

# HikCentral Professional Maintenance Solution



## Pain points for control centre

The monitor centre manages the whole system maintenance to ensure the system is in good health. Without a maintenance mechanism, the traditional monitor centre cannot be aware of exceptions and may lose important videos.



**Time-consuming & Unreliable**

Manual checking is time-consuming and mistakes are easily made.

**Delay**

Once abnormal status appears, the operator cannot get notified immediately.

**Hard to check**

Hard to locate the issue, need to manually check the entire network.

## What is the maintenance solution?

HikCentral Professional automatically detects all system/devices/server's health status all the time, displaying all status on a visualised dashboard as well as generating reports.

With one quick view, the operator can get an overview of device health status and find abnormal cases.



### Benefits

Auto-display, no need to manually check.

Get abnormal alarms in real time.

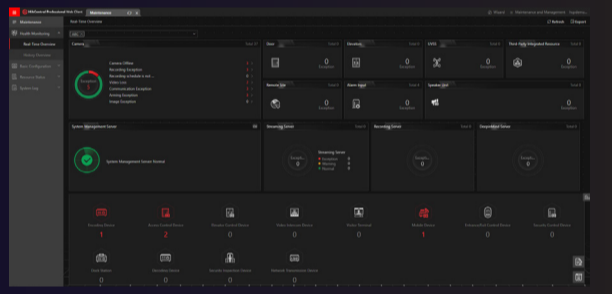
Auxiliary diagnose, improve efficiency.

## Core Features

Auto-display, easily check real-time/history status

### One view to assess health status

The operator can master the whole system status through the health dashboard including multi-dimension reports.



### Find potential risks from details

The history overview displays device/system history status, from which the operator can find potential risks such as constant offline devices.



### Get the latest notice in time

The operator can self-define the scheduled reports and automatically send to all related person.



Beware of abnormal cases in real time

### Never miss an abnormal case

Once abnormal cases happen, the system will automatically trigger alarms and pop-up.



### Self-define your alarm rules

According to your requirements, you can create alarm rules and linked actions flexibly all by yourself.

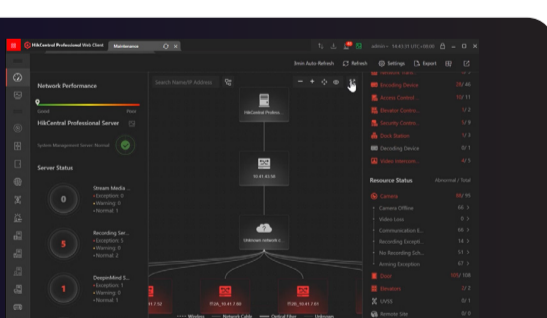
**Device offline**  
Stop recording

**Video loss**  
HDD full      HDD error

Auxiliary diagnose, quickly find and solve problems

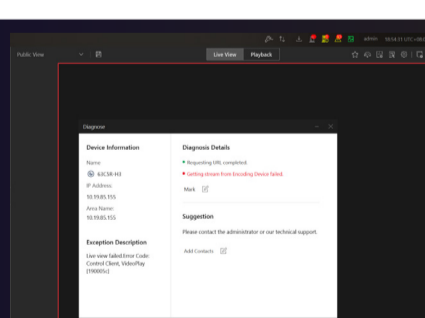
### Visualise the network

Working with HIKVISION smart managed switches, all network nodes are displayed in a topological graph. The operator can easily locate issue nodes and their detailed info.



### Quickly locate the problem

The system will automatically detect and report camera live view/playback problems and even provide solutions.



### Batch upgrading & password resetting

To prevent cyber risks and enjoy the latest HIKVISION technology, the operator can batch upgrade firmware or reset the password for multiple devices.

**Batch upgrading**

No extra charge

### Included in software-based license

Maintenance module comes with any HikCentral Professional software based licenses without extra charge.

