

ZatPark Configuration FAQ

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ZatPark Configuration FAQ

Hikvision's commonly used ANPR cameras are compatible with the services provided by Zatpark. In this document, you will know how to configure the 7 series and TCM series cameras and how to solve common problems.

1. FAQ

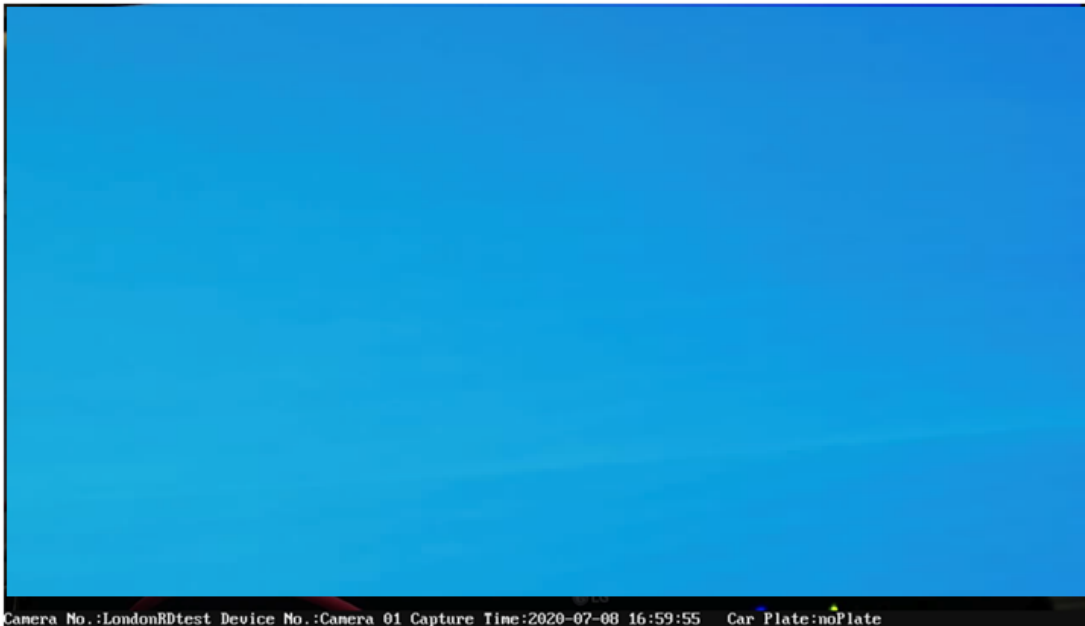
1. How to check if I have configured correctly (7 Series)?

Go to **Configuration > Network > Advanced Settings > HTTP Listening**

Click "Test" button in the row of server you wish to test.

If it has been setup correctly, ZarPark will receive a test plate.

Evidence ×



UNKNOWN

Direction: UNKNOWN

Confidence: 0%

Read Time: 08/07/2020 16:59:55

Site:

VRM:



Camera Name: LondonRDtest

2. How to reduce the data usage?

You could reduce the data usage by lowering the image quality (e.g. to 20) or reducing the Picture Size (e.g. to 512kb).

7 Series

The screenshot shows the Hikvision configuration interface for the 7 Series. The 'Picture' tab is selected, and the 'Picture Quality' is set to 77. The 'Picture Size' is set to 1024 kb. The 'Text Overlay' section has checkboxes for 'Device No.', 'Capture Time', 'Plate No.', and 'Camera No.' checked. Below this is a table for sorting fields:

Type	Sorting
Camera No.	↑ ↓
Device No.	↑ ↓
Capture Time	↑ ↓
Plate No.	↑ ↓

The 'FTP Picture Name' section has radio buttons for 'Default' and 'Custom'. An example is provided: IP_Channel No._Time_Type.jpg. A 'Save' button is at the bottom.

TCM403

The screenshot shows the Hikvision configuration interface for the TCM403 device. The 'Configuration' tab is selected, and the 'Image Encoding' section is active. The 'Capture Resolution' is set to 1920*1080 and the 'JPEG Picture Size' is set to 512. A red arrow points to the 'JPEG Picture Size' input field. A 'Save' button is at the bottom.

3. Why some of the reads and captures were not sent to ZatPark?

Normally, the camera will always retry to send the information to ZatPark. It could be a temporary network traffic jam stopping the information. If it has not been sent correctly for a relatively long period.

(1) You could use Wireshark to listen to the traffic between the camera and ZatPark server. If you get a "500 Internal Server Error", please contact ZatPark support team for help.

(2) You could lower the image quality (as explained in 3), just so each piece of information will take less bandwidth.

If this still not resolve the problem, please contact Hikvision support team.

4. What to check if the device is not sending anything to ZatPark

(1) Check if the device have reads locally

If device does not have any reads locally, please refer to the setup guide to setup the camera correctly.

(2) Check if the network between device and ZatPark is connected

You could do this by pinging the server address of ZatPark.

(3) Check if you have enter the correct details provided by ZatPark.

Please note the difference between server address and absolute path. If you are unsure about this, please contact ZatPark team for assistance.

2. Setup Zatpark for TCM Series camera.

The screenshot shows a web-based configuration interface for a camera. At the top, there are tabs for 'Live View', 'Picture', 'Log', and 'Configuration' (which is highlighted in red). In the top right corner, there is a user profile 'admin' and a 'Logout' button. On the left side, there is a navigation menu with categories: 'Device Status', 'Local Configuration', and 'Device Configuration'. Under 'Device Configuration', several options are listed, with 'Capture Parameters' highlighted in red. The main content area is titled 'Http listening' and contains the following settings:

- Enable:** A dropdown menu set to 'Enable One'.
- Http1:** A sub-section containing:
 - Server Address:** A text input field containing '0.0.0.0'.
 - Port:** A text input field containing '0'.
 - Absolute Path:** An empty text input field.
 - Picture Type:** A dropdown menu set to 'All'.
 - Alarm Server Mode:** A dropdown menu set to 'Hikvision'.
 - Feature picture:** An unchecked checkbox.

A 'Save' button is located at the bottom right of the configuration area.

1. Go to **Capture Parameters - Http listening**

2. Select **Enable One** if you are sending the data to ZatPark only. Select **Enable Two** if you will also send the data to another server.

3. Add **Server Address** provided by ZatPark.

4. Add **Port** provided by ZatPark. Normally it is 80

5. Add **Absolute Path** provided by ZatPark. Also known as URL.

6. Select **Picture Type**

- Big: complete image captured by the camera
- Small: license plate image cropped from the complete image
- All: both big and small images

7. Set **Alarm Server Mode** to **Hikvision** if you are using old URL. Set **Alarm Server Mode** to **ZatPark** if you are using new URL.

8. [Optional] Tick **Feature Picture**: By ticking this option, a closer view of target vehicle will also be captured.

9. Click **Save** after configuration.

10. [Optional] Modifying device name on ZatPark

a. Go to Configuration -> Device Configuration -> System Configuration -> Device information -> Basic Information -> Device Name

b. The name on Zatpark will be identical to the name you have configured.

Evidence

Direction: IN
Confidence: 98%
Read Time: 03/02/2021 12:13:23

Site: HikVision Test Site
VRM: [blurred]

Camera Name: TCM CAMERA V4.2.5 210104

HIKVISION iDS-TCM403-AI

Live View Picture Log **Configuration** admin

Device Status Local Configuration Device Configuration System Maintenance System Configuration Encoding and Storage Text Overlay Application Mode Capture Parameters Image Parameters Custom Interface Entrances and Exits Exception User Management

Basic Information

Device Name: TCM CAMERA V4.2.5 210104
Device No.: 88
Model: iDS-TCM403-AI
Serial No.: iDS-TCM403-AI 20190223A1229764266
Firmware Version: V4.2.5 210104
Encoding Version: V4.0 build 210104
Hardware Version: 0x554800
Number of Channels: 1
Number of Trigger Input: 1
Number of Trigger Output: 1
Smart Module Status: normal_3_ma start ok

Algorithms Library Version

ALG	v2.2.0 build20210104
LPR	10.0.2 20-04-03
VCR	0.0.0 00-00-00
VTR	9.0.0 18-04-23
ISP	1.2.1 18-11-27
AEC	2.6.7 17-11-13
AWB	2.4.2 17-2-23
DSP	4.0.0 21-1-4
BSP	v2.0.34326
VSD	0.0.0 00-00-00
VSB	0.0.0 00-00-00
VFR	9.0.2 18-04-23

3. Setup Zatpark for 7 Line Series camera.

Note

- Zatpark protocol as default
- Support IP address and Host name (Need to set up DNS server in advance if using Host name)

Steps

1. Go to **Configuration > Network > Advanced Settings > HTTP Listening**
- Protocol Selection: If you have been our user before we integrated with ZatPark Protocol:
 - If you would like to continue use the original URL, please select HIKVISION protocol.
 - If you would like to use ZatPark instead, please contact Zatpark technical support team, and let them know you would like to use new Zatpark protocol so they can update you with new details.
 - IP or host name : Provided by ZatPark technical team. If you would like to use host name instead, please setup DNS server in advance.
 - URL (Provided by Zatpark technical team): /xxxx/xxxx/xxxx;
 - Zatpark default port: 80

HIKVISION

Live View Playback Picture **Configuration**

SNMP FTP Email Platform Access HTTPS QoS 802.1x Integration Protocol Network Service **HTTP Listening**

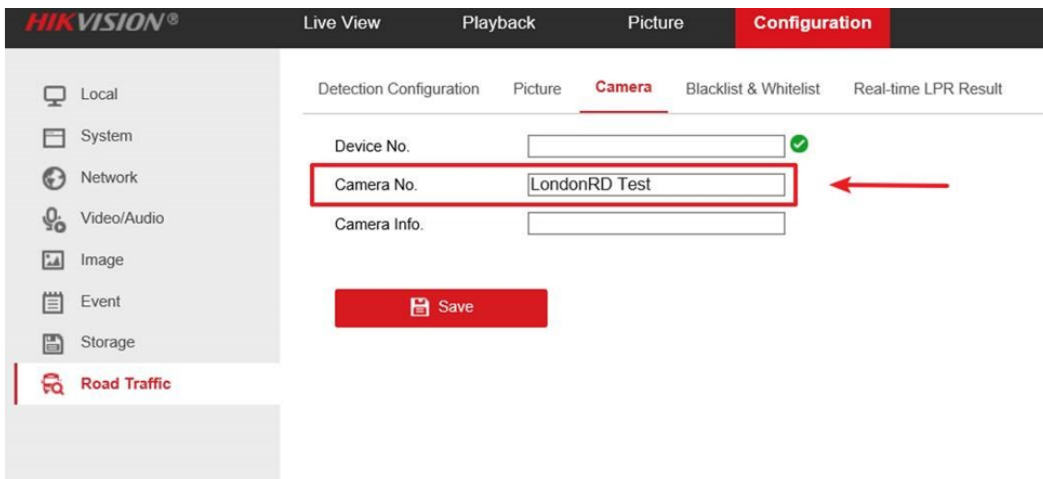
Protocol: Zatpark (selected), HIKVISION

HTTP Data Transmission

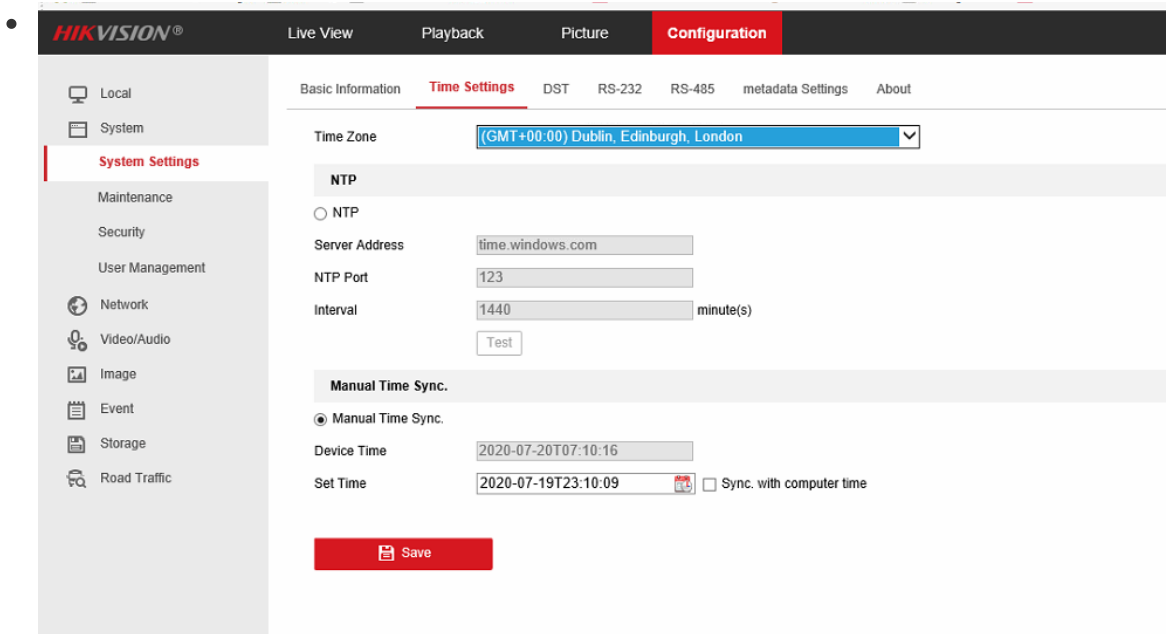
Destination IP or Host Name	URL	Port	Test
0.0.0.0	/	80	Test

Save

- Go to **Configuration > Road Traffic > Camera > Camera No.** to set up the camera name info which will upload to Zatpark.



- Go to **System > System Setting > Time Settings** to set up correct time zone, and sync time.



- Go to **System > System Setting > DST** to enable DST, and set up the correct start/end time, and DST Bias, the following pictures shows an example for DST time of UK.

