HikCentral Professional

Frequently Asked Questions

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Chapter 1 Installation and Upgrade

1.1 What is Stream Server?

Question

What is the function of Stream Server? Do I have to install it?

Answer

Stream Server 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 Stream Server because the Streaming Gateway can serve for 200 cameras at maximum.

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

Question

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

Answer

SYS and Streaming Service can't be installed on the same PC or server because SYS service 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 total installation package (including service and Clients) is not running with administrator rights.
- Reason 2: The installation package is incomplete.

Solution

- For Reason 1: Run the total installation package (including service and Clients) as an administrator.
- For Reason 2: Run a tool or command to check the MD5 of downloaded installation packet and make sure the MD5 is same as the value on Hikvision software download page.

1.4 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.

1.5 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.

   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.

1.6 Why does SYS service status keep switching between Starting and Stopped?

Question

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

Reason and Solution

1. Reason: The SYS server's hardware has changed, causing the license detection failure and the SYS service starting failed.
   Solution: Stop services in watchdog, and then delete the fnood folder in Disk C, finally start services and update license.
2. Reason: The files under the directory of SYS have been damaged or lost.
   Solution: Please check the files under the directory of SYS. If they are damaged or lost, please contact out technical supports to repair or restore the files.
3. Reason: The database does not work, or connecting to the database failed.
   Solution: Check the database status.

1.7 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.

1.8 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.

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 Professional 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 Professional's address to Internet Explorer's trusted sites list:

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

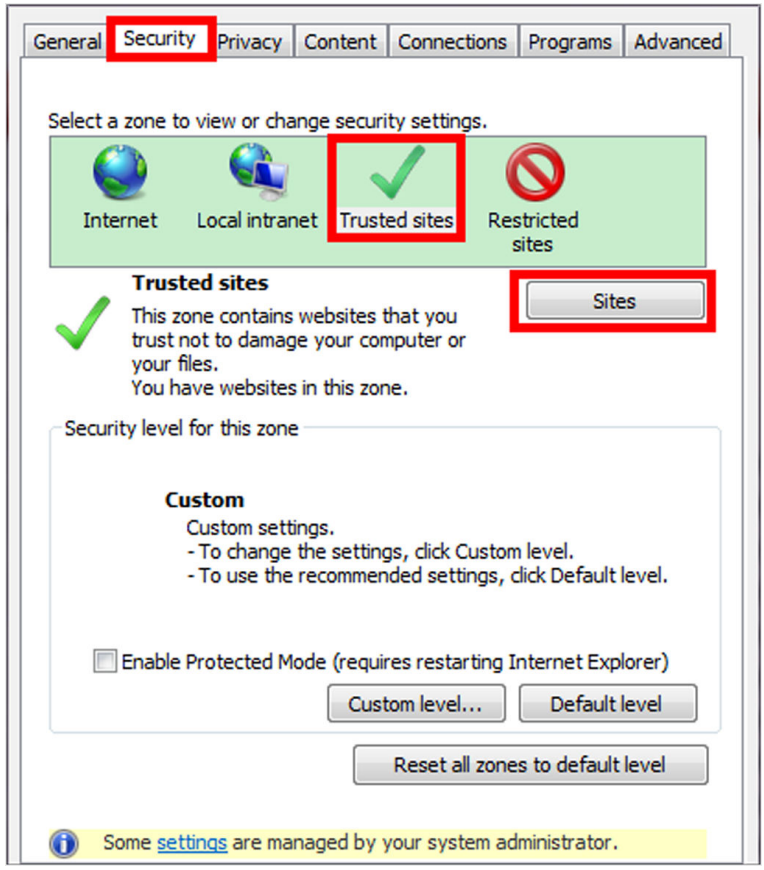

Figure 2-1 Internet Options Window

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 SYS server switched to the spare SYS 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 SYS server but not enabled it on the spare SYS server. Since the Rose Replicator does not supervise the NGINX service, the NGINX service on the spare SYS 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 SYS server and the spare SYS 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 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 SYS server.

Solution

Install the Control Client of the same version as the HikCentral SYS 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 SYS 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 SYS server can connect to Internet when activating in online mode.
- For Reason 2: Try online activation later.
- Try offline activation later.

3.2 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 SYS server's time and the standard time is more than 24 hours.
You should change the SYS server's time to the standard time.

3.3 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:

- Resaon 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.

3.4 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 SYS server.
- Reason 2: The license version does not match with the current HikCentral version.

Solution

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

3.5 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.

3.6 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 SYS server time has been modified.

Solution

Modify the server time as correct time.

3.7 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.

3.8 License failed to take effect after being activated

Question

I activated the system successfully, but the license didn't take ffect 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.

3.9 Why I cannot use the system after I deactivate the license of distributed deployment?

Question

My HikCentral Professional is activated by License of server distributed deployment. After I deactivate this license, I cannot use all the functions of the system. Why?

Answer

If the system is activated by License of server distributed deployment, it cannot be switched to centralized deployment anymore unless you uninstall the whole system and install again.

Chapter 4 Device Management

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

Question

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

Answer

- Up to 2,048 encoding devices and 10,000 cameras can be added to one site.
- For one Central System (one site with Remote Site Management function and other Remote Sites), up to 100,000 cameras can be imported from Remote Sites and managed in the Central System.

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 UVSS by domain name?

Question

Can I add an UVSS to HikCentral Professional by domain name?

Answer

No. Adding UVSS by domain name is not supported.

4.6 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.

4.7 Why can't I configure A4H and G4 series mobile devices via the Web Client?

Question

Why can't I configure A4H and G4 series mobile devices via the Web Client?

Answer

For A4H and G4 series mobile devices, configuring parameters of via the Web Client is not supported.

4.8 Can I apply the time zone to the dock station from the platform?

Question

Can I apply the time zone to the dock station from the platform?

Answer

No. You cannot apply the time zone to the dock station from the platform running in Microsoft Windows, or get the time zone from the dock station.

4.9 Can all devices be added to the platform via IPv6?

Question

Can all devices be added to the platform via IPv6?

Answer

No. Only encoding devices and face recognition terminals (DS-K1T673TDWX) are supported, and these devices should access to the platform via Hikvision private protocol.

4.10 The solar camera does not turn online after the platform is restarted.

Question

The solar camera does not turn online after the platform is restarted.

Reason

After restarting the platform, the solar camera will turn offline, so that the camera will turn asleep. The time of turning online depends, but no more than 30 minutes are needed.

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.
After adding a Remote Site to the platform, 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 (site 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 in Video Search module.
- 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.

5.7 Why can't I add one Remote Site to Central System?

Question

The version of the Central System with Remote Site Management function is 1.4 and above. Can I add a Remote Site the version of which is below 1.4 to this Central System?

Answer

No. The Remote site (version below 1.4) cannot be managed in the Central System (version 1.4 and above).

5.8 Can I add a site which is distributed deployed to the Central System?

Question

Can I add a site which is distributed deployed to the Central System as a Remote Site?

Answer

No, the system with distributed deployment cannot be added as a Remote Site.

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 Professional 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.
- Reverse playback (H.264+ and H.265+ stream). This function is not supported by pStor either.

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.

6.6 What HikCentral functions does a pStor Cluster Service not support?

Question

What HikCentral functions does a pStor Cluster Service not support?

Answer

- Frame-extracting playback
- Thumbnail
- Motion detection recording
- Video search by time range and segment
- Video playback on the Web Client, accessing by iOS web browser
- Set stream type of video copyback (main stream by default).

Note

- The pStor Cluster Service cannot be installed on the same server with Application Data Server.
- The port 3306 cannot be occupied.
- The pStor Cluster Service, pStors, and SYS server should be in the same network domain.
- The pStor Cluster Service, pStors, devices, and clients should be in the same time zone.
- Only pStors of version 1.4 and later can connect to the pStor Cluster Service.

6.7 Why can't I adding a pStor or Cloud Storage Server to the system?

Question

Can I add a pStor (version 1.2) or a Cloud Storage Server (version 2.0) to the system (version 1.4 and above)?

Answer

No. HikCentral Professional (version 1.4 and above) only supports pStor (version 1.3 and above) and Cloud Storage Server (version 2.2.4, 3.0.5 and above).

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.

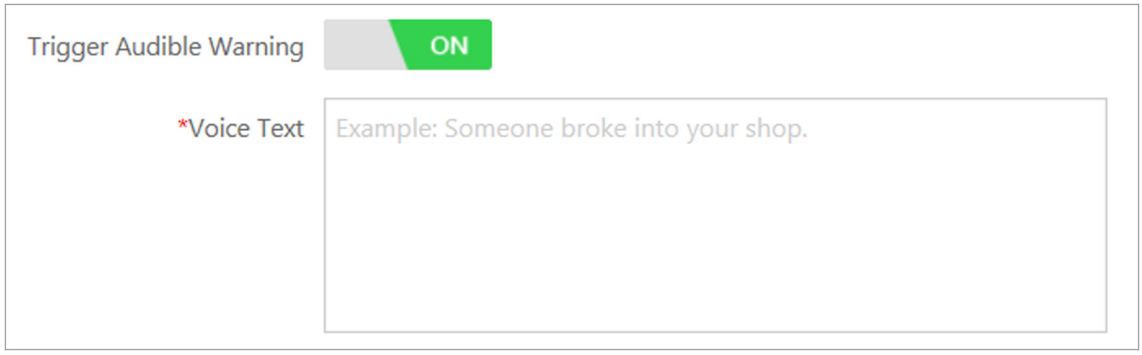

Figure 7-1 Trigger Audible Warning

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

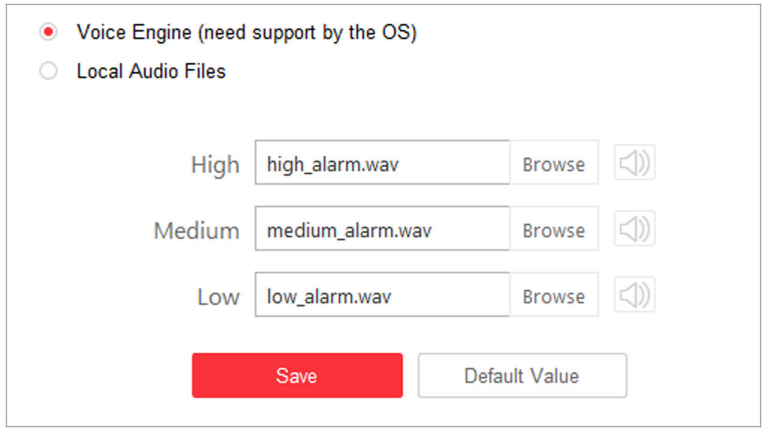

Figure 7-2 System Settings: Alarm Center

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**.

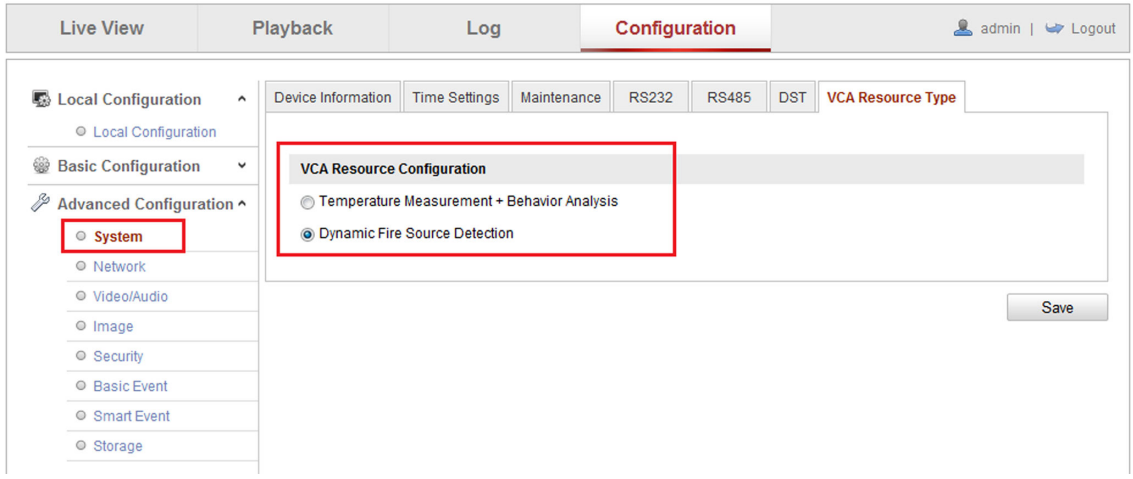

Figure 7-3 Set VCA Resource Type

4. Click **Save**.

7.5 Can I add an alarm of Person Amount More/Less than Threshold for resource groups on Remote Site?

Question

Can I add an alarm of Person Amount More/Less than Threshold for the resource groups on Remote Site?

Answer

No. You cannot add alarms for the resource groups on the managed Remote Sites.

7.6 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.

7.7 What can I do if there are too many alarms to be acknowledged in the Alarm Center?

Question

There are too many alarms to be acknowledged in the Alarm Center. What can I do?

Answer

You can select multiple alarms and click **Batch Acknowledge** to acknowledge them in a batch. Up to 100 alarms can be acknowledged for one time.

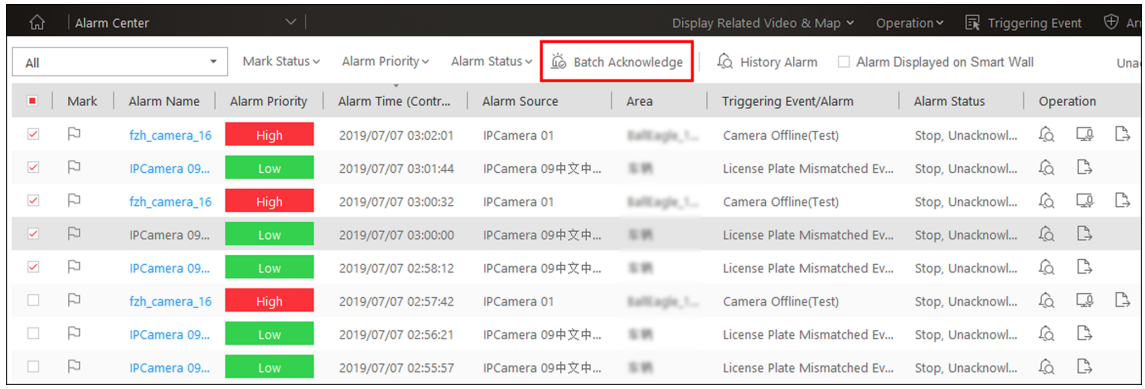

Figure 7-4 Batch Acknowledgement

7.8 Why my HikCentral cannot receive events, such as illegal parking, from traffic cameras?

Question

Why my HikCentral cannot receive events, such as illegal parking, wrong-way driving, from the traffic cameras?

Answer

For the traffic cameras connected to the system via an NVR which is added to the system directly, the system cannot receive the following events from the traffic cameras:

- Illegal Parking
- Wrong-Way Driving
- Driving on the Lane Line
- Illegal Lane Change
- Motor Vehicle on Non-Motor Vehicle Lane
- Illegal U-Turn

7.9 Why the exported PDF file of alarm scheduled report contains garbage characters?

Question

Why the exported PDF file of alarm scheduled report contains garbage characters?

Answer

When creating scheduled report, the report language should be same to that of operating system.

7.10 A lag occurred or no response when receiving events or alarms.

Question

A lag occurred or no responding when receiving events or alarms.

Reason

No more than 20 events or alarms with pictures can be sent to the Web Client per second. More than 20 may cause a lag or no response.

Solution

When the number of events or alarms with pictures sent to the Web Client per second exceeds 20, stop subscribing to the event and alarm notification, and a pStor server storing pictures is recommended for s smoother running.

Chapter 8 Person Management

8.1 When getting persons from device, will the super card be synchronized to the system?

Question

When getting person information from device, will the persons' super card information on the device be synchronized to the system?

Answer

No. The super card and card for physically challenged information stored on the device cannot be synchronized to the system.
The normal credentials, credentials under duress, and credentials for dismiss can be synchronized to the system.

8.2 Why the new persons cannot be synchronized to the related access group?

Question

I have related one person group with one access group. After I add new persons into this person group, why the new persons cannot be synchronized to the related access group?

Answer

Please check whether the number of persons in the related access group has reached the upper limit.

8.3 Why can't I configure the person ID rules?

Question

Why can't I configure the person ID rules?

Answer

You can configure the person ID rules only when the person list is empty (i.e., before adding the first person).

Chapter 9 Face and Body Recognition

9.1 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.

9.2 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 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.

9.3 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**.

9.4 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.

9.5 Why there is no camera available when applying face comparison groups to device?

Question

Why there is no camera available when applying face comparison groups to DeepinView and DeepinMind device?

Answer

Please make sure you have set the cameras of these devices as facial recognition cameras in License Details (the same as ANPR cameras and thermal cameras).

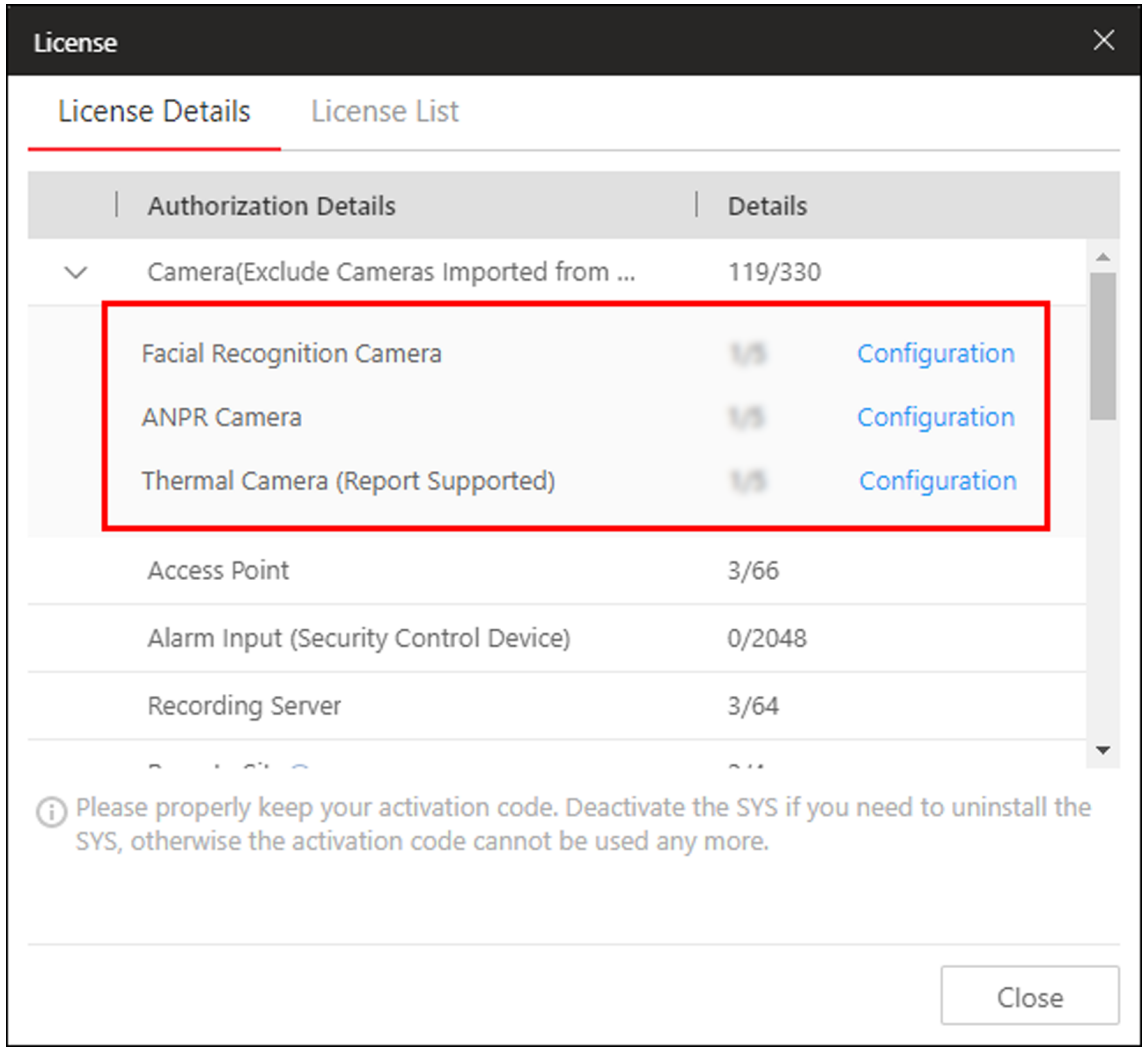

Figure 9-1 License Details

9.6 Why can't I search the captured pictures on Edge Facial Recognition Server?

Question

Why can't I search the captured pictures on Edge Facial Recognition Server?

Answer

For HikCentral Professional V1.7 and later versions, the Edge Facial Recognition Server of firmware version 1.2 doesn't support captured pictures search.

9.7 Can I set both facial and body recognition for one camera?

Question

Can I set both facial and body recognition for one camera linked to the DeepinMind Server?

Answer

No. You can set facial recognition or human body recognition as the recognition type for one camera linked to the DeepinMind Server.

9.8 Why the human body recognition doesn't work after I set the recognition type of a capture camera as human body recognition?

Question

Why the human body recognition doesn't work after I add a capture camera to a DeepinMind Server and set the recognition type as human body recognition?

Answer

For the capture camera linked to the DeepinMind Server, you can only set the recognition type as facial recognition.
For the DeepinView cameras, you can only set recognition type as human body recognition.

Chapter 10 Access Control

10.1 Why cards are still "To Be Applied" in Troubleshooting module even if I have successfully applied them to devices before?

Question

Why cards are still "To Be Applied" in Troubleshooting module even if I have successfully applied them to devices before?

Answer

The device to be applied to may mange access levels based on card. If the information related to the card is failed to be applied, it will also be displayed in the card applying status.

10.2 Can I view the access event statistics from access control devices which were installed in different countries or regions?

Question

Can I view the access event statistics from access control devices which were installed in different countries or regions?

Answer

No. You cannot view the access event statistics from access control devices in multiple time zone.

10.3 Why can't I search some card-swiping events in access records?

Question

Why can't I search some card-swiping events in access records?

Answer

Access records are saved every one minute. If the service stops in a certain minute, records during that minute will lose.

10.4 Failed to copy the parameters configured for the door station to the MinMoe access control terminal

Question

I failed to copy the parameters configured for the door station to the MinMoe access control terminal. Why?

Answer

Devices of the same type but of different models have different capabilities. When the parameters you configured exceeded the limit, you fail to copy the parameters of one device to another device which is of a different model.

Chapter 11 Visitor Management

11.1 Failed to scan the QR code for self-service reservation.

Question

Failed to scan the QR code for self-service reservation. Why?

Answer

When the transfer protocol between the Web Client and the server is HTTPS, some third-party software (Android: WeChat and TikTok; iOS: WeChat, Tencent QQ, TikTok, and UC Browser) do not support scanning the QR codes for self-service reservation due to security restrictions.

Chapter 12 Time and Attendance

12.1 Can I filter the attendance data by combined authentication mode?

Question

Can I filter the attendance data by combined authentication mode (e.g., card + fringerprint)?

Answer

No. The attendance data can only be filtered by single authentication mode.

12.2 Can I view the historical person information in the attendance records?

Question

Can I view the historical person information in the attendance records?

Answer

No. The person information in the attendance records will be refreshed timely. When a person is moved to other department, to which the organization information is related will be displayed in the attendance records.

Chapter 13 Security Control

13.1 Why can't I add the AX Pro security control panel to the platform?

Question

Why can't I add the AX Pro security control panel to the platform?

Answer

You can only add AX Pro security control panel to the platform in Hikvision ISUP protocol.

13.2 Why can't I relate a speed dome with the radar for calibration?

Question

Why can't I relate a speed dome with the radar for calibration?

Answer

For 120 m security radar, only the speed dome added by the speed dome's admin account can be related to the radar for calibration.

13.3 Why arming radar failed?

Question

When I try to arm the security radar, it prompts "Arming failed". Why?

Answer

Make sure there is no one moving inside the zones of the radar, or arming will fail.

13.4 Can I control the siren of the wireless security control panel manually?

Question

Can I control the siren of the wireless security control panel manually?

Answer

No. You cannot manually control the siren of the wireless security control panel, or manually control wireless siren of the hybrid security control panel.

Chapter 14 Entrance and Exit

14.1 Can I search the records of vehicles entering or exiting parking lot within 3 months?

Question

Can I search the records of vehicles entering or exiting parking lot within 3 months?

Answer

No. When searching vehicles entering or exiting the parking lot, the time period you set should contain no more than 31 days.

14.2 How to connect alarm input and relay to the barrier gate?

Question

How to connect alarm input of capture unit and relay of video intercom/access control device to the barrier gate?

Answer

Connection for Opening Barrier Gate

- For capture unit, connect Alarm Input 1 of the capture unit to the Rise interface of barrier gate.
- For access control device or video intercom device, connect Relay 1 of the device to the Rise interface of barrier gate.

Connection for Closing Barrier Gate

- For capture unit, connect Alarm Input 2 of the capture unit to the Fall interfaces of barrier gate.
- For access control device or video intercom device, connect Relay 2 of the device to the Fall interfaces of barrier gate.

14.3 Why I cannot open the barrier gate manually?

Question

Why I cannot open the barrier gate manually?

Answer

If you set a 4-series or 7-series camera as the capture unit and set capture unit for barrier control, and the 4-series or 7-series camera is added to the system directly, not via an NVR, you cannot perform opening barrier manually.

14.4 Why the Control Client cannot receive the video intercom request from the entrance and exit?

Question

Why the Control Client cannot receive the video intercom request from the entrance and exit?

Answer

If you have set video intercom device for the lanes in the parking lot, the system will not apply the SIP server information to the device automatically. If you have enabled SIP server settings with other tools, you cannot receive video intercom request of this video intercom device via the Control Client.

14.5 Can I add the doors of the access control device which is already linked to a lane to an access level?

Question

Can I add the doors of the access control device which is already linked to a lane in the entrance and exit to the access level for access control?

Answer

No.
If the access control device is already linked to the lane (in the lane details page, as shown in the picture below), the doors of this device cannot be used for access control.

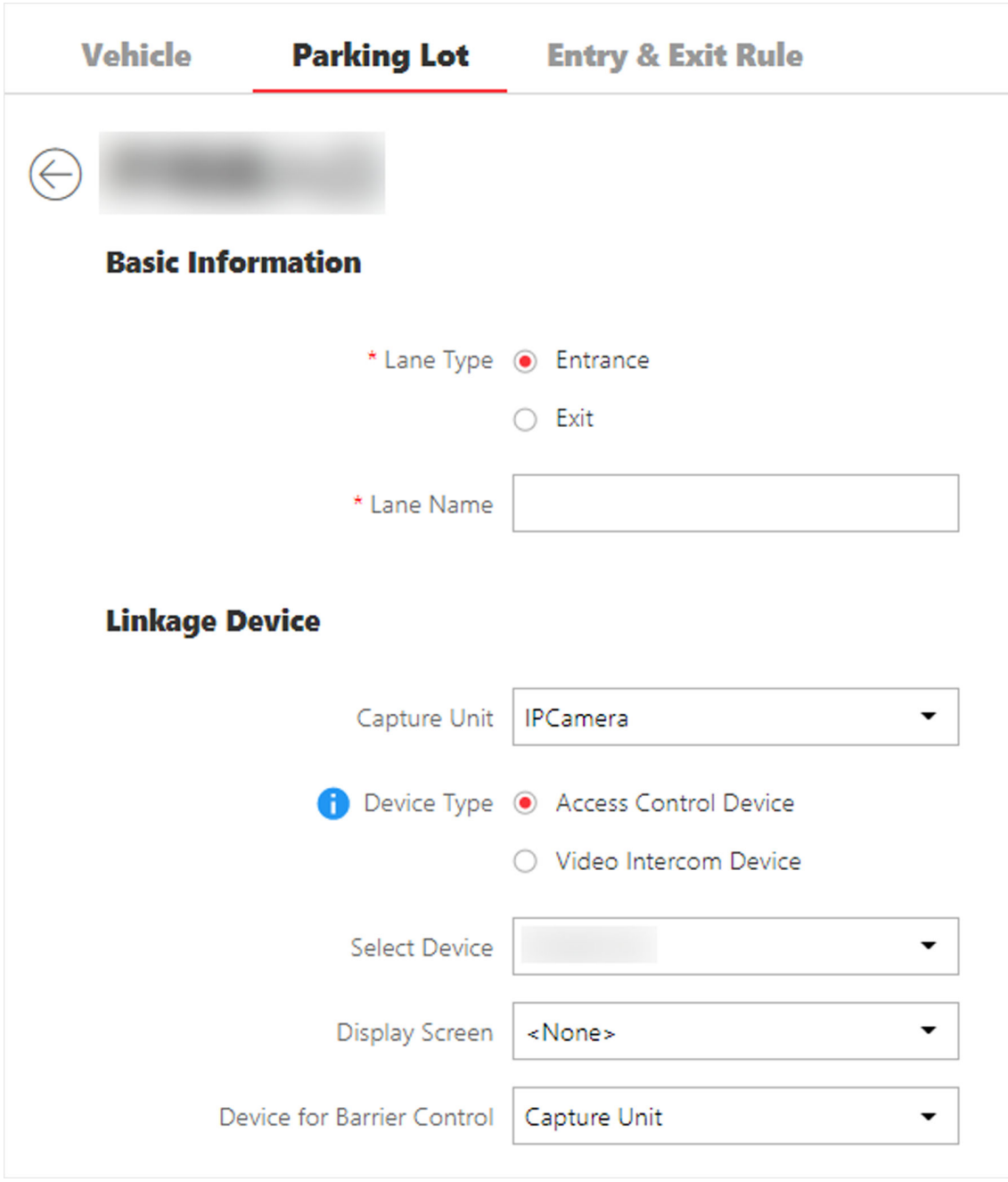

Figure 14-1 Link an Access Control Device to Lane

Chapter 15 Smart Wall

15.1 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 SYS 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 → Network → WAN Access** .

15.2 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.

15.3 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.

15.4 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.

15.5 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.

15.6 Why the stream settings on the Web Client is conflict with those on the web page of device configuration?

Question

Why the stream settings on the Web Client is conflict with those on the web page of device configuration?

Answer

Just set the parameters through one method.

15.7 Why can't I expand sub-windows?

Question

Why can't I expand sub-windows?

Answer

Device of B20 not supported.

15.8 Why can't my network keyboard access the platform via domain name?

Question

Why can't my network keyboard access the platform via domain name?

Answer

Only support the device (1100K, 1200K, 1105K, and 1600K) accessing the platform via IP address.

15.9 Why only one channel is supported for pre-monitoring in divided windows?

Question

Why only one channel is supported for pre-monitoring in divided windows?

Answer

You can modify the window setting via the platform. However, if a window is divided into multiple ones, the effect of pre-monitoring multiple channels at the same time is not that good, which may affect the performance of the PC.

15.10 Why it failed to use line feed for text?

Question

Why it failed to use line feed for text?

Answer

The device should be B30S.

15.11 Why it failed to display fisheye expansion on smart wall?

Question

Why it failed to display fisheye expansion on smart wall?

Answer

Decoding devices do not support fisheye expansion.

15.12 Why it failed to display the encrypted stream on the smart wall?

Question

Why it failed to display the encrypted stream on the smart wall?

Answer

Not support decoding devices of C30S, C31S, B30, B31, B20, B21, C21N, and C22N.

15.13 Why it failed to display the device added by domain on the smart wall?

Question

Why it failed to display the device added by domain on the smart wall?

Answer

Not support decoding devices of C30S, C31S, B30, B31, B20, B21, C21N, and C22N.

15.14 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.

15.15 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.

15.16 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.

15.17 Can I create a roaming window on the smart wall of graphic card?

Question

Can I create a roaming window on the smart wall of graphic card?

Answer

No. Roaming window is only supported by smart wall (decoding device).

15.18 I have changed the camera stream type, but it doesn't take effect. Why?

Question

I have changed the default stream type for cameras on Smart Wall, but it doesn't take effect. Why?

Answer

You need to restart the live view on the Smart Wall and then the stream type will be switched to the one you set on the Web Client.

15.19 How to display my desktop on the smart wall?

Question

How to display my desktop on the smart wall?

Answer

1. Contact our technical support to get the installation package of RSC server, which is for remote system control.
2. Install the RSC server on your PC.

   Note

   - The operating system of your PC should be Microsoft® Windows 7 or 8.1.
   - Microsoft® Windows 10 and Windows Server OS are not supported.
3. Set a password for RSC server.

   Caution

   The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
   Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.
4. On the Web Client, enter **Physical View → Encoding Device** and add your PC (regarded as an encoding device) where the RSC server is installed to HikCentral Professional by IP address.

Note

When adding the PC to HikCentral Professional, the default port number is 8000, and the password should be the same with the one configured on RSC server in Step 3.

5. On the Web Client, enter **Logical View → Cameras** to add the virtual camera of the PC to area,
6. On the Control Client, click **Monitoring** to enter the Monitoring module.
7. Click **Logical Resource** tab, hover the cursor on the name of the virtual camera of your PC, click ··· **→ Display on Smart Wall** , and select a smart wall to display the desktop on the smart wall.

Note

- The virtual camera's icon will turn to , and your desktop will be displayed on the smart wall.
- Only main stream is supported.

15.20 Can I start playback in the alarm pop-up window?

Question

Can I start playback in the alarm pop-up window?

Answer

No. The alarm pop-up window does not support playback.

15.21 Failed to open the window and set the window division, and received an error message with error code "951"

Question

I failed to open the window and set the window division, and received an error message with error code "951". Why?

Answer

The number of windows on the decoding device exceeded the upper limit. Different device models support different number of sub-windows.

15.22 Why can't I set the roaming window division for the DS-C10S series decoding output?

Question

Why can't I set the roaming window division for the DS-C10S series decoding output?

Answer

When the decoding output is not cascaded, the number of sub-windows overlapped by each decoding output is limited. For example, you cannot open the roaming window in the sub-window area of 4-Window and above; you cannot set division for windows overlapped by the roaming window.

15.23 Can I open 2 full-screen roaming windows for the DS-6900UDI series decoding output?

Question

Can I open 2 full-screen roaming windows for the DS-6900UDI series decoding output?

Answer

No. There is an upper limit to the total area of sub-windows supported by single decoding output. For the DS-6900UDI/DS-6400-T series decoding output, up to 1 full-screen roaming window is supported; for the DS-C10S-T series decoding output, up to 2 full-screen roaming windows are supported.

15.24 Why an error occurred when I opened a roaming window for BNC decoding output on the Control Client?

Question

Why an error occurred when I opened a roaming window for BNC decoding output on the Control Client?

Answer

The BNC decoding output linked to the platform can only open the full-screen roaming window.

15.25 Failed to enlarge and restore the window and received an error message with the error code "23"

Question

I failed to enlarge and restore the window and received an error message with the error code "23". Why?

Answer

Some types of decoding devices do not support enlarging and restoring sub-windows.

15.26 Why can't I drag the local signal source to other windows for use?

Question

Why can't I drag the local signal source to other windows for use?

Answer

The local signal source of some decoders cannot be dragged to multiple windows simultaneously.

15.27 Failed to open the window and received an error message with the error code "29"

Question

I failed to open the window and received an error message with the error code "29". Why?

Answer

You cannot open the window for decoding output of 4 K and other resolutions simultaneously.

15.28 The local signal source has been connected, but its status is displayed as disconnected on the DS-6900UDI series decoder. Why?

Question

The local signal source has been connected, but its status is displayed as disconnected on the DS-6900UDI series decoder. Why?

Answer

For the DS-6900UDI series decoder, displaying local signal source is not supported.

15.29 Failed to display playback on the wall and failed to display live view on the wall by a network keyboard.

Question

Failed to display playback on the wall and failed to display live view on the wall by a network keyboard.

Solution

For V2.3 and above, the functions are available after upgrading the patch pack of the network keyboard.

Chapter 16 Map

16.1 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.

16.2 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***.

16.3 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 17 Security

17.1 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.

17.2 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.

17.3 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 18 Live View and Playback

18.1 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.

18.2 Why can't I access the live view and playback on the device remote configuration page?

Question

Why can't I access the live view and playback on the device remote configuration page?

Answer

If you access the device remote configuration page from the Web Client or Control Client, and the web browser is Google Chrome, you cannot access the functions such as live view, playback, OSD settings, local configuration, etc.

18.3 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.

18.4 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.

18.5 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.

18.6 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.

18.7 Why there is no alarm lamp appeared on the area icon when an alarm is triggered?

Question

In the resource tree, an alarm is triggered by the resource in the sub area, but there is no alarm lamp icon appeared on its parent area's icon. Why?

Answer

For better performance of the Control Client, after you launch the Control Client, if you haven't expanded the sub-areas of the parent area yet, when an alarm is triggered on the resource in the sub-area, there will be no alarm lamp icon displayed on its parent area node.

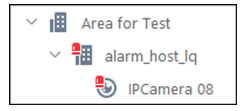

Figure 18-1 Alarm Lamp Icon on Sub Area Node

After you expand the sub-area nodes in the resource tree, if an alarm is triggered on the resource in the sub-area again, an alarm lamp icon will display on both parent area node and sub-area node.

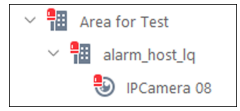

Figure 18-2 Alarm Lamp Icons on Both Parent Area and Sub Area Nodes

18.8 Why there is no temperature overlaid on the video footage recorded in visual tracking?

Question

Why there is no temperature information overlaid on the video footage recorded in visual tracking mode?

Answer

In visual tracking mode, the video footage recorded manually will not contain VCA information, such as temperature, detection frame, line-crossing line, etc.

18.9 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.

18.10 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.

18.11 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.

18.12 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.

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

Question

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

Answer

The thumbnails are not supported in the followings 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.

18.14 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***.

18.15 Why can't I view live video from a device on the LAN via Remote Configuration?

Question

In the device's Remote Configuration page on the Web Client, I can't view live video of the device which is deployed on the LAN. Why?

Answer

When the devices are deployed on the LAN, you cannot perform live view when accessing the device's Remote Configuration page via the Web Client on the WAN.

18.16 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.

18.17 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.

18.18 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 ¼, 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.

18.19 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, SYS server and devices are in the same LAN.

18.20 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.

18.21 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.

18.22 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.

18.23 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 SYS service.

Solution

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

18.24 Can I add a patrol or pattern for the camera added by ONVIF protocol?

Question

Can I add a patrol or pattern for the camera added by ONVIF protocol?

Answer

No. For the cameras added by ONVIF protocol, only the following functions of PTZ control are supported.

- PTZ movements in eight directions: Up, Down, Right, Left, Upper-Right, Upper-Left, Lower-Right, Lower-Left
- Auto-scan
- Zoom-in and zoom-out
- Adding preset, editing preset, deleting preset, and calling preset

18.25 Why image flicks or confusing layout occur during live view or playback on Firefox® under Microsoft® Windows 10?

Question

Why image flicks or confusing layout occur during live view or playback on Firefox® under Microsoft® Windows 10?

Reason

Under the Microsoft® Windows 10, the pop-up window of Firefox® will be shielded by the control.

Answer

Before opening the control, close the pop-up window or exit the control to close the pop-up window and enter again.

18.26 Why can't I play back videos stored in the Recording Server via the Streaming Server?

Question

Why can't I play back videos stored in the Recording Server via the Streaming Server?

Answer

You can only play back videos stored in the local storage via the Streaming Server.

18.27 Failed to encrypt stream during live view by android body camera.

Question

Failed to encrypt stream during live view by android body camera.

Reason

DS-MH2311 and DS-MCW407(C) only support encrypting the stream of playback.

18.28 Failed to export time-lapse photography.

Question

Failed to export time-lapse photography.

Reason

If you delete a device from the platform and then add it again, then you may be failed to export the time-lapse video of the device. You can restart the web control or restart the computer to solve the problem.

18.29 Failed to get the scene list when configuring panorama tracking.

Question

Failed to get the scene list when configuring panorama tracking.

Reason

For box cameras not configured with speed domes, when configuring panorama tracking, you may be failed to get the scene list. The solution is to select a speed dome, and then refresh the page.

Chapter 19 Video Search

19.1 Why can't I search and play back the motion detection's video footage?

Question

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

Answer

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

19.2 Can I search POS transaction events on Remote Site cameras?

Question

Can I search POS transaction events occurred 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 video footage stored on dock stations.
- Searching video footage triggered by transaction event.
- Searching video footage triggered by ATM events by entering card numbers.

19.3 Failed to export CVS file

Question

Failed to export CVS file.

Answer

When exporting CVS file, only English letters or symbols can be contained in the file.

Chapter 20 Downloading Video Files

20.1 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.

20.2 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.

20.3 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 21 Intelligent Analysis Report

21.1 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.

21.2 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.

21.3 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.

21.4 Can I search BI data occurred before the camera added to the system?

Question

Can I search the data of the BI reports which are occurred before the camera is added to the system?

Answer

You need to connect the camera to an NVR (version 4.21.0) and then add the NVR to the system. HikCentral Professional supports getting the BI reports' data (including people counting and heat analysis) occurred 7 days before. If the camera is offline, the system can also get the BI data generated during offline period.

Chapter 22 Digital Signage

22.1 Do DS-D60xxUN and DS-D60xxUH support emergency mustering programs?

Question

Do DS-D60xxUN and DS-D60xxUH support emergency mustering programs?

Note

In the above sentence, "xx" refers to the screen size of the digital signage terminal.

Answer

No, they do not.

22.2 What are versions of databases required for the third-party integration?

Question

What are versions of databases required for the third-party integration?

Answer

- PostgreSQL: All versions
- SQLServer® 2012 R2
- MySQL: 8.0.x
- Oracle: 12.x

Chapter 23 Interactive Flat Panel

23.1 Can I apply the text messages on schedule to all models of interactive flat panels?

Question

Can I apply the text messages on schedule to all models of interactive flat panels?

Answer

No. You can only apply the text messages on schedule to the specific models (such as DS-D5BxxRB/C) of interactive flat panels.

Chapter 24 IP Speaker

24.1 Can I add the IP speaker to the platform via domain name?

Question

Can I add the IP speaker to the platform via domain name?

Answer

No. It is not supported.

24.2 Why does a speaker unit pause for a while between playing two audio files during scheduled broadcast?

Question

Why does a speaker unit pause for a while between playing two audio files during scheduled broadcast?

Answer

During scheduled broadcast, there will be a five-second pause between playing two audio files. To be specific, after playing the first audio file, the speaker unit will pause for five seconds and then start playing the second audio file, and there will always be a five-second pause between every two audio files afterward.

24.3 Why does the error code "10002" pop up when I am applying multiple audio files to a speaker unit for scheduled broadcast?

Question

Why does the error code "10002" pop up when I am applying multiple audio files to a speaker unit for scheduled broadcast?

Answer

Please restart the speaker unit, and reapply the audio files to the speaker unit when it is online.

24.4 Can another person and I speak via the same speaker unit at the same time?

Question

Can another person and I speak via the same speaker unit at the same time?

Answer

No. This function is not supported currently.

24.5 Why can't I upload audio files via Internet Explorer?

Question

Why can't I upload audio files via Internet Explorer?

Answer

Internet Explorer and Safari do not support uploading audio files. Currently, the browsers that support this function are: Google Chrome, FireFox, and Edge.

24.6 Why can't I broadcast the WAV audio file via a speaker unit?

Question

Why can't I broadcast the WAV audio file via a speaker unit?

Answer

Speaker units do not support broadcasting WAV audio files.

24.7 Why I failed to upload the broadcast recordings to the platform?

Question

Why I failed to upload the broadcast recordings to the platform?

Answer

Make sure the Control Client for broadcast and the platform are on the same LAN.

Chapter 25 Security Inspection

25.1 Can I access to a security inspection device installed in another country or region via the platform or the Client?

Question

Can I access to a security inspection device installed in another country or region via the platform or the Client?

Answer

No. But you can do that when the device, the platform and the Client are in the same time zone.

Chapter 26 Patrol Management

26.1 Patrol shifts do not start according to the schedule.

Question

After I set a shift schedule, the patrol shifts do not start on time according to the schedule. Why?

Answer

It's because the platform does not support multiple time zones. Shift schedules are configured based on the server time.

Chapter 27 Canteen Consumption

27.1 Does the platform support offline payment?

Question

Does the platform support offline payment?

Answer

Yes. However, the pages and parameters concerning offline payment are hidden by default, so please contact the technical support to change the database parameters, and after that, you need to reboot the service to use it.

27.2 Do payment terminals support being connected to the platform via SDK or ISUP?

Question

Do payment terminals support being connected to the platform via SDK or ISUP?

Answer

No. The platform only supports adding payment terminals by IP address via ISAPI.

27.3 Can a payment terminal be linked with multiple merchants?

Question

Can a payment terminal be linked with multiple merchants?

Answer

No. A payment terminal can only be linked with one merchant, but a merchant can be linked with multiple payment terminals.

27.4 How many meal types are allowed on the platform?

Question

How many meal types are allowed on the platform?

Answer

Up to 8 meal types are allowed. There are 4 meal types by default, and you can only edit the time periods of them but not delete them. It is supported to set a meal type which contains cross-day time periods.

27.5 What are the transaction types supported on the platform? Does the platform support exporting records?

Question

What are the transaction types supported on the platform? Does the platform support exporting records?

Answer

The platform supports the following transaction types: top-up, allowance, correction, refund, and deduction. The platform supports exporting transaction records in an Excel.

Chapter 28 Static Electricity Detection

28.1 Can I configure the electrostatic discharge testing mode for a visitor?

Question

Can I configure the electrostatic discharge testing mode for a visitor?

Answer

Yes. You can configure the electrostatic discharge testing mode for an unreserved visitor in the Visitor Reservation page and Visitor Check-In page.

28.2 How to import electrostatic discharge testing modes of persons in a batch?

Question

How to import electrostatic discharge testing modes of persons in a batch ?

Answer

Perform the following steps to import electrostatic discharge testing modes of persons:

1. On the top navigation bar, select → **Basic Management** → **Person** .
2. Select **Person Management** → **Person** on the left.
3. Select a department from the department list on the left.
4. Click **Export** → **Export Person Information** to open the Export Person Information page.
5. Check the needed information such as **Electrostatic Discharge Testing Mode** in the Basic Information field.
6. Click **Export** to export the person information to the local PC.
7. Edit electrostatic discharge testing modes in the exported file.
8. Click **Import** → **Import Person Information via Excel** .
9. Click , and then select the edited file (with person information) from the local PC.
10. Click **Import** to start importing electrostatic discharge testing modes of persons with other person information.

28.3 Can I configure linkage actions of turnstiles for electrostatic discharge testing events?

Question

Can I configure linkage actions of turnstiles for electrostatic discharge testing events?

Answer

No. The platform does not support configuring linkage actions of turnstiles for electrostatic discharge testing events.

28.4 Can turnstiles synchronize offline electrostatic discharge testing events to the platform when network recovers?

Question

Can turnstiles synchronize offline electrostatic discharge testing events to the platform when network recovers?

Answer

Yes. When the network recovers, the offline electrostatic discharge testing events of turnstiles will be synchronized to the platform. However, related data of electrostatic discharge testing offline such as detected parts of persons and corresponding resistance values cannot be recorded offline, thus cannot be synchronized to the platform.

Chapter 29 Parcel Tracking

29.1 Can a device upload both the waybill cutout image and the scene image to the platform?

Question

Can a device upload both the waybill cutout image and the scene image to the platform?

Answer

Uploading a waybill cutout image and a scene image is supported if the device is accessed directly (via smart code reader SDK), but you have to enable the function (which is disabled by default) on IDMVS first. The waybill cutout function is not supported by devices on NT platform.

29.2 What modes are available for accessing scanning devices?

Question

What modes are available for accessing scanning devices?

Answer

A scanning device can be accessed via smart code reader SDK directly, via platform integration protocol if it is added to CodePlatform, or via TCP Client if it is linked to an NVR.

29.3 Are there any device access restrictions?

Question

Are there any device access restrictions?

Answer

The platform has exclusive access to devices accessed directly (via smart code reader SDK) or via CodePlatform, but not to those linked to NVRs. A wireless handheld code reader can be accessed directly only when it is connected to its docking station, otherwise a network error will be prompted. DST (daylight saving time) is not supported by code reading cameras that are linked to NVRs via POS.

29.4 Why do I get regular abnormal data for devices accessed via CodePlatform?

Question

Why do I get regular abnormal data for devices accessed via CodePlatform?

Answer

That is because the **Repeated Time** parameter is set to 10 seconds on the filter rule configuring page (**System → Filter Rule**) of CodePlatform. When a camera reads the same barcode within the set period, it will perform barcode filtering to remove the duplicates, resulting in the data uploaded by CodePlatform as no read.

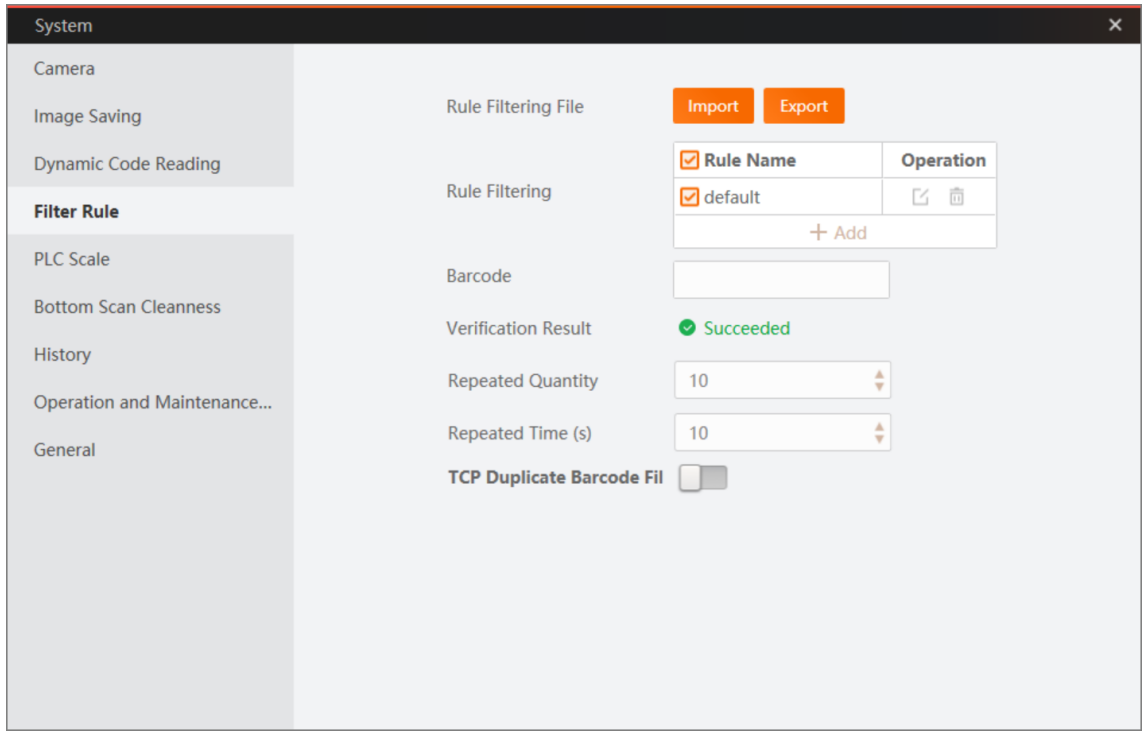

Figure 29-1 Filter Rule Settings on CodePlatform

29.5 What is the default storage method of a scanning channel?

Question

What is the default storage method of a scanning channel?

Answer

If no storage method is configured when the channel is created, then the default configuration is local storage and this cannot be changed. Since the local disk space is limited and can be easily filed up, we subscribe to the channel through the parcel tracking service to determine whether its storage method is local and turn off picture storing for the channel if it is.

Chapter 30 Dock Management

30.1 Why can't I receive dock detection events?

Question

Why can't I receive dock detection events?

Answer

Make sure the Detection Configuration function of the Dock Management tab is enabled on the device configuration page.

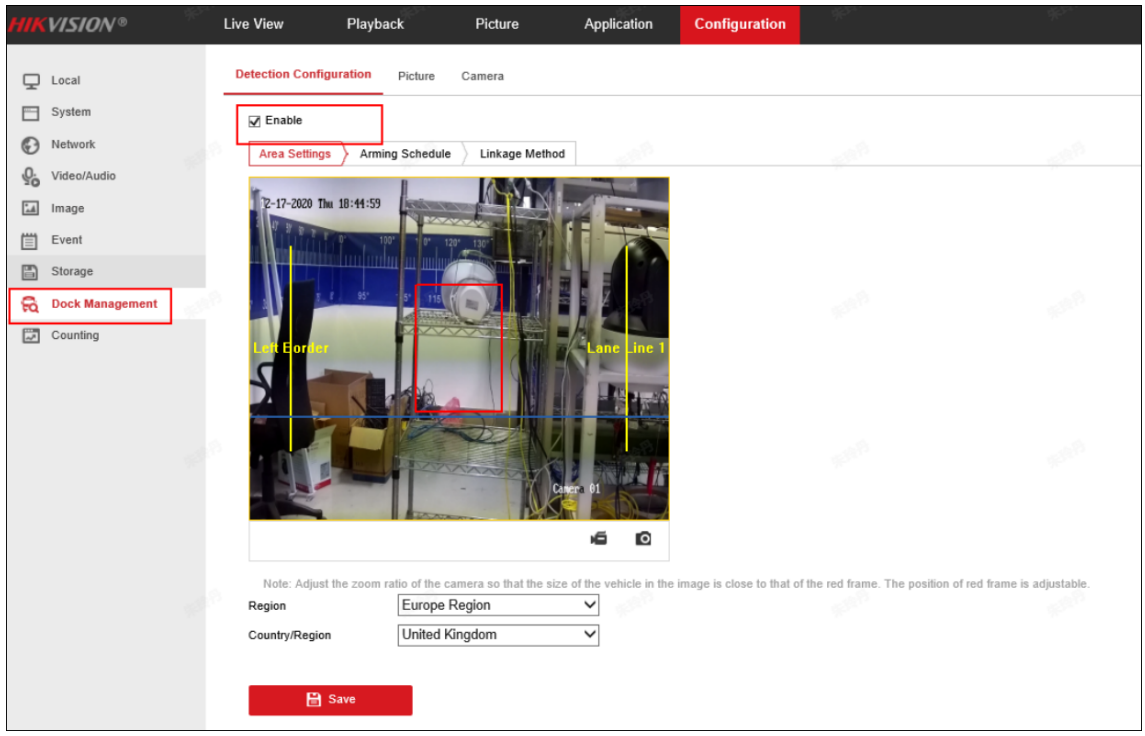

Figure 30-1 Device Configuration Page

30.2 Are there any device access restrictions?

Question

Are there any device access restrictions?

Answer

The platform supports receiving dock events and alarms reported by the following dock specified cameras:

- H8 series dock specified cameras accessed via HCNetSDK;
- H8 series dock specified cameras added to the NVRs which are accessed to the platform via HCNetSDK or ISUP.

Chapter 31 Toll Verification

31.1 What types of devices are supported for toll verification?

Question

What types of devices are supported for toll verification?

Answer

Checkpoint capture units which support uploading the number of axles/tires and pictures of the vehicle front/body/rear.

31.2 Do I need to configure checkpoints and data collection for toll verification?

Question

Do I need to configure checkpoints and data collection for toll verification?

Answer

No, you don't need to. You only need to go to **Device → Device and Server → Encoding Device** to add encoding devices with ANPR capabilities for device arming.

31.3 How do I know whether device arming takes effect?

Question

How do I know whether device arming takes effect?

Answer

You can go to the operation and maintenance page to view the arming status, which is refreshed every 3 minutes.

31.4 Which protocol should I select when adding encoding device to the platform?

Question

Which protocol should I select when adding encoding device to the platform?

Answer

You need to select **Hikvision Private Protocol** as the protocol type.

31.5 Why can't I receive the vehicle pictures captured at the highway entrances/exits?

Question

Why can't I receive the vehicle pictures captured at the highway entrances/exits?

Answer

Check the details on ANPR licenses. You can click **Configuration** to assign ANPR licenses to channels. If there are 40 ANPR licenses, you can assign 40 channels for capturing vehicle pictures at most. Those channels without assigned licenses cannot receive captured pictures.

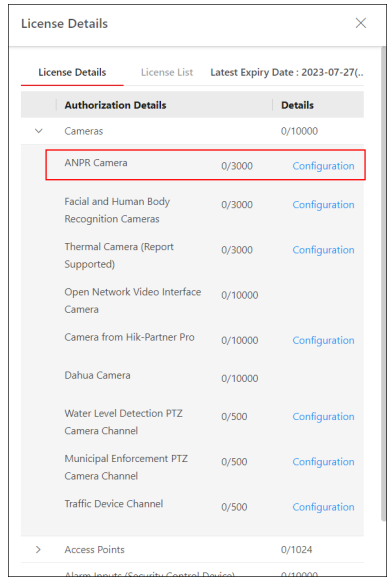

Figure 31-1 License Details

31.6 Why can't I verify the vehicle information after selecting a vehicle capture record?

Question

Why can't I verify the vehicle information after selecting a vehicle capture record?

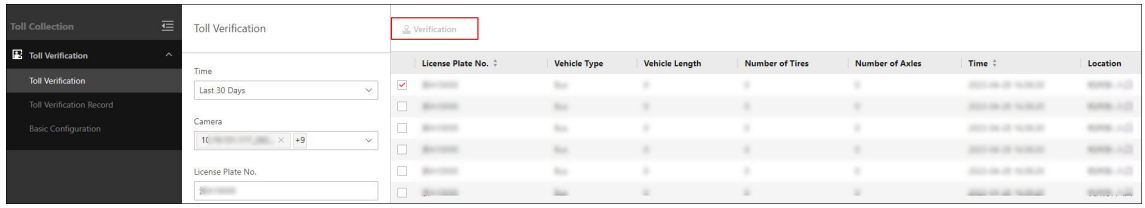

Figure 31-2 Verification Unavailable

Answer

You need to check a pair of records (a vehicle's entering and leaving the highway records) and click **Verification**.

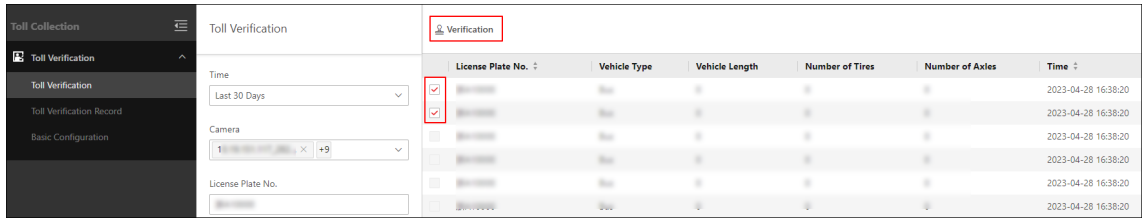

Figure 31-3 Verification Available

31.7 How to configure the start and end time for playing videos recorded at the entrances/exits?

Question

How to configure the start and end time for playing videos recorded at the entrances/exits?

Answer

You can go to the Basic Configuration page to configure the start and end time for video playback. The default time for playback is 5 seconds before/after capture.

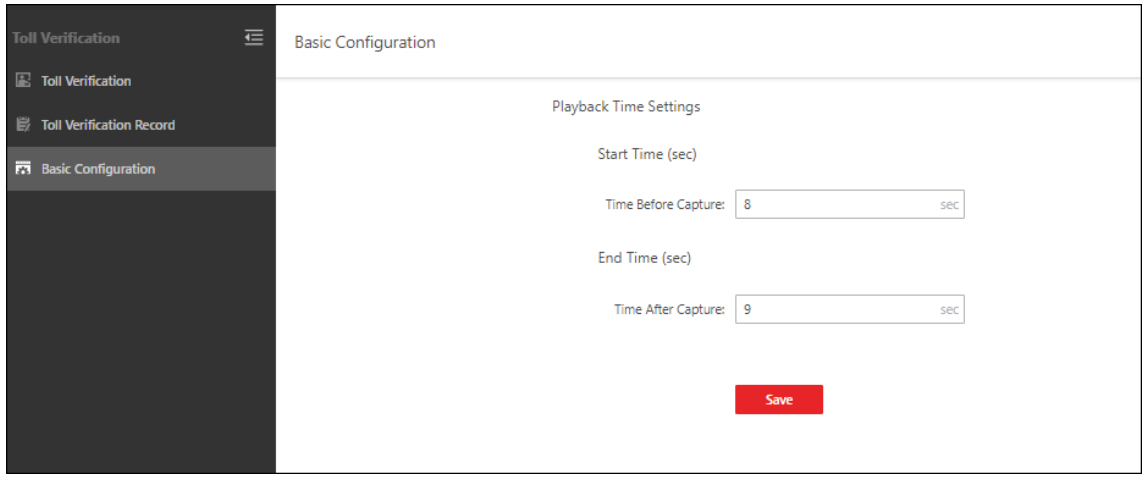

Figure 31-4 Basic Configuration

31.8 How to configure the retention period of the vehicles' records of passing highway entrances/exits?

Question

How to configure the retention period of the vehicles' records of passing highway entrances/exits?

Answer

You can go to **System → Storage → Records Storage** to configure the retention period. It is 2 years by default and 3 years at most.

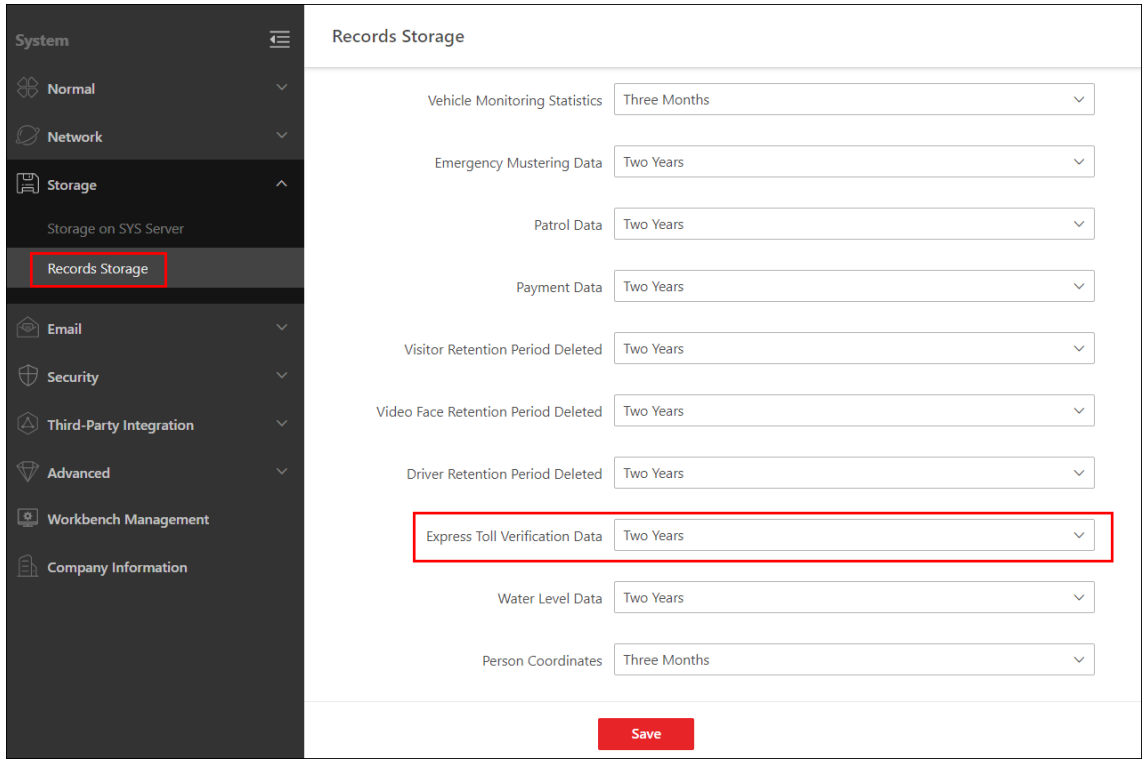

Figure 31-5 Records Storage

Chapter 32 Traffic Incident Detection

32.1 Do I need to configure the checkpoint and data collection for traffic incident detection?

Question

Do I need to configure the checkpoint and data collection for traffic incident detection?

Answer

No, you need not. You only need to add encoding devices with the capability of capturing traffic incidents in → **Device** → **Device and Server** → **Encoding Device** , and the platform will arm the device automatically.

32.2 How to add event and alarm on the platform?

Question

How to add event and alarm on the platform?

Answer

After adding devices, go to → **Event and Alarm** → **Event and Alarm Configuration** → **Normal Event Alarm** → **Add** and add triggering event(s). After that, the platform can receive the events uploaded by the devices.

32.3 Which traffic incident types are supported on the platform?

Question

Which traffic incident types are supported on the platform?

Answer

On the Add Event and Alarm page, you can view all the traffic incident types supported on the platform. After you select a traffic incident type, the supported device(s) will be displayed on the right side. If you select two or more traffic incident types, all the devices will be displayed on the right side.

32.4 How to view the analysis data of traffic incidents?

Question

How to view the analysis data of traffic incidents?

Answer

This version adds the Traffic Data Analysis page, which is in → **Traffic Incident Detection** → **Traffic Data Analysis** . You can analyze and view the traffic data by traffic incident type, by area, and by time.

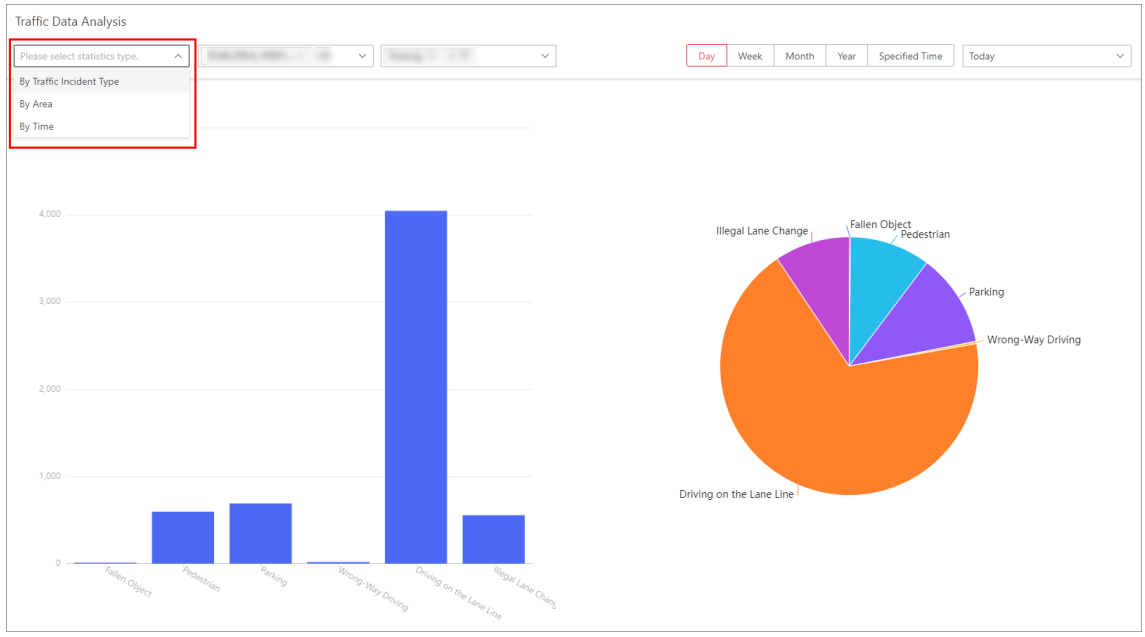

Figure 32-1 Traffic Data Analysis

32.5 Why does the platform fail to receive the alarms of traffic incidents?

Question

Why does the platform fail to receive the alarms of traffic incidents?

Answer

You should check whether the platform has AID Channel licenses. If yes, click **Configuration** to enter the Configure Traffic Incident Camera page, and assign the AID Channel licenses to different channels. If the platform has 40 AID Channel licenses, you can assign the licenses to up to 40 channels, and the channels without licenses will fail to receive the alarms of traffic incidents.

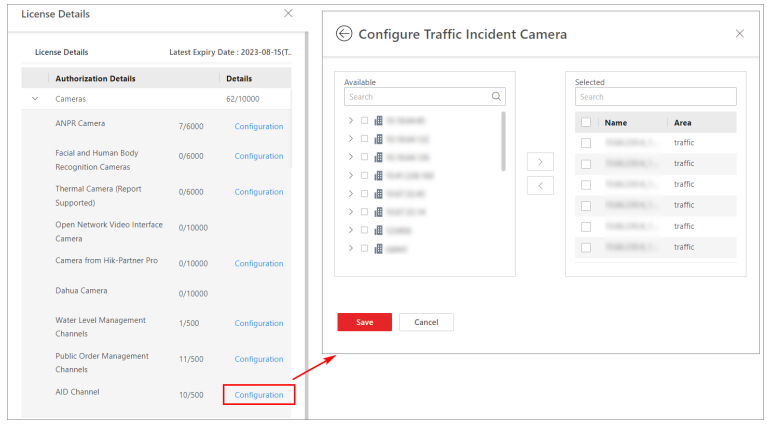

Figure 32-2 AID Channel Configuration

Chapter 33 Water Level Detection

33.1 After installing OpenAPI, do I need to import the API of water level detection PTZ camera via uploading the API.zip file?

Question

After installing OpenAPI, do I need to import the API of water level detection PTZ camera via uploading the API.zip file?

Answer

No, you do not. OpenAPI of the current software version already has the water level detection capability.

33.2 When I call API after installing OpenAPI, why does "No Permission" display?

Question

When I call API after installing OpenAPI, why does "No Permission" display?

Answer

You can check the following configurations.

- (Web Client) On the Open API page, check if you have enabled **Open API** and authorized the partner user(s). If not, enable **Open API** and authorize partner(s).

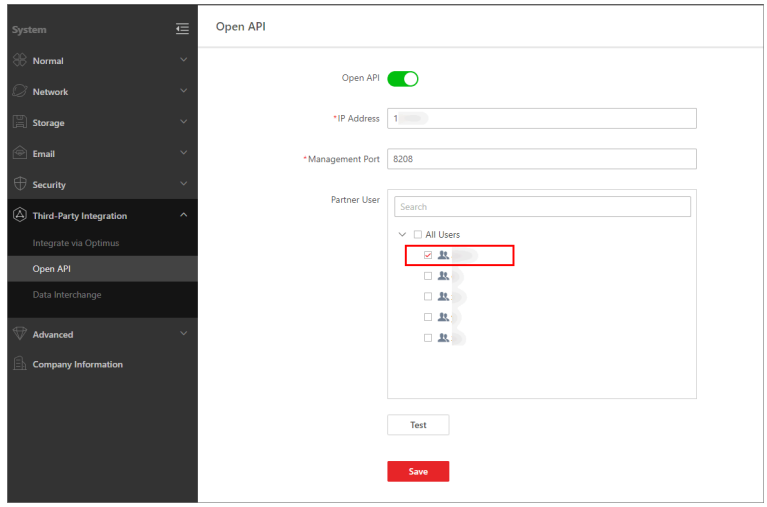

Figure 33-1 Open API

- (OpenAPI Portal) On the Partner page, check if the partner has been created. If not, create a partner.

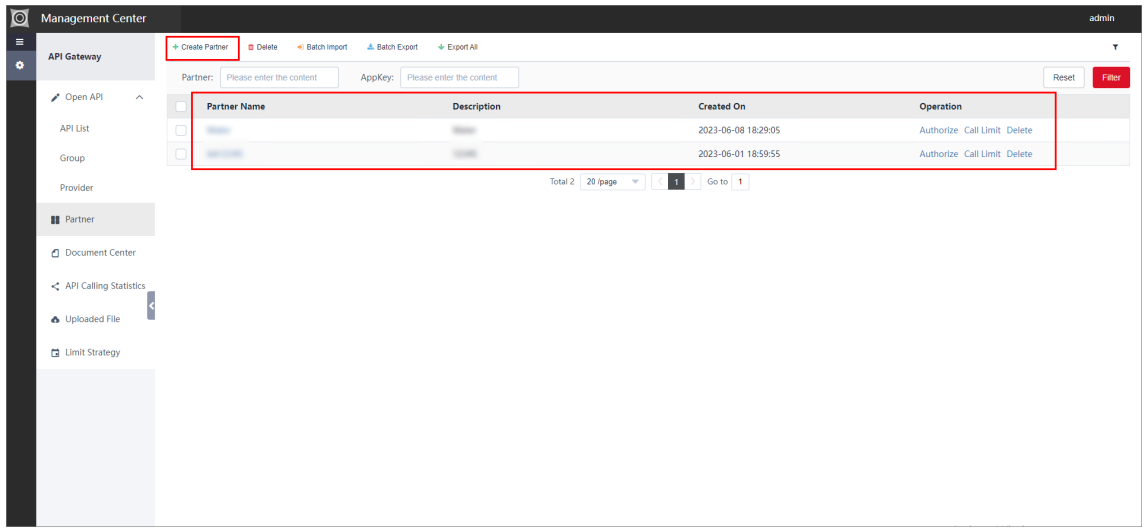

Figure 33-2 Partner Page

- (OpenAPI Portal) On the Authorize page, check if the partner has been authorized. If not, select APIs to be authorized to the partner.

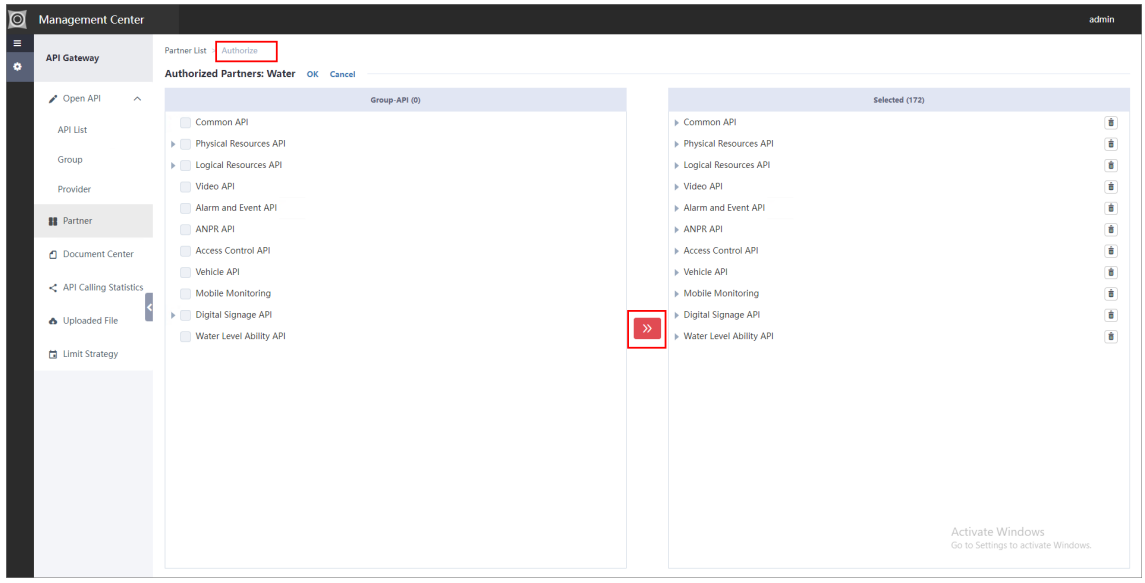

Figure 33-3 Authorize Page

- (OpenAPI Portal) On the API List page, click **Online Debug** to test whether the API is valid. When debugging, you should enter the partner key and partner secret which can be found on the Partner Details page.

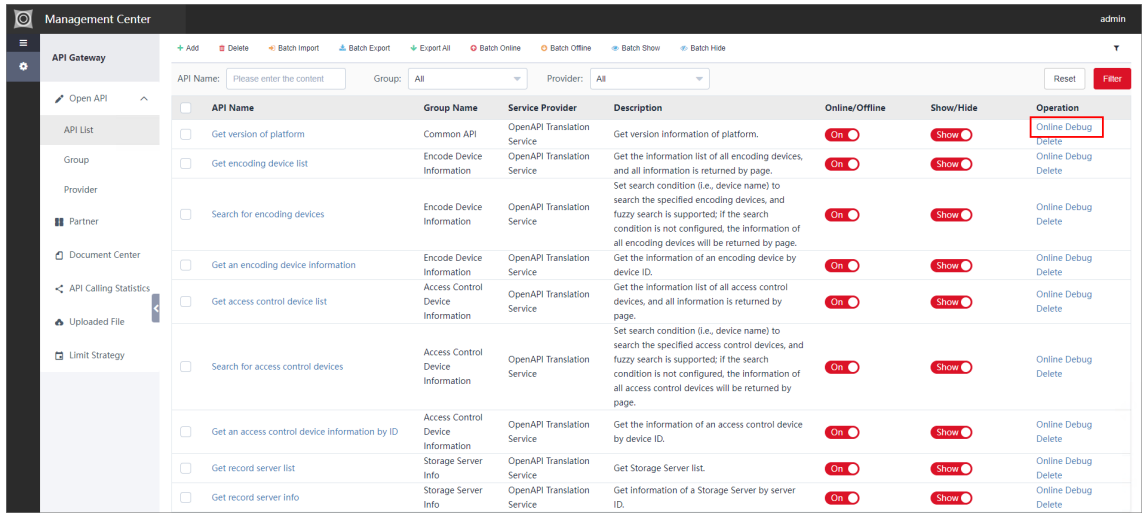

Figure 33-4 Online Debug

33.3 How to add water level detection PTZ cameras to the platform?

Question

How to add water level detection PTZ cameras to the platform?

Answer

1. Add a water level detection PTZ camera on the Add Encoding Device page.
2. On the License Details panel, click **Configuration** beside Water Level Management Channels to enter the Configure Water Level Detection PTZ Camera page, and then add the first channel of the water level detection PTZ camera to the right list.

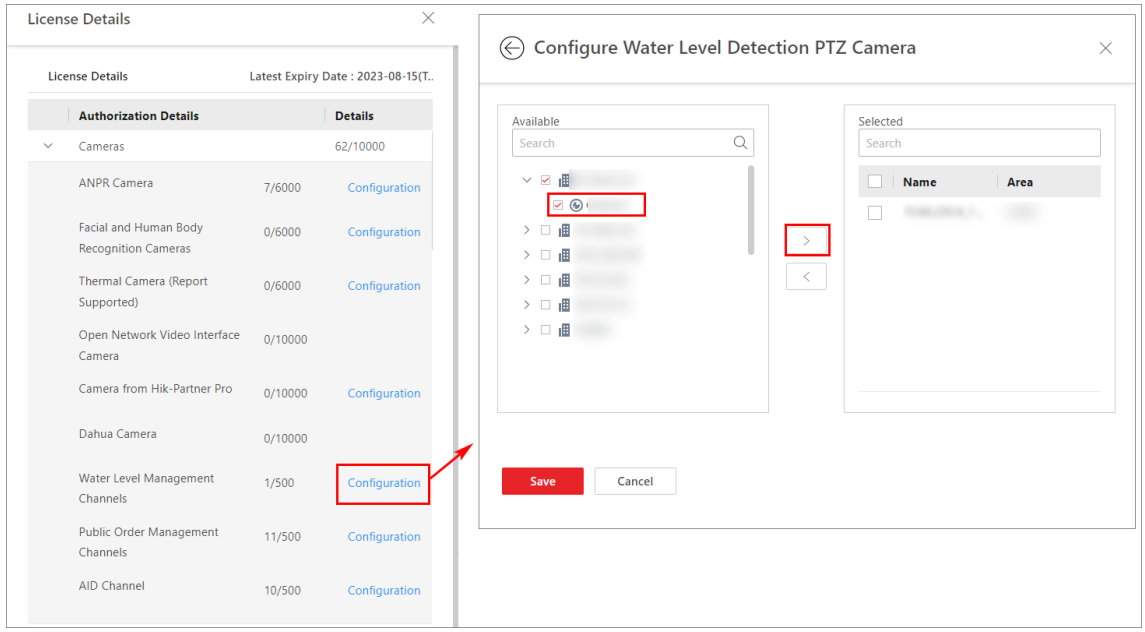

Figure 33-5 Configure Water Level Detection PTZ Camera

3. On the Camera page, click the name of a water level detection PTZ camera to enter the editing camera page, switch on **Water Level Device**, and then enter the address of the telemetry station.

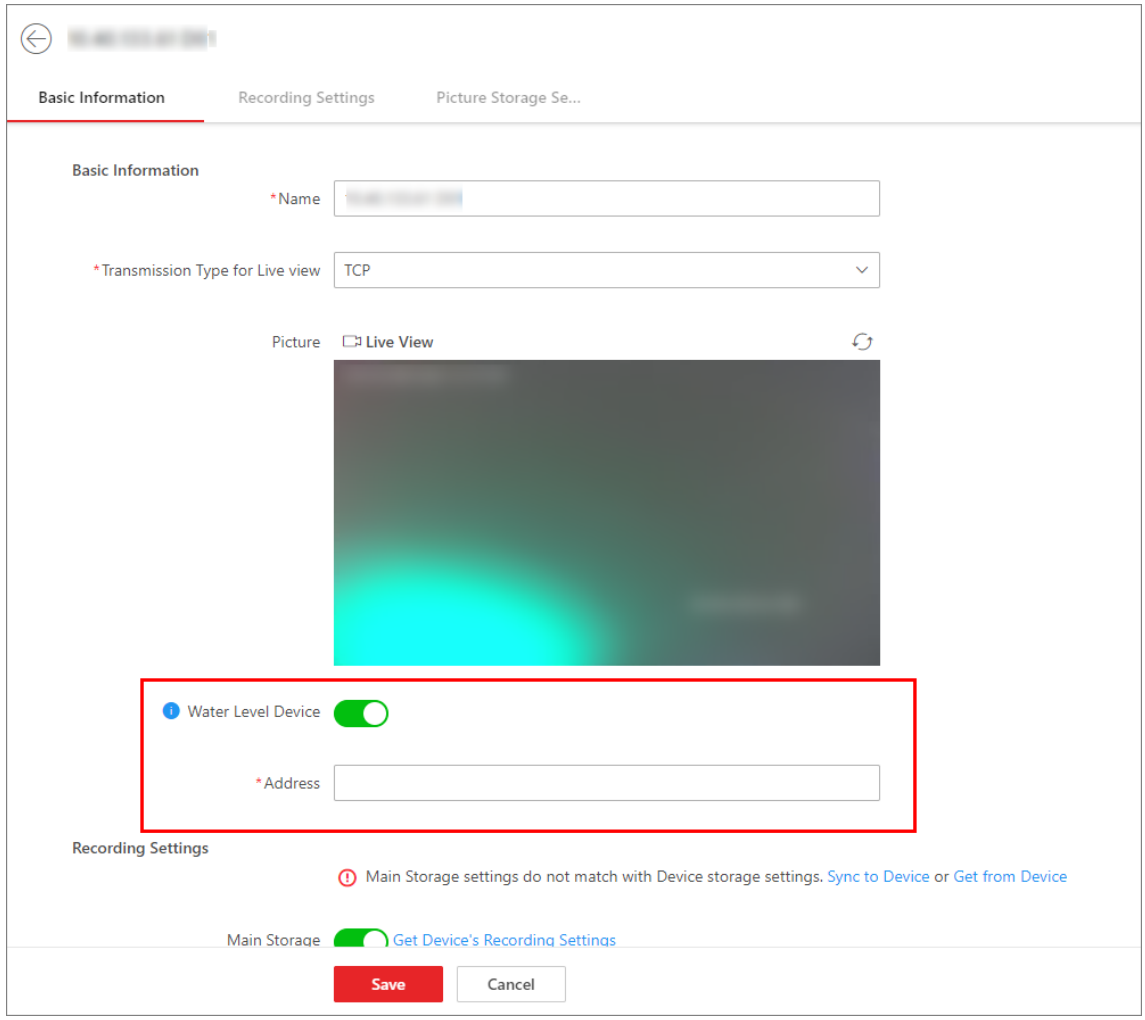

Figure 33-6 Configure Address of Telemetry Station

Chapter 34 Education Management

34.1 Some of the classes that I have configured are not displayed on the School Arrival Today page. Why?

Question

Some of the classes that I have configured are not displayed on the School Arrival Today page. Why?

Answer

For classes with no courses on the current day, school arrival information will not be displayed even if there are students arriving at school today.

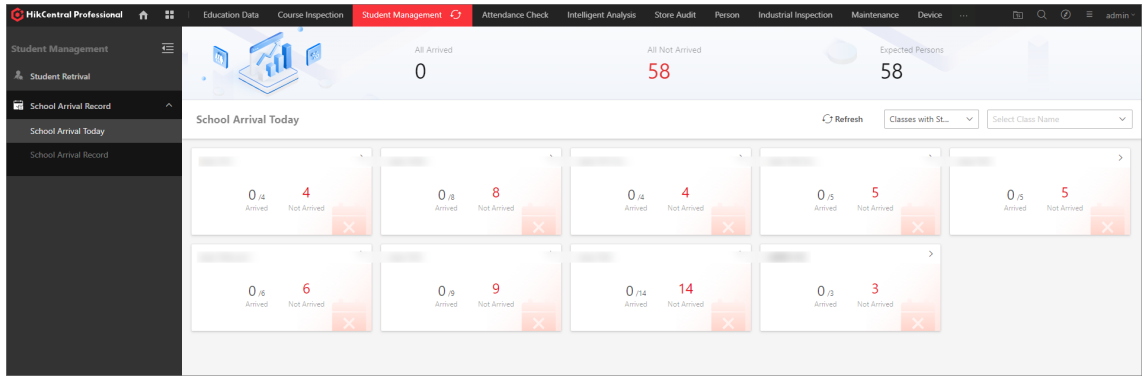

Figure 34-1 School Arrival Today

34.2 I cannot view all the courses. Why?

Question

I cannot view all the courses on the pages such as Class Attendance and Course Schedule Management. Why?

Answer

The number of courses that you can view depends on the permission of your account. The higher level permission you have, the more courses that you can view.

34.3 Can I edit a single course?

Question

Can I edit a single course? I cannot find the "Edit" icon to edit a single course on the Course Schedule Management page.

Answer

Editing a single course is not supported currently. The current version only supports exporting the course schedule and then importing it after editing. For a course that is not started, you can exchange this course with the other course.

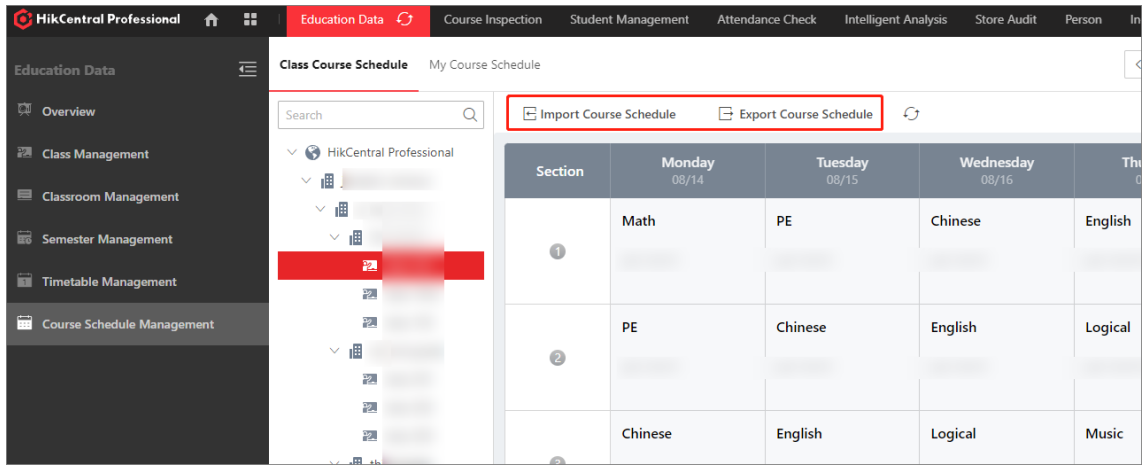

Figure 34-2 Import and Export Course Schedule

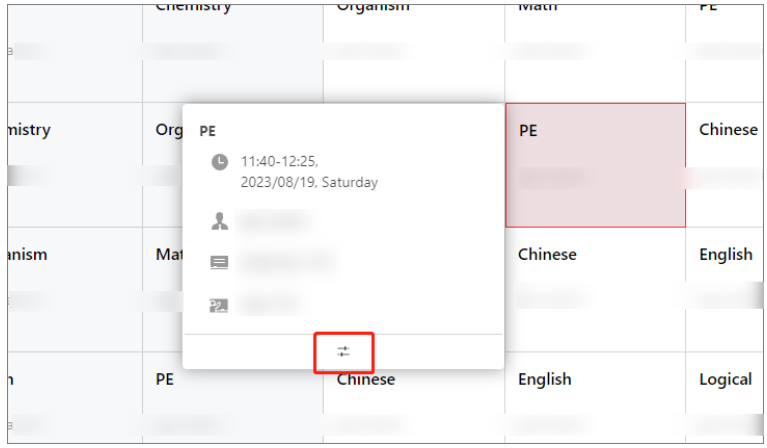

Figure 34-3 Exchange Course

34.4 How to make the course schedule effective on the current day?

Question

The course schedule that I have applied will take effect on the next day. How to make the course schedule effective on the current day?

Answer

The current version only supports applying the course schedule on the current day which will take effect on the next day, and applying the timetable on the current week which will take effect on the next week. You should edit the database if you need to give a PoC presentation to your customer. For details, refer to *HikCentral Professional_ Configuration File of Applying Course Schedule on Current Day_2.4.510*.

Chapter 35 Store Audit

35.1 Are captured pictures required when an auditor submitting the audit result?

Question

Are captured pictures required when an auditor submitting the audit result?

Answer

Captured pictures are optional when an auditor submitting the audit result.

35.2 Can I edit a rating item which is already related to a rating template and audit schedule?

Question

Can I edit a rating item which is already related to a rating template and audit schedule?

Answer

The platform supports editing a rating item which is already related to a rating template and audit schedule.

35.3 Does the platform support auditing a store via CCTV cameras?

Question

Does the platform support auditing a store via CCTV cameras?

Answer

The platform supports auditing a store via CCTV cameras. You can go to the Store Audit Configuration page to link the CCTV cameras to a store.

35.4 How many rating items are allowed?

Question

How many rating items are allowed?

Answer

3,000 rating items are allowed. You can add a single rating item or importing multiple rating items in a batch.

Chapter 36 Industrial Inspection

36.1 Can scheduled tasks take effect on the current day?

Question

Can scheduled tasks configured in the Inspection Schedule Configuration take effect on the current day?

Answer

When the scheduled tasks take effect depends on the execution time. If the execution time is later than the configuration time, the scheduled tasks will take effect at the configured execution time; otherwise they will take effect the next day.

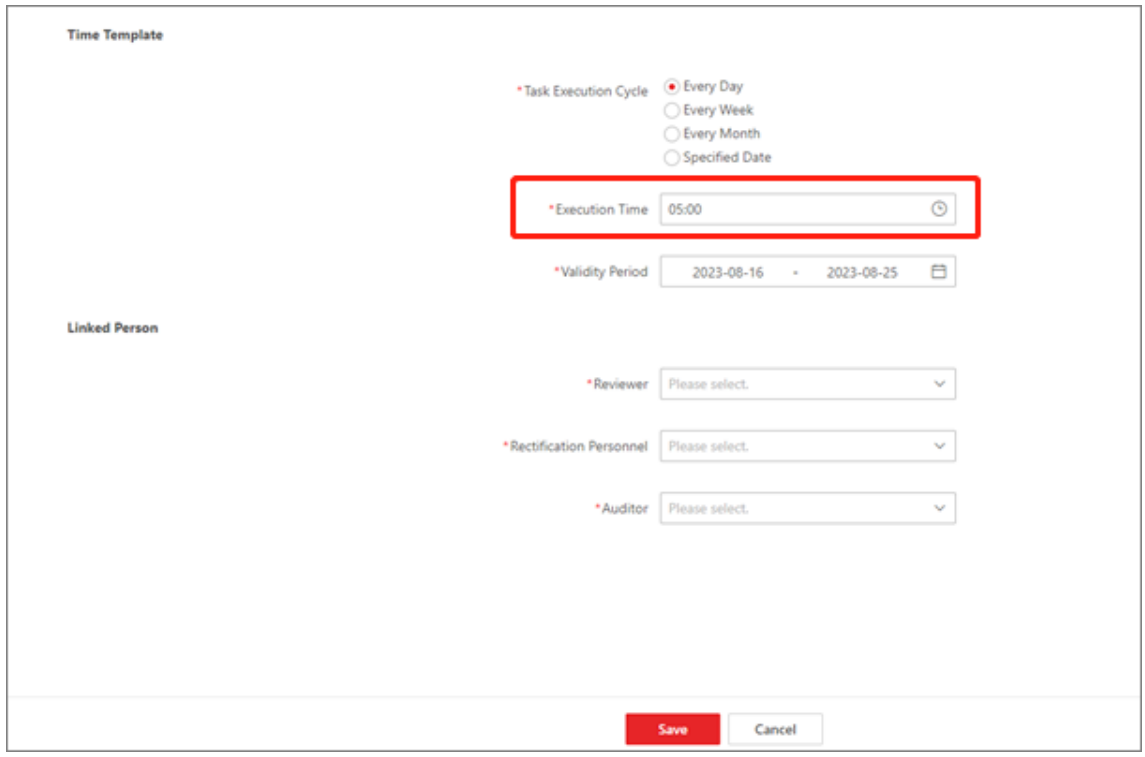

Figure 36-1 Execution Time

36.2 Does industrial inspection only support PTZ cameras?

Question

Does industrial inspection only support PTZ cameras?

Answer

No. Network cameras and speed domes are also available for monitoring discrete inspection points. PTZ cameras are more recommended since they can monitor multiple presets of inspection points.

36.3 Failed to delete the production equipment.

Question

I failed to delete the production equipment. Why?

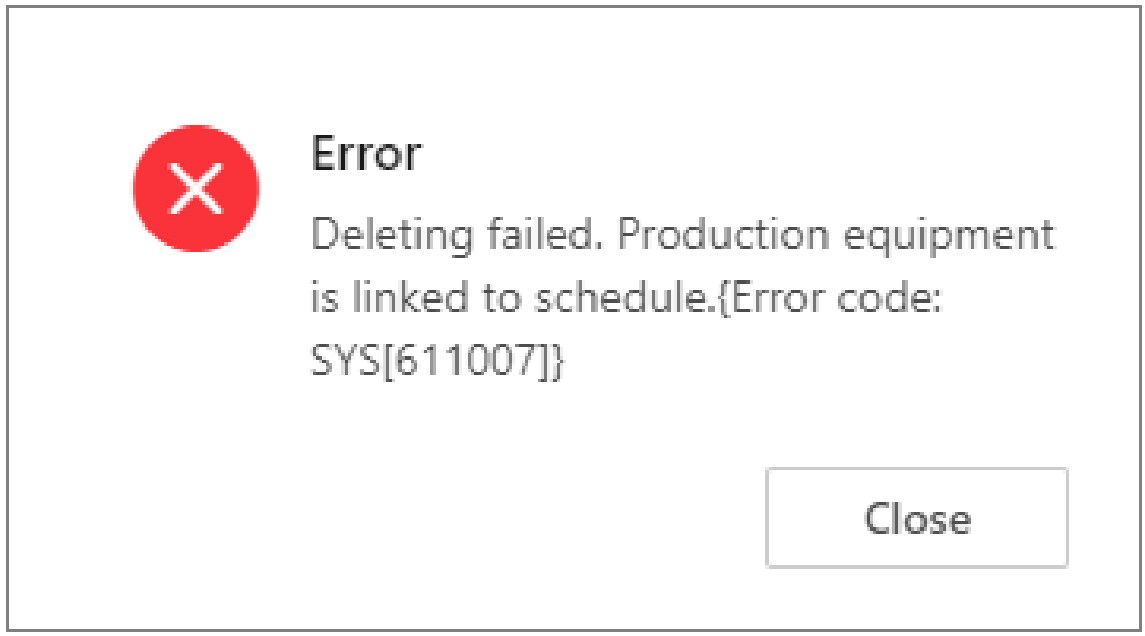

Figure 36-2 Failed to Delete Production Equipment

Answer

If the inspection area of the production equipment is set in an inspection schedule, you should delete the corresponding inspection schedule before deleting the production equipment.

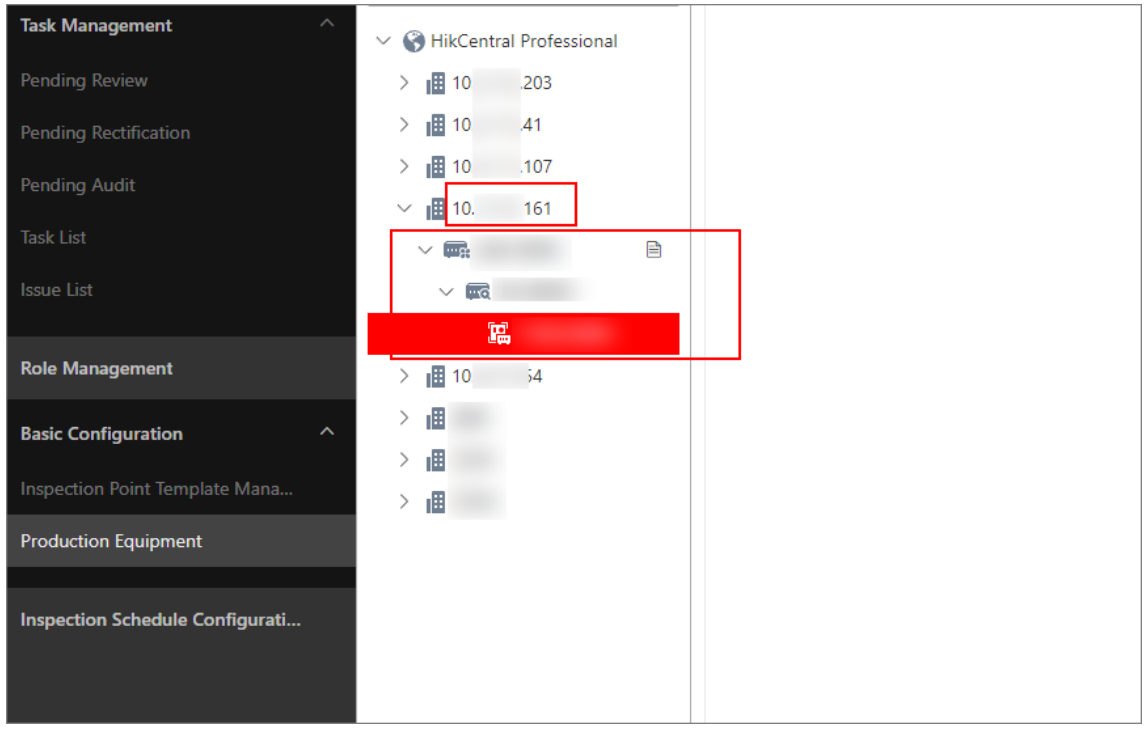

Figure 36-3 Inspection Area

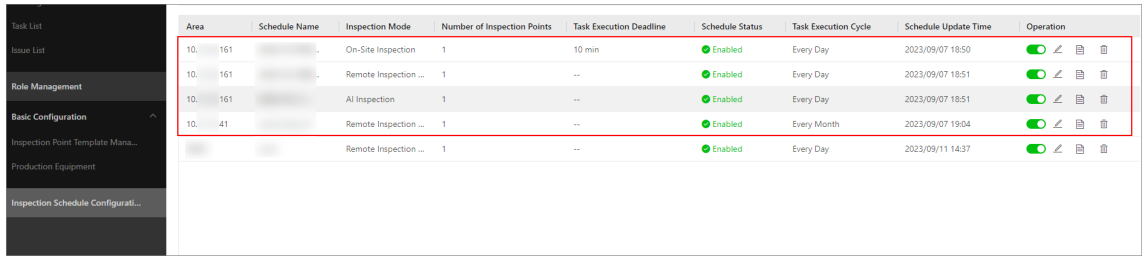

Figure 36-4 Inspection Schedule

36.4 What AI function does AI inspection support?

Question

What AI function does the AI inspection mode support?

Answer

The current version only supports thermal imaging.

36.5 What is the limitation of installing the PTZ camera for inspection?

Question

What is the limitation of installing the PTZ camera for inspection?

Answer

There is no limitation for installation places, but you need to pay attention to following cautions during installation:

- Make sure the image clarity of the camera meets the requirements.
- Make sure there is no obstacle between the production equipment and the camera.
- Make sure the camera is installed vertically or suspended. If it is installed reversely, its water-proof function might be affected.

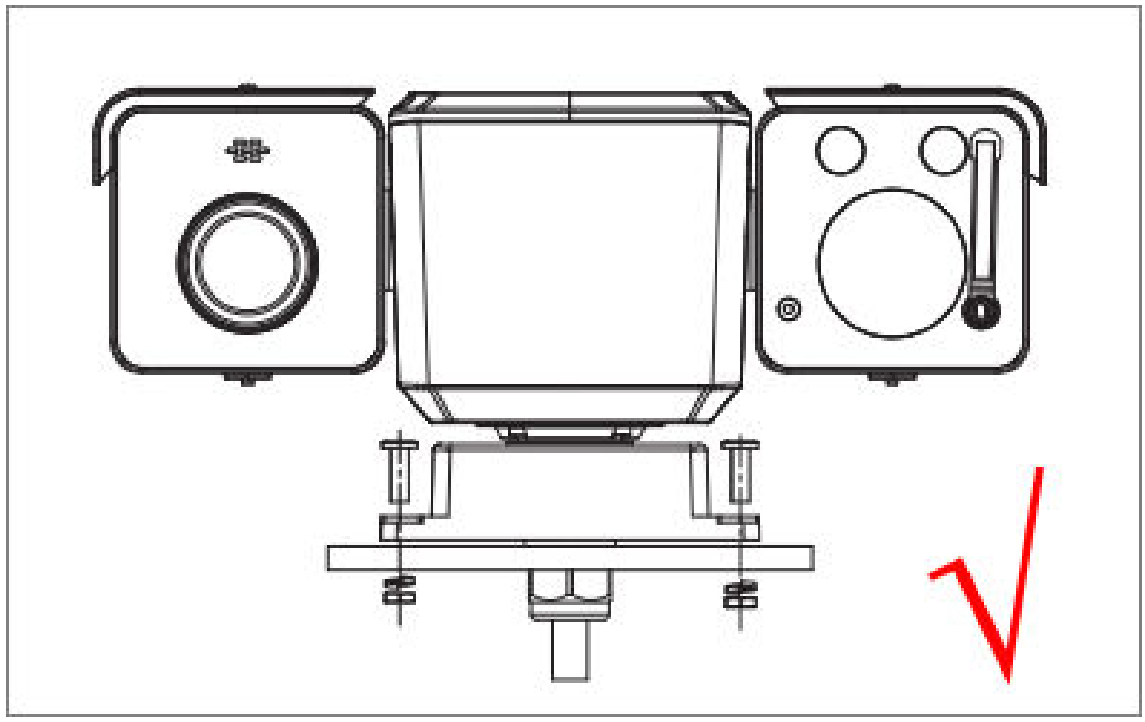

Figure 36-5 Right Installation Position

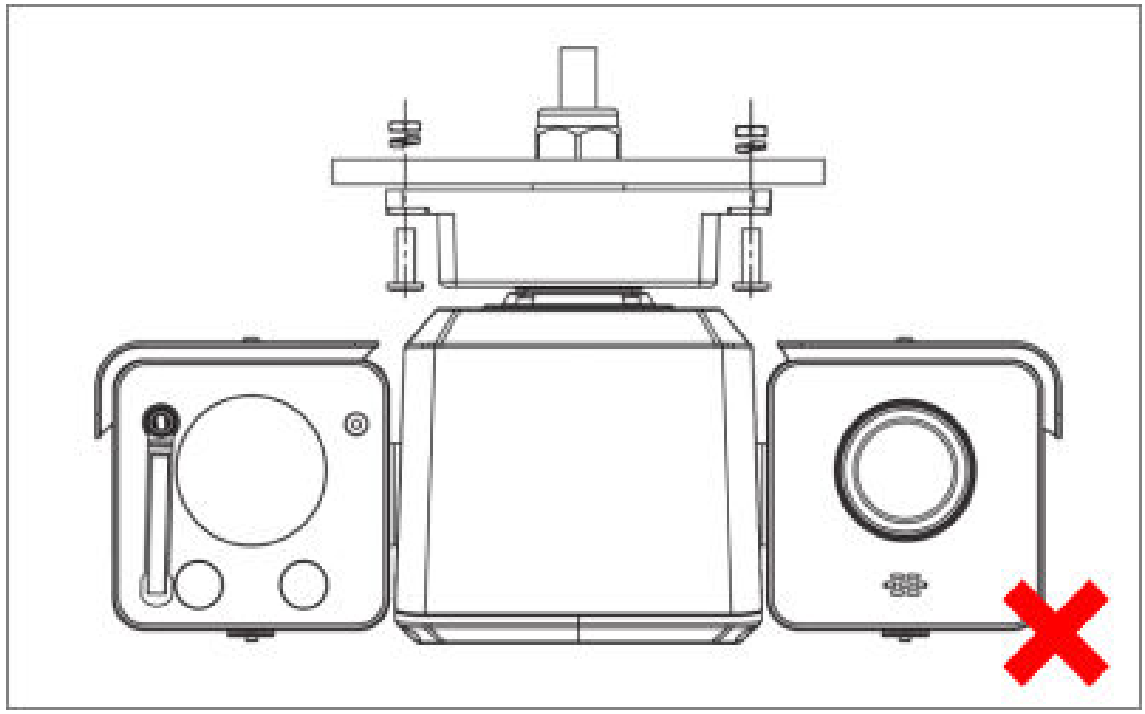

Figure 36-6 Wrong Installation Position

36.6 Why there is an error note that a person participated in the inspection tasks has been deleted?

Question

I have not deleted the person in the Role Management page. Why there is an error note that the person has been deleted?

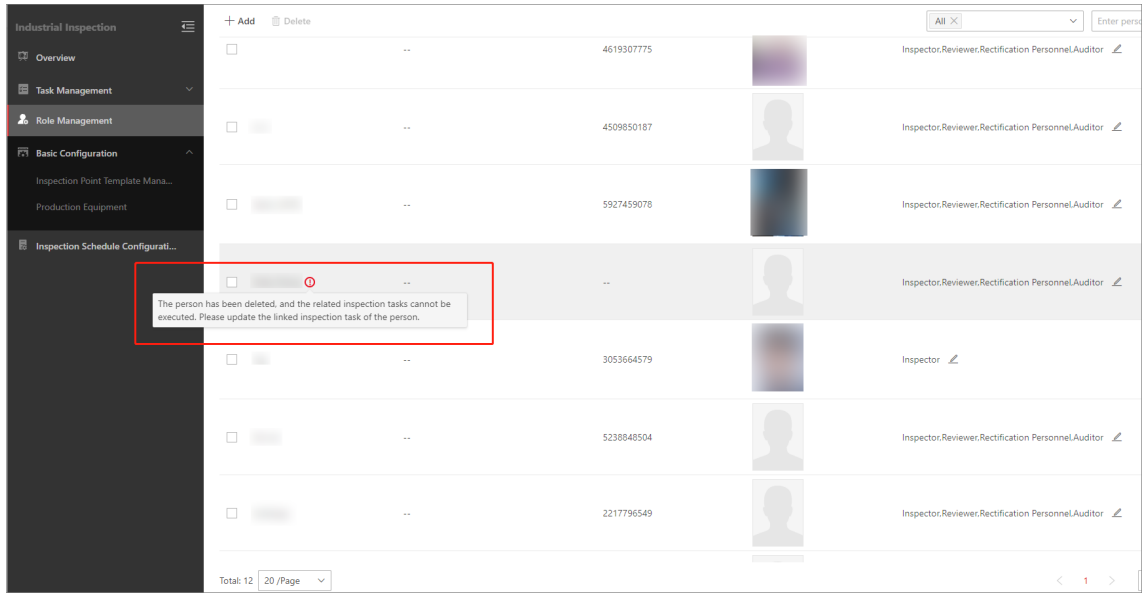

Figure 36-7 Error Note

Answer

Because the person has been deleted in the Person list on the Person Management page.

Note

The error note will only display on the Role Management page if a related person is deleted in the Person list.

Chapter 37 Upgrade

37.1 After upgrading the platform, some historical data are missing.

Question

After upgrading the platform, some historical data are missing.

Answer

The synchronization of historical data is performed after upgrading the platform, which may take some times. The time depends on the amount of the data.

37.2 Can customized software be upgraded to a new baseline version?

Question

Can customized software be upgraded to a new baseline version?

Answer

No. Only the platform of a baseline version can be upgraded to a newer baseline version.

37.3 During the upgrade, a prompt shows notifying that SUP has expired.

Question

During the upgrade, a prompt shows notifying that SUP has expired.

Solution

Purchase SUP License, or delay the upgrading time of the SUP License before upgrade.

37.4 How to upgrade a platform with a Rose hotspare?

Question

How to upgrade a platform with a Rose hotspare?

Answer

The host server and the spare server should be upgraded separately. Do not upgrade the host server without upgrading the spare server.

37.5 How to upgrade the platform of versions earlier than V1.4 to V 2.x?

Question

How to upgrade the platform of versions earlier than V1.4 to V 2.x?

Answer

Upgrade the platform to V1.7, and then upgrade it to V2.x.

37.6 No enough disk space when upgrading the platform.

Question

No enough disk space when upgrading the platform.

Solution

Before upgrading, make sure the rest space of the database is larger than the rest space of the pgdata filefolder.

37.7 Some devices' do not work after upgrading the platform.

Question

Some devices' do not work after upgrading the platform.

Solution

Before upgrading, make sure the devices are compatible with the platform which has been upgraded. Contact our technical support to check the compatibility.

37.8 Will the pStor server be upgraded as well when upgrading HikCentral Platform?

Question

Will the pStor server be upgraded as well when upgrading HikCentral Platform?

Answer

No. You need to upgrade the pStor server exclusively after downloading the newest installation package on the official website.

Chapter 38 Others

38.1 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 professional 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

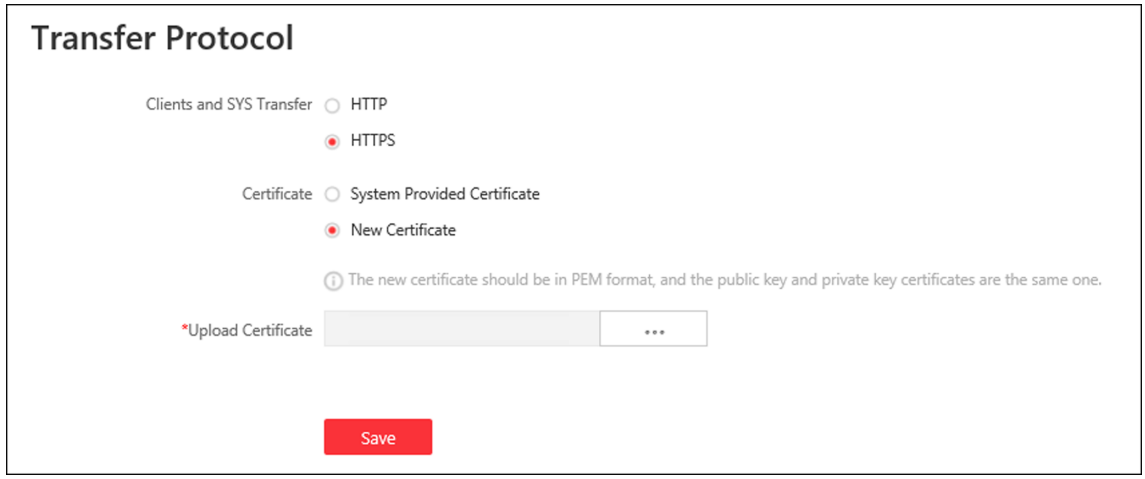

Figure 38-1 Import HTTPS Certificate

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.

38.2 Why can't I view the password of the database via the Web Client?

Question

Why can't I view the password of the database via the Web Client?

Answer

You can only check the password of the database via the Web Client running on the SYS server (the same as exporting service component certificate, switching the transfer protocol, and setting storage on SYS server).

38.3 Why can't I use the API of the new function after upgrading the platform?

Question

Why can't I use the API of the new function after upgrading the platform?

Answer

After the platform upgraded, the back-end structure is changed, so you should import a new API to the ZIP file of OpenAPI.

38.4 Can my database use Rose hot spare in the dual-server deployment mode?

Question

Can my database use Rose hot spare in the dual-server deployment mode?

Answer

No. In the dual-server deployment mode, using Rose hot spare in third-party database is not supported. So you should configure Rose hot spare by yourself.

38.5 Why can't I receive notifications on a Huawei smart phone?

Question

Why can't I receive notifications on a Huawei smart phone?

Answer

The security application on the smart phone may stop the Mobile Client of HikCentral Professional, which causes you cannot receive notifications from the Mobile Client. Enable HikCentral Professional's function of auto launch by tapping Settings → Apps & services→Launch manager, finding HikCentral Professional, and then enabling its function of auto launch.

See Far, Go Further