HikCentral V1.2

Frequently Asked Questions (FAQ)
Frequently Asked Questions

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This Manual is applicable to HikCentral.
The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website (http://overseas.hikvision.com/en/).

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Overview

This document describes the frequently asked questions when installing and operating the HikCentral Web Client and Control Client, and also gives the corresponding answers to help the users to solve the problems.

Scopes

HikCentral Version 1.2
Contents

Chapter 1 Installation ..............................................................................................................1
  1.1 What is Streaming Service? .........................................................................................1
  1.2 Why can’t I install Streaming Service with VSM on the same PC? ...........................1
  1.3 Why can’t I run the system after I reinstalled it? ......................................................1
  1.4 Can I run the Control Client on a virtual machine? ..................................................1

Chapter 2 Login ..........................................................................................................................2
  2.1 Why can’t I enter the Web Client’s login page? .........................................................2
  2.2 Can I log into HikCentral with an IP address if it is configured with a domain name? ....2
  2.3 Can I use a proxy server via the web browser to access the system? .........................3

Chapter 3 Activation and Deactivation ......................................................................................4
  3.1 Failed to activate the system in offline mode with prompt “Operation timeout” .........4

Chapter 4 Device Management .................................................................................................5
  4.1 How many encoding devices and cameras can be added to HikCentral? ....................5
  4.2 Failed to configure device remotely via the Web Client .............................................5
  4.3 Which user name should I use when adding a Hybrid SAN? ...................................5
  4.4 Is the device’s user name and password required when remote configuration? .........6
  4.5 Can I add an under vehicle surveillance system by domain name? .........................6

Chapter 5 Remote Site Management .........................................................................................7
  5.1 What is Remote Site Management (RSM)? .................................................................7
  5.2 Can I add a HikCentral (with RSM) to another HikCentral as a Remote Site? ...........7
  5.3 Can I add one HikCentral to another one if I have added it to one Central System? ......7
  5.4 Can I manage a Remote Site’s cameras the same as the current site’s cameras? .........7
  5.5 Can I store video files of Remote Site’s camera in the Central System? .................8
  5.6 Why do my added Remote Sites turn to offline after switching transfer protocol? ......8

Chapter 6 Recording Server Management ................................................................................9
  6.1 How come the video files cannot be stored on the spare server when host server fails? .9
  6.2 Why can’t I search video files stored on the Recording Server? ...............................9
  6.3 Why can’t I play the video exactly as I searched? ......................................................9
  6.4 What HikCentral functions does a Cloud Storage Server not support? .....................9
  6.5 What HikCentral functions does a Hybrid SAN not support? ................................10

Chapter 7 Recording Configuration .........................................................................................11
  7.1 How do I record video files when events and alarms occur? ....................................11

Chapter 8 Event and Alarm Configuration .............................................................................12
  8.1 Why is there a red exclamation mark shown beside event/alarm name? ....................12
  8.2 How to add an alarm category and link a category to the alarm? ............................12
  8.3 Failed to view captured pictures in the Alarm Center ..............................................12
  8.4 How to set audible warnings with custom voice text? .............................................13
  8.5 Can the Central System receive an alarm when testing the alarm on the Remote Site? .13

Chapter 9 Face Comparison ....................................................................................................15
  9.1 If the device recognizes the person in multiple face comparison groups will it trigger multiple alarms? .................................................................15

Chapter 10 Smart Wall ..............................................................................................................16
10.1 Why does error code 11116 occur when displaying live view on the smart wall? ..........16
10.2 Can I add DS-C10S to the system as a decoding device and link it to a smart wall? ..........16
10.3 What smart wall functions does a DS-6400HDI-T not support? ................................16
10.4 How many roaming windows can be overlapped on one window linked with decoding output? .................................................................17

Chapter 11 Security ...........................................................................................................18
11.1 How to set the minimum password strength? ........................................................18
11.2 How to reset another user account’s password? ......................................................18
11.3 Can I change the password for an added third-party device? .................................18

Chapter 12 Map ................................................................................................................19
12.1 How many times can I add one camera as a hot spot on maps? ............................19
12.2 Why can’t I view the GIS map on the Control Client? ..............................................19

Chapter 13 Live View and Playback ................................................................................20
13.1 Why is there no Live View or Playback module on the Web Client? ......................20
13.2 Why is no POS information displayed during live view or playback? .......................20
13.3 What is the difference between Public View and Private View? ............................20
13.4 How to set a view group for view auto-switch? .........................................................21
13.5 Why there is no camera in area? .................................................................................21
13.6 How to view alarm-triggered video files during playback? ........................................21
13.7 How to view video files from the last 7 days? ...........................................................22
13.8 Why is there no time period selection bracket when downloading video? .............22
13.9 Why can’t I play back the video files stored in the Hybrid SAN in reverse? .............22
13.10 Why can’t I enable fisheye expansion during live view or playback? ..................22
13.11 Why can’t I view live video from a device on the LAN via the Web Client? ..........23
13.12 Can I add tags to the videos of Remote Site cameras? ..........................................23

Chapter 14 Video Search ...................................................................................................24
14.1 Failed to search video files for VCA playback ..........................................................24
14.2 Why can’t I search and play back the motion detection’s video files? .....................24
14.3 Can I search POS transaction events on Remote Site cameras? ...............................24

Chapter 15 Downloading Video Files ..............................................................................25
15.1 The video has no image or audio after it is downloaded in AVI format ....................25

Chapter 16 People Counting ............................................................................................26
16.1 Failed to get people counting data ............................................................................26
Chapter 1 Installation

1.1 What is Streaming Service?

Question
What is the function of Streaming Service? Do I have to install it?

Answer
Streaming Service 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 Streaming Service because the Streaming Gateway can serve for 200 cameras at maximum.

1.2 Why can’t I install Streaming Service with VSM on the same PC?

Question
Why can’t I install the Streaming Service together with the VSM service on the same PC or server?

Answer
VSM and Streaming Service can’t be installed on the same PC or server because VSM includes the Streaming Gateway which serves the same function as Streaming Service.

1.3 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.

1.4 Can I run the Control Client on a virtual machine?

Question
Can I run the Control Client on a virtual machine?

Answer
No. The Control Client doesn’t support running on virtual machine.
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?

Answer
If Internet Explorer’s security level is too high, the HikCentral Web Client’s JavaScript is not allowed to be used by the browser and you cannot access the Web Client.
To fix this problem, you should add the HikCentral’s address to Internet Explorer’s trusted sites list:
1. Open Internet Explorer’s Internet Options and enter the Security tab.

![Security Tab](image)

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.
Chapter 3  Activation and Deactivation

3.1 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 the message “Operation timeout”. Why?

Answer
The activation in offline mode will fail if the time offset between the VSM server’s time and the standard time is more than 24 hours.
You should change the VSM server’s time to the standard time.
Chapter 4  Device Management

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

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

Answer
- For one site, up to 1,024 encoding devices and 3,000 cameras can be added.
- For sites with an RSM module, up to 1,024 Remote Sites and encoding devices can be added. Up to 3,000 cameras can be added to the current site and up to 100,000 cameras can be imported from Remote Sites.

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 support 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 under vehicle surveillance system by domain name?

**Question**

Can I add an under vehicle surveillance system to HikCentral by domain name?

**Answer**

No. Adding under vehicle surveillance system by domain name is not supported.
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 for central management.
After adding a Remote Site to the Central System, 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 (HikCentral 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, and VCA playback in Video Search module.
- ANPR.
- People counting.
- Heat map.
- Displaying signal status in Health Monitoring module.

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**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.

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**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.
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 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.

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.
Chapter 7 Recording Configuration

7.1 How do I record video files when events and alarms occur?

Question
How do I record video files automatically when events and alarms occur?

Answer
Select All-Day Event-based Template when setting the recording schedule for cameras in the HikCentral Web Client > Logical View. If you properly configure the events and alarms for the device, the video files recorded based on events and alarms can be saved automatically.
Chapter 8  Event and Alarm Configuration

8.1 Why is there a red exclamation mark shown beside event/alarm name?

Question
Why is there a red exclamation mark displayed beside the added event/alarm name?

Answer
If the event or alarm is disabled on the device, a red exclamation mark 🔄 will display near the configured event or alarm name. Move the cursor to the red mark and it will prompt you “The event/alarm is disabled on the device”.
Perform the following steps to enable the event or alarm on the device:
1. Click Configuration on the tooltip to enter the configuration page.
2. Enter Event Configuration page.
3. Select Notify Surveillance Center for the event.

8.2 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.

8.3 Failed to view captured pictures in the Alarm Center

Question
Why can’t I view the captured pictures triggered by an alarm in the Alarm Center?
Answer

- Check the Picture Storage status on the Web Client.
  1. Enter the HikCentral Web Client.
  2. Enter System > Picture Storage
  3. Set the Store Picture on VSM switch to ON to enable the picture storage on the VSM server.
- Some event types, such as motion detection, may not support capture linkage. Configure other event types that support capture linkage to view captured picture in the Alarm Center.

8.4 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.

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

5. Select Voice Engine to enable.

Note: The OS must support the voice engine function.

8.5 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.
Chapter 9  Face Comparison

9.1 If the device recognizes the person in multiple face comparison groups will it trigger multiple alarms?

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.
Chapter 10  Smart Wall

10.1 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 VSM 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 > WAN Access**.

10.2 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, you can.

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.

10.3 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.
10.4 How many roaming windows can be overlapped on one window linked with decoding output?

Question
For each decoding output, how many roaming windows can be overlapped on one window linked with decoding output?

Answer
It varies depending on different devices.

- For video controller DS-C10S series, up to 3 roaming windows can be overlapped on one window linked with its decoding output.
- For decoder DS-6900UDI series, up to 2 roaming windows can be overlapped on one window linked with its decoding output.
- For decoder DS-6400HDI-T series, there is no limitation for roaming windows overlapped on one window linked with its decoding output.
Chapter 11  Security

11.1 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.

11.2 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 icon to reset the user’s password to the default one.

11.3 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 12 Map

12.1 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.

12.2 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 your PC. To check if your PC has enabled DirectDraw, run `cmd.exe` in the administrator mode and input `dxdiag`. 
Chapter 13  Live View and Playback

13.1 Why is there no Live View or Playback module on the Web Client?

**Question**
Why can’t I see live view or playback modules on the Home page of the HikCentral Web Client?

**Answer**
The web browser you used may not support the plugins.
- If the VSM’s transfer protocol is HTTPS, the Applications module (including Live View, Playback, and Local Configuration) is only available when you access the Web Client via Internet Explorer.
- If the VSM’s transfer protocol is HTTP, the Live View and Playback modules are available for Internet Explorer, Google Chrome, and Firefox. But the Local Configuration module is only available for Internet Explorer.
  
  We recommend using IE 10 or IE11 to log in to the Web Client.

13.2 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.

13.3 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.
13.4 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. (Optional) 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.

13.5 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.

13.6 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.

13.7 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.

13.8 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.

13.9 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.

13.10 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.

13.11 Why can’t I view live video from a device on the LAN via the Web Client?

Question
I can’t view live video and play back video files from the device on the LAN via the Web Client. Why?

Answer
When the devices are deployed on the LAN, you cannot perform live view and playback via the Web Client on the WAN.

13.12 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.
Chapter 14 Video Search

14.1 Failed to search video files for VCA playback

**Question**
I have configured WAN access for HikCentral. Why can’t I search the video files by VCA rules?

**Answer**
If the added devices are deployed on the LAN and the Control Client is on the WAN, the following functions are not supported:

- VCA playback
- Locking and unlocking video files
- Searching POS transaction information
- Searching ATM events by inputting card numbers
- Marking dates with events as red on the calendar
- Broadcast with devices

14.2 Why can’t I search and play back the motion detection’s video files?

**Question**
I cannot search and play back the motion detection’s video files. Why?

**Answer**
VCA playback doesn’t support playback of video files (triggered by motion detection) stored in the Hybrid SAN.

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

**Question**
Can I search POS transaction events 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 tagged videos, locked videos, segment videos, and interval videos files (stored on a Remote Site).
- Searching transaction event.
- Searching ATM events by inputting card numbers.
- VCA playback.
Chapter 15 Downloading Video Files

15.1 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.
Chapter 16  People Counting

16.1 Failed to get people counting data

**Question**
There is no people counting data shown when I search data for a people counting camera. Why?

**Answer**
For people counting camera added to HikCentral via an NVR, you cannot get people counting data via the Control Client.