<b>HIKVI</b>	5ION				
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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.

HII	<b>K</b> VISION	Live View	Playbac	k Pictu	re	Config	uration
Ţ	Local	SNMP FTP	Email	Platform Access	HTTPS	QoS	802.1x
	System	Enable					
O	Network	Platform Access	Mode	Hik-Connect		~	
	Basic Settings	Server IP		dev.hik-connect.com			Custom
1	Advanced Settings	Register Status		Offline		$\sim$	
Q.	Video/Audio	Verification Code		•••••		State.	
1	Image			6 to 12 letters (a to z numbers (0 to 9), cas are recommended to	se sensitive. '	You	
圁	Event			combination of no les or numbers.		ers	
B	Storage						

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

	Configuration	
泰 General	General <u>Platform Access</u> PPPOE DDNS NTP Email NAT More Settings	
- Network	Enable 🗸	
So Network	Access Type Hik-Connect	
♠ Alarm	Server Address dev.hik-connect.com	Custom
<ul> <li>Live View</li> </ul>	Enable Stream Encryption	
	Verification Code TESTIesI	
▲ Exceptions	Status Offline	
u≴ User		

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

Ň١	<b>/R</b> 4.0				2		0	Z
6	General		SNMP Email Platform Ac	cess More Settings				
2	User		Access Type	Hik-Connect	<b></b>			
	Network	~	Enable					
_	TCP/IP		Server Address	litedev.hik-connect.co	im	Custom		
	Advanced		Enable Stream Encrypt					
	Event	>	Verification Code/Encr	sqq12345				
	Live View	>		Jung Control (2010) (2010) (2010)				
	RS-232		Status	Online				
	Holiday POS		Hik-Connect Account Status Scan the QR code via the Hik	Unlinked	Seen the OF	Unbind	amarinhana	
	F03		device.	Connect app to add the	app.		smanphone	

- 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		
8	Storage	IPv6 Subnet Mask		
		IPv6 Default Gateway	11	
		Mac Address	a4:14:37:46:84:1b	
		MTU	1500	
		Multicast Address		
			Enable Multicast Discover	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.

			Configuration				
泰 General	General Platform Acce	ss PPPOE DDNS M	NTP Email NAT More S	etlings			
- Network	NIC Type		10M/100M/1000M Self-adap	otive			
	Enable DHCP						
▲ Alarm	IPv4 Address	10 .5 .2 .25		IPv6 Address 1	fe80::bead:28ff:feac		
<ul> <li>Live View</li> </ul>	IPv4 Subnet Mask	255.255.255.0		IPv6 Address 2			
	IPv4 Default Gateway	10 .5 .2 .254		IPv6 Default Gateway			
▲ Exceptions	MAC Address		bc:ad:28:ac:ed:09				
at User	MTU(Byles)		1500				
	Enable DNS DHCP	Enable DNS DHCP					
	Preferred DNS Server		8.8.8.8				
	Alternate DNS Server	Alternate DNS Server		114.114.114.114			

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

NV	<b>R</b> 4.0					
6	General		TCP/IP DDNS P	PPOE NTP NAT		
ß	User		Working Mode	Net Fault-Tolerance -		
	Network	~	Select NIC	bond0		
	терир		NIC Type	10M/100M/1000M Self-adap		
	Advanced		THE TYPE			
	Event	2	Enable DHCP		Enable Obtain DNS	
R	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		
Ŧ	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		
end S	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.

Microsoft Windows [Version 6.1.7601] Copyright <c> 2009 Microsoft Corporation. All rights reserved.</c>
Copyright (C) 2007 hitrosoft Corporation. Hit rights reserved.
C:\Users\ <b></b> >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 ITL=235 Reply from 52.77.151.68: bytes=32 time=233ms ITL=235
Reply from 52.77.151.68: bytes=32 time=243ms TTL=235
Reply from 52.77.151.68: bytes=32 time=238ms TIL=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 = 233ns, Maximum = 243ms, Average = 238ns
C: Users

- 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.

Furn V	Vindows features on or off	0
	a feature on, select its check box. To turn a feature off, cle	
heck bo	ox. A filled box means that only part of the feature is turn	ed on.
	RIP Listener	1
œ 🛄	Services for NFS	
œ 🛄	Simple Network Management Protocol (SNMP)	
	Simple TCPIP services (i.e. echo, daytime etc)	
	Subsystem for UNIX-based Applications	
1	Tablet PC Components	
	Telnet Client	
	Telnet Server	E
	TFTP Client	
	Windows Gadget Platform	-
(H) (H)	Windows Process Activation Service	
	Windows Search	



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