HIKVISION						
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How to Solve Hik-Connect Offline Issue

When our customer adds a device to the Hik-Connect account and the APP returns *device is offline*, we can follow steps below to solve the problem or locate the causes.

- 1. Go to device to see the register status. The status can be saw on web GUI, local GUI.
 - a) If the Enable box hasn't been checked, enable it and see the register status.

Path: Configuration \rightarrow Network \rightarrow Advanced Settings.

HI	KVISION	Live View	Playbad	:k Pictu	ire C	onfig	uration
Q	Local	SNMP FTP	Email -	Platform Access	HTTPS	QoS	802.1x
	System	Enable					
Ø	Network	Platform Access	s Mode	Hik-Connect		~	
	Basic Settings	Server IP		dev.hik-connect.co	om		Custom
1	Advanced Settings	Register Status		Offline		\sim	
Q.	Video/Audio	Verification Cod	ie		5	nt.	
1	Image			6 to 12 letters (a to z numbers (0 to 9), cas are recommended to	, A to Z) or se sensitive. Yo o use a	ou	
圁	Event			combination of no les or numbers.	ss than 8 letter	S	
6	Storage						

On NVR 3.0: Menu-Configuration-Network-Platform Access.

	Configuration	
泰 General	General Platform Access PPPOE DDNS NTP Email NAT More Settings	
A Network	S Enable	
	Access Type Hik-Connect	
🖈 Alarm	Server Address dev.hik-connect.com	Custom
↔ Live View	Enable Stream Encryption	
	Verification Code	
A Exceptions	Status Offline	
تغ User		

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On NVR 4.0: Menu-System-Network-Advanced.

Ň١	/R 4.0				2		0	Z
6	General		SNMP Email Platform Ac	cess More Settings				
2	User		Access Type	Hik-Connect	* 0			
	Network	~	Enable					
_	TCP/IP		Server Address	litedev.hik-connect.co	om	Custom		
	Advanced		Enable Stream Encrypt					
	Event	>	Verification Code/Ener	saa12345				
	Live View	>		34412040				
	RS-232		Status	Unline				
	Holiday		Hik-Connect Account Status	Unlinked	Case the Of	Unbind		
	F03		device.	-Connect app to add the	app.	< code to download the	smanprione	

- b) If it has been enabled and the Register Status keeps offline, go to step 2.
- 2. Make sure the device has been connected to the Internet and it can connect to the Hik-Connect Server.
 - a) Go to device to see whether the IP parameters belong to LAN. The IP address, subnet mask and default gateway need to be set correctly. Path: Configuration-Network-Basic Settings-TCP/IP.

	VISION	Live View Play	back Picture	Configuration
Ţ	Local	TCP/IP DDNS PP	PoE Port NAT	
	System	NIC Type	Auto	~
Ð	Network		DHCP	
	Basic Settings	IPv4 Address	192.168.1.121	Test
	Advanced Settings	IPv4 Subnet Mask	255.255.255.0]
<u>Q.</u>	Video/Audio	IPv4 Default Gateway	192.168.1.1	
1	Image	IPv6 Mode	Route Advertisement	View Route Advertisement
Ē	Event	IPv6 Address		
 	Storage	IPv6 Subnet Mask		
		IPv6 Default Gateway	11	
		Mac Address	a4:14:37:46:84:1b	
		MTU	1500	
		Multicast Address		
			Enable Multicast Discove	ry
		DNS Server		
		Preferred DNS Server	8.8.8.8	
		Alternate DNS Server		

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On NVR 3.0: Menu-Configuration-Network-General.

			Configuratio	n	
泰 General	General Platform Access	PPPOE DDNS	NTP Email NAT	More Setlings	
A Network	NIC Type		10M/100M/1000M S	elf-adaptive	
Alarm	IPv4 Address	10 .5 .2 .25		IPv6 Address 1	fe80::bead:28ff:feac:e
↔ Live View	IPv4 Subnet Mask	255.255.255.0		IPv6 Address 2	
▲ Exceptions	IPv4 Default Gateway MAC Address	10 .5 .2 .254	bc:ad:28:ac:ed:09	IPv6 Default Gateway	
at User	MTU(Byles)		1500		
	Enable DNS DHCP				
	Preferred DNS Server		8.8.8		
	Alternate DNS Server		114.114.114.114		

On NVR 4.0: Menu-System-Network-TCP/IP.

NV	R 4.0					
6	General		TCP/IP DDNS P	PPOE NTP NAT		
2	User		Working Mode	Net Fault-Tolerance -		
	Network	~	Select NIC	bond0 -		
	тсрир			10M/100M/1000M Colf adam		
	Advanced		чис туре	Town toolwa tooolwa Sell-adap		
	Event	2	Enable DHCP		Enable Obtain DNS	
	Live View	>	IPv4 Address		Preferred DNS Ser	8.8.8
Ş	RS-232		IPv4 Subnet Mask		Alternate DNS Server	114.114.114
	Holiday		IPv4 Default Gateway			
	POS		MAC Address	28:57:be:a3:de:ac		
Ţ.	Hot Spare		MTU(Bytes)	1500		
			Main NIC	LAN1 -		

- b) The DNS Server address is suggested to set as 8.8.8.8 or local frequently-used DNS address.
- c) Try to change Server address, change dev.hik-connect.com to litedev.hik-connect.com or change litedev.hik-connect.com to dev.hik-connect.com.
- d) Upgrade device to latest firmware.
- 3. If the Register Status is still offline, you may need to check the network.
 - a) Check the Hik-Connect Server accessible or not.
 - i. Connect your PC to the same LAN of the device.
 - ii. Go to windows start menu, input cmd and click Enter key.



See more results			
emd	×	Shut down	•

iii. Input command *ping dev.hik-connect.com* and click Enter. If there is response, it means the DNS server address is correct and the Hik-Connect Server IP address is returned to the device.

If there is no response, the DNS server address need to be modified correctly.

Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601] Copyright <c> 2009 Microsoft Corporation. All rights reserved.</c>
C:\Users\ >ping dev.hik-connect.com
Pinging lbs-860051718.ap-southeast-1.elb.amazonaws.com [52.77.151.68] with 32 by tes of data:
Reply from 52.77.151.68: bytes=32 time=240ms TTL=235
Reply from 52.77.151.68: bytes=32 time=243ms ITL=235 Reply from 52.77.151.68: bytes=32 time=243ms ITL=235
Reply from 52.77.151.68: bytes=32 time=238ms TTL=235
Ping statistics for 52.77.151.68:
Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds: Minimum = 233ms, Maximum = 243ms, Average = 238ms
C: Wsers

- b) Check if the fire wall blocks the connection between device and Hik-Connect Server.
 - i. Connect your PC to the same LAN of the device.
 - ii. Go to windows start menu, input cmd and click Enter key.



iii. Input command *telnet dev.hik-connect.com* 8555 or *telnet litedev.hik-connect.com* 8666 and click Enter.



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iv. When the telnet works, it will display as the snapshot below.



v. If the telnet failed, you may need to check if there are settings on fire wall block the connection between the device and Hik-Connect server.

Notes:

The Telnet function is disabled on PC as default, so it need to be enabled firstly. Path: Control Panel \rightarrow All Control Panel Items \rightarrow Programs and Features \rightarrow Installed Updates \rightarrow Turn Windows features on or off.

Turn Windows features on or off	
To turn a feature on, select its check box. To turn a featu check box. A filled box means that only part of the featu	ure off, clear its ire is turned on.
🗐 🍌 RIP Listener	
🕀 🛄 📕 Services for NFS	
🕀 🔜 🔒 Simple Network Management Protocol (SNM	P)
Simple TCPIP services (i.e. echo, daytime etc)	
Subsystem for UNIX-based Applications	
🔽 📙 Tablet PC Components	
🔽 📗 Telnet Client	
V lenet Server	IE I
TFTP Client	
Windows Gadget Platform	
Windows Process Activation Service	
Windows Search	



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