specified camera on the Control Client during playback?

### Answer

Perform the following steps to search and view the alarm-triggered video files.

1. Open the HikCentral Control Client and enter the Monitoring page.
2. Switch to Playback mode.
3. Drag the specified camera to the display window, or double-click the camera to start playback.
4. Click  on the toolbar to select the date and time to search the video files.
5. Click  on the left side of the playback toolbar to select **Event Recording**. The alarm-triggered video files will be filtered and played.

## 12.8 How to view video files from the last 7 days?

### Question

How can I view the video files from the last 7 days?

### Answer

You can perform one of the followings to check the recorded video files on a certain day or during a certain period.

- Enter the Monitoring module of the HikCentral Control Client and switch to Playback mode. Drag the slider on the timeline bar to play the video at the specific time.
- Enter the **Video Search → Video Clip** module of the HikCentral Control Client. Select **Segment** as a search type and **Last Week** as the search time.

## 12.9 Why is there no time period selection bracket when downloading video?

### Question

Why can't I see the bracket (in yellow or orange color) for selecting downloading time period on the timeline bar when I want to download a video clip during playback?

### Answer

Check the time and time zone of both your storage device and camera to make sure they are synchronized.

## 12.10 Why can't I play back the video files stored in the Hybrid SAN in reverse?

### Question

I cannot play back the video files stored in the Hybrid SAN in reverse. Why?

### Answer

Reverse playback of video files stored in a Hybrid SAN is not supported for streams in H.264+, H.265, and H.265+ encoding formats.

## 12.11 Why can't I view the camera's image thumbnails?

### Question

Why cannot I view the camera's image thumbnails even though I have enabled this function?

### Answer

The thumbnails are not supported in the following situations:

- The camera is imported from a Remote Site and the Remote Site is offline
- The camera is imported from a Remote Site and the Remote Site's version is earlier than V1.3.
- The channel is channel-zero.

## 12.12 Why can't I enable fisheye expansion during live view or playback?

### Question

I cannot enable fisheye expansion during live view or playback. Why?

### Answer

There are two situations that do not support fisheye expansion:

- The Control Client doesn't support fisheye expansion after enabling GPU expansion.
- Direct3D must be enabled on your PC. To check if your PC has Direct3D enabled, run cmd.exe in administrator mode and input ***dxdiag***.

## 12.13 Why can't I view live video from a device on the LAN via the Web Client?

### **Question**

I can't view live video and play back video files from the device on the LAN via the Web Client. Why?

### **Answer**

When the devices are deployed on the LAN, you cannot perform live view and playback via the Web Client on the WAN.

## **12.14 Can I add tags to the videos of Remote Site cameras?**

### **Question**

Can I add tags to the videos of Remote Site cameras?

### **Answer**

No. For the cameras imported from Remote Sites, you cannot add tags to the video files.

## **12.15 No vehicles related pictures but succeeded to get the vehicles passing records**

### **Question**

During live view, I could get the vehicles passing records but failed to get vehicles related pictures. Why?

### **Reason**

Check if the ANPR camera is imported to the system via an NVR. NVR only supports uploading pictures which are smaller than 512 KB to the system.

### **Solution**

Adjust the size of the camera's captured pictures to make them smaller than 512 KB.

## **12.16 Failed to view live video in more than 4 windows with error code "SMS17"**

### **Question**

Succeeded to view live video in 1-window but failed to view live video in more than 4 windows and I received an error code "SMS17". Why?

### **Reason**

The Control Client has been set as switching the video stream type automatically. By default, when the window proportion of the displaying area is smaller than  $\frac{1}{4}$ , the Control Client will get sub-stream for live view. If the camera does not support sub-stream, it will cause failure.

### **Solution**

Adjust the threshold for main/sub-stream to be smaller than the current window division on the Control Client. Log into the camera's web page to check whether it supports sub-stream.

## **12.17 Failed to view live video when the WAN access was enabled**

### **Question**

I have enabled the WAN access in HikCentral and entered the correct LAN IP address, but I couldn't view the live video on the Control Client and smart wall. Why?

### **Reason**

When WAN access is enabled, the Control Client and smart wall will access devices in proxy mode and get video stream via Streaming Gateway. When the Control Client and smart wall request more than 200 channels video stream simultaneously, which exceeds the Streaming Gateway's limitation, it will cause failure.

### **Solution**

Do not enable the WAN access when the HikCentral clients, VSM server and devices are in the same LAN.

## **12.18 Failed to view live video with error message "HCHetSDK4"**

### **Question**

I tried to view live video, but failed and received an error message "HCHetSDK4". Why?

### **Reason**

The channel No. is incorrect because there are newly added cameras or deleted cameras on the encoding device locally.

### **Solution**

Perform the following steps:

1. In the Physical View of the Web Client, click **Refresh** to get the new status of the encoding device's cameras.
2. In the Logical View of the Web Client, delete the cameras of which the channel No. is incorrect and add them again.

## 12.19 Failed to view live video with prompt "Runtime exception. Secret key error."

### Question

I tried to start live video, but failed and received a prompt message "Runtime exception. Secret key error". Why?

### Reason

The NVR has enabled stream encryption, and the video stream of the live view has been encrypted. However you didn't enter the encryption key in HikCentral, which caused the failure of decoding.

### Solution

Choose one of the solutions to solve this problem:

- Disable the stream encryption function in the NVR with the following steps :
  1. Enter the web page of the NVR.
  2. Click **System** → **Security** → **Security Service** to enter the security service page.
  3. Unselect **Stream Encryption**.
- Enter the correct encryption key of the NVR in the encoding device's details page in Physical View of HikCentral Web Client.

## 12.20 Failed to view live video or video is not fluent when hardware decoding enabled

### Question

When hardware decoding was enabled, I can't view the live video (and I received an error code "2311") or the live view is not fluent. Why?

### Reason

The performance of the graphics card of the PC running the Control Client is insufficient, causing the failure of H.265 video stream decoding.

### Solution

- If the video's encoding format is H.265, change your computer graphic card as the following requirements:

- For Intel® integrated graphic card, it should be Intel® HD Graphics 530 and above.
- For NVIDIA® graphic card, it should be GeForce GTX 1060 and above.
- AMD® graphic card is not supported.
- Or you can change the video's encoding format as H.264.

### **12.21 Why can't I view the real-time access records on the Control Client?**

#### **Question**

I can't view the real-time access records (such as card swiping information) during live view. But I can find the historical access records in Access Control module. Why?

#### **Reason**

The time zone of the access control device is inconsistent with HikCentral VSM service.

#### **Solution**

Log into the access control device via SDKdemo to edit the time zone settings.

## Chapter 13 Video Search

### 13.1 Failed to search video files for VCA playback

#### Question

I have configured WAN access for HikCentral. Why can't I search the video files by VCA rules?

#### Answer

If the added devices are deployed on the LAN and the Control Client is on the WAN, the following functions are not supported:

- VCA playback
- Locking and unlocking video files
- Searching POS transaction information
- Searching ATM events by inputting card numbers
- Marking dates with events as red on the calendar
- Broadcast with devices

### 13.2 Why can't I search and play back the motion detection's video files?

#### Question

I cannot search and play back the motion detection's video files. Why?

#### Answer

VCA playback doesn't support playback of video files (triggered by motion detection) stored in the Hybrid SAN.

### 13.3 Can I search POS transaction events on Remote Site cameras?

#### Question

Can I search POS transaction events on Remote Site cameras?

#### Answer

No. For the cameras imported from Remote Sites, the following functions are NOT supported in the Video Search module:

- Searching tagged videos, locked videos, segment videos, and interval videos files (stored on a Remote Site).
- Searching transaction event.

- Searching ATM events by inputting card numbers.
- VCA playback.

## Chapter 14 Downloading Video Files

### 14.1 Failed to download video files when playing back with error prompt "SDK9"

#### Question

I tried to download video files when playing back the video of Hikvision 2-line network camera, but failed and received an error message "SDK9". Why?

#### Reason

The Hikvision 2-line network cameras don't support playback and downloading video files simultaneously due to the limit of camera performance.

#### Solution

Pause the playback and then download video.

### 14.2 The video has no image or audio after it is downloaded in AVI format

#### Question

After I download and save the video files in AVI format, the video has no image or audio when playing. Why?

#### Answer

To save the video file in AVI format, the video's encoding format should be MPEG4, H264, or MJPEG, and the audio encoding format should be AAC, G711A, or G711U. Data such as ATM information, POS transaction information, and temperature information cannot be saved in the video file in AVI format.

### 14.3 Why the time of video in VSPlayer is inconsistent with the downloading time?

#### Question

After downloading a video file of larger than 2 GB, when I play the video with VSPlayer, the video time in VSPlayer is inconsistent with the start and end time of downloading. Why?

### **Reason**

When the video is larger than 2 GB, it will be automatically divided into two files to be downloaded. When you click **Open** to play the video, only the first file will be played.

### **Solution**

Manually play the video in the downloading directory.

## Chapter 15 BI Report

### 15.1 Failed to get BI report data and license plate information

#### Question

When the ANPR camera, people counting camera, and heat map camera are added to HikCentral via an NVR, the Control Client failed to get the corresponding people counting information, heat map information, and license plate information. Why?

#### Reason

NVR firmware version does not support uploading such data.

#### Solution

Upgrade the NVR's firmware to the version which supports this function.

### 15.2 Why can't I generate a report for the resources on the Remote Site?

#### Question

Why can't I generate a report for the resources on the Remote Site?

#### Answer

If the Remote Site's version is earlier than 1.3, you cannot generate reports (including people counting, temperature, heat map, and vehicle analysis) for its resources.

### 15.3 Why can't I generate a temperature report of a thermal camera?

#### Question

Why can't I generate a temperature report of a thermal camera on the current site?

#### Answer

If the thermal camera is not directly added to the system, which means it is connected to an NVR and the NVR is added to the system, temperature report is not supported.

## Chapter 16 Others

### 16.1 Failed to import the HTTPS SSL certificate to the system

#### Question

Why I failed to import the HTTPS SSL certificate when switching the system's transfer protocol to HTTPS?

#### Reason

Currently, HikCentral only supports importing one certificate file which contains both public key and private key. If the private key and public key are in different PEM files, the importing will fail.

#### Solution

Open the certificate files (in PEM format) with Text, and copy the content in the private key file, and paste it after the content in the public key file. Then import the certificate file with both public and private keys.



See Far, Go Further