How to Solve Live View Error on iVMS-4200

This document displays how to solve common Live View Error on iVMS-4200. In order to get high performance, please kindly download and install the latest version of iVMS-4200 via the link below

https://www.hikvision.com/en/support/download/software/ivms4200-series/

Case 1: HCNetSDK.dll[2]

It means the user of the device has no enough permission. The common reason is you added device with operator account or super user account which do not have permission to get live view.

In this situation, you can delete device and add device with admin account again, or login admin account to assign live view permission to other accounts.

Click remote configuration of the device-Basic Settings-System-User Managementclick User-Modify User-assign remote live view permission.

🐨 CO	onfiguration						—
	Local	User Management On	line Users				
	System	Modify user			×	ete	Live View
	System Settings	User Name	test				
	Maintenance	Level	User 🗸			ator	
	Security	Admin Password					
	Camera Management	Password	•••••				
	User Management		Valid paceword range [9, 16], Vou	I			
	VCA Configuration		can use a combination of numbers, lowercase uppercase and special				
	Live View Settings		character for your password with at least two kinds of them contained.				
G	Network	Confirm	•••••				
<u>Q.</u>	Video/Audio		Select All			l i	
-	Image	Remote: Upgrade / F	ormat				
Ë	Event	Remote: Two-way Au	udio D2				
B	Storage	Remote: Shutdown /	Reboot 🔽 D3				
6	Vehicle Detection	Remote: Notify Surve	eillance Center /				
G	VCA	Remote: Video Outpu	ut Control			,	
22	Target Capture	Remote: Senar Port	nagement				
- 52	Face Picture Library	Remote: Live View					
	,	Remote: Manual Rec	cord				
		Remote: PTZ Contro					
				OK	Cancel		

It means the stream is not Video & Audio stream when you open audio on live view page. Please confirm the current channel support audio function and set the video type as video&audio.

Click the remote configuration button of the device- Basic Settings- Video&Audio to set the video type as Video & Audio.

\$	🖗 Co	onfiguration					
	Q	Local	Video Displa	ay Info. on Str	eam Channel-zero		
		System	Camera			~	
	G	Network	Stream Type		Main Stream(Normal)	~	
Г	<u>.</u>	Video/Audio	Video Type		Video&Audio	~	
•	1	Image	Resolution			~	
	圁	Event	Bitrate Type		Variable	~	
	B	Storage	Video Quality			\sim	
	5	Vehicle Detection	Frame Rate			~	fps
	6	VCA	Max. Bitrate		1024		Kbps
	©00	Target Canture	Video Encodir	ng		\sim	
	ста) г., т	Farget Capture					
	÷.	Face Picture Library	B	Save			
					-		

Case 3: HCNetSDK.dll[5]

It means no more user is allowed, the number of device connection has reached the max. limit. You can reboot the device or stop other user's connection to solve this issue.

You can find the remote connection number of device on spec, below is an example.

	Specification				
Video And Audio	Network				
Decoding	Network Protocol	TCP/IP, DHCP, Hik-Connect, DNS, DDNS, NTP, SADP, SMTP, NFS, iSCSI, UPnP™,			
Network		HTTPS			
РоЕ	Remote Connection	32			
RAID	Network Interface	1 RJ-45 10/100/1000 Mbps self-adaptive Ethernet interface			
Auxiliary Interface	РоЕ				
General	Interface	8 RJ-45 10/100 Mbps self-adaptive Ethernet interfaces			
	Power	≤ 120 W ≤ 180 W			

Case 4: HCNetSDK.dll[91]

This code will be prompted when failed to get the sub stream or the sub stream does not exist. You can go to Main View- choose the camera channel- right click Stream- choose Main Stream, get live view again.

