



FAQ for Hik IP Receiver Pro

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Failed to log into the IP Receiver Pro.

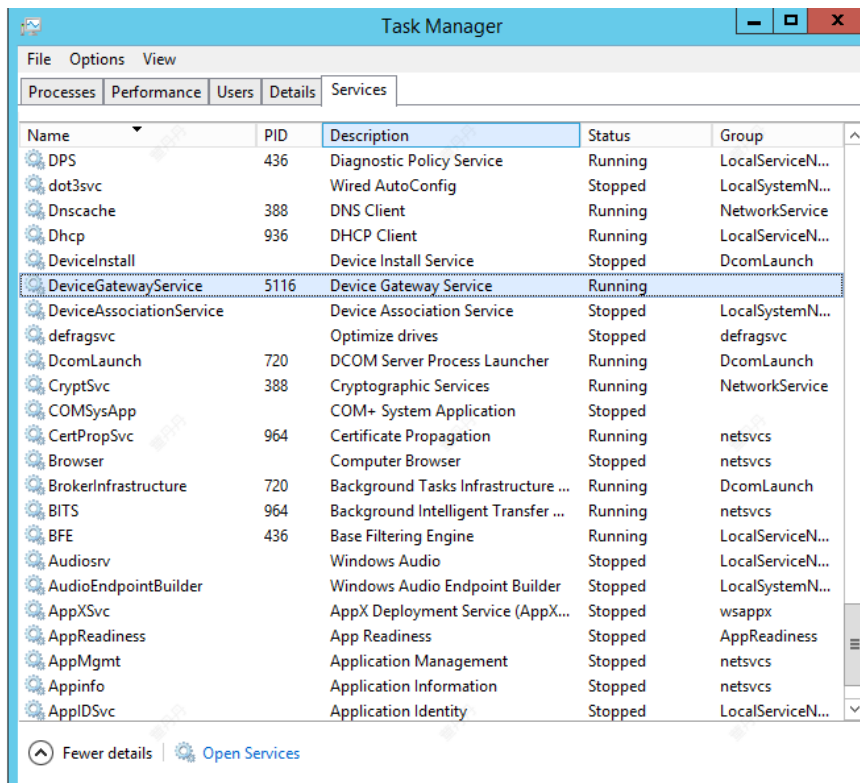
Question

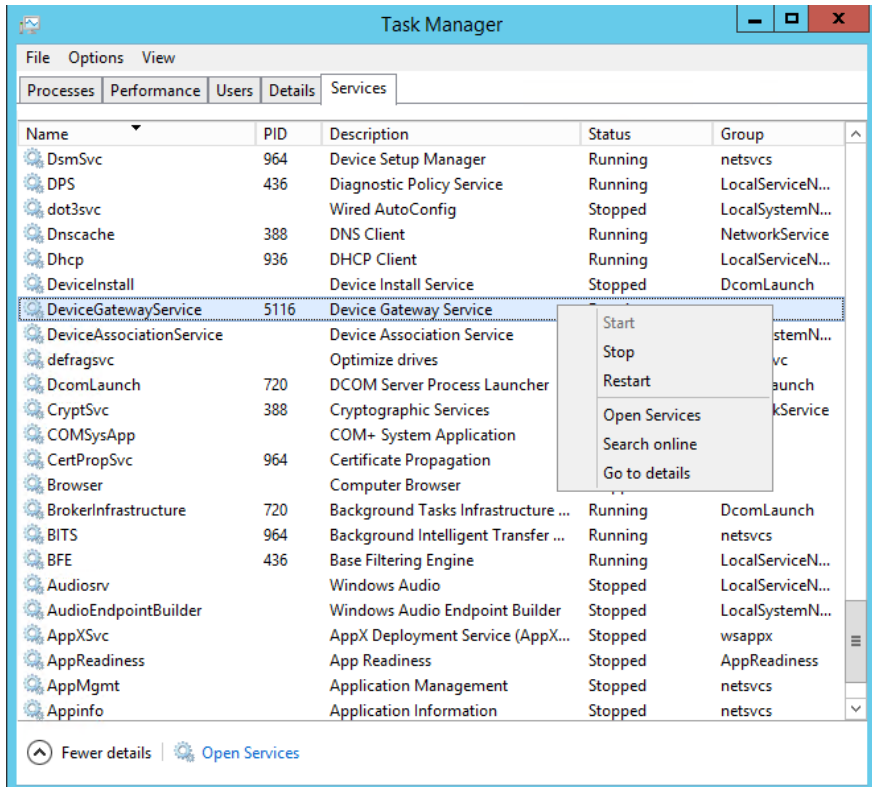
Failed to log into the IP Receiver Pro.

Answer

Make sure the DeviceGatewayService is running properly in the Task Manager. If the DeviceGatewayService is in stopped status, right-click it and start it. If you fail to start the DeviceGatewayService, make sure that you have installed the IP Receiver Pro conforming with the following rules:

- a. You have has the permission of Administrator.
- b. You have installed the IP Receiver Pro as an Administrator.
- c. Only English characters are allowed in the installation directory.





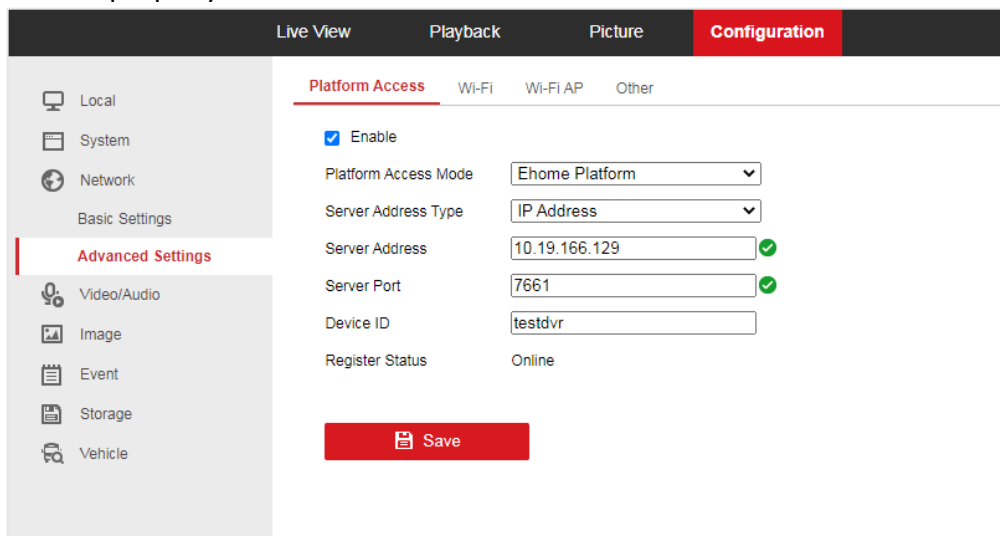
The device added by ISUP is offline.

Question

The device added by ISUP is offline.

Answer

Something is wrong with the network, which causes the failure of accessing to the IP Receiver Pro’s registration port. Log into the device via a Web browser, check the server address and server port you entered and make sure they are correct. In addition, you should make sure the device is connected to the network properly.



The IP Receiver Pro cannot receive alarm notifications after setting port mapping.

Question

The IP Receiver Pro cannot receive alarm notifications after setting port mapping.

Answer

Something is wrong with the network. Check whether the parameters of port mapping on the router are the same with those configured on the IP Receiver Pro.

The IP Receiver Pro installed in Windows Server 2008 R2 Enterprise does not work.

Question

The IP Receiver Pro installed in Windows Server 2008 R2 Enterprise does not work.

Answer

Make sure you have installed the vs 2008/vs 2013 runtime library in the system. If not, install it and reinstall the IP Receiver Pro.

How to get the logs for debugging?

Question

How to get the logs for debugging?

Answer

Perform the following steps to get the logs.

- a. Go to Configuration -> System Maintenance -> Log. In the Log Management area, select the log level as Debug in the Select Level field and save.
- b. Repeat the operation which generates the issue.
- c. Finally, click Export to save the logs in your PC.

How to configure port mapping for the IP Receiver Pro?

Question

How to configure port mapping for the IP Receiver Pro?

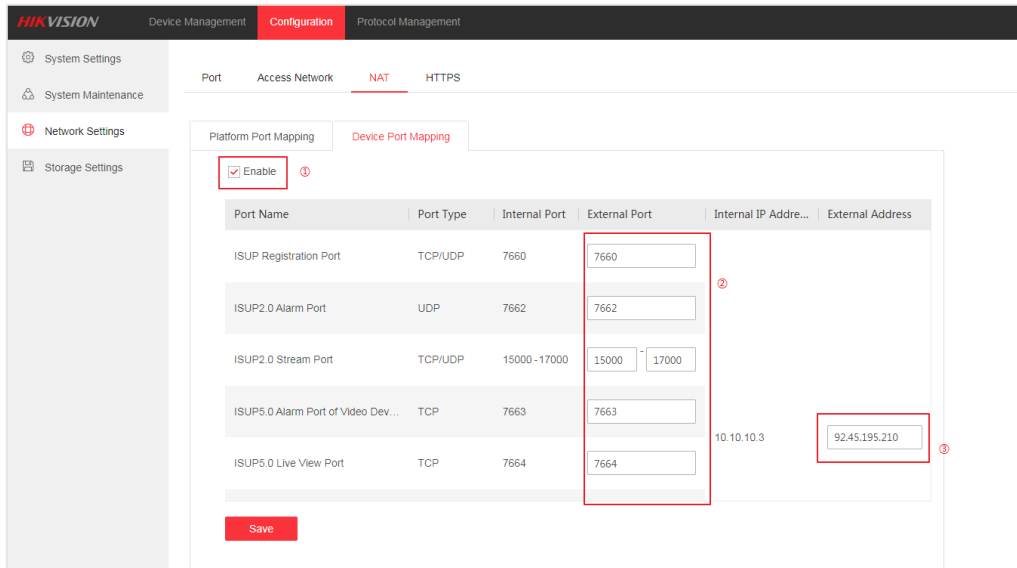
Answer

Perform the following steps.

- a. Configure the external ports of the IP Receiver Pro.
- b. On the NAT page -> Device Port Mapping page of the IP Receiver Pro, enter the external port and external address.
- c. Check the Enable box to enable the function of port mapping.

Notes:

- Make sure the device port mapping on the IP Receiver Pro is configured correctly.
- Make sure the firewall does not stop information related to the ports.



After adding a device to the IP Receiver Pro, the device turns offline.

Question

After adding a device to the IP Receiver Pro, the device turns offline.

Answer

The hibernation of your PC can cause the restart of the NIC, which will lead to the failure of getting a real device status, so make sure you have disabled the hibernation of your PC.

The IP Receiver Pro works properly on the Web browser, but failed to respond to the request sent by postman.

Question

The IP Receiver Pro works properly on the Web browser, but failed to respond to the request sent by postman.

Answer

Check the following parameters and make sure they are correct.

- The Method and URL.
- The request.
- The user name and password used for digest authentication.

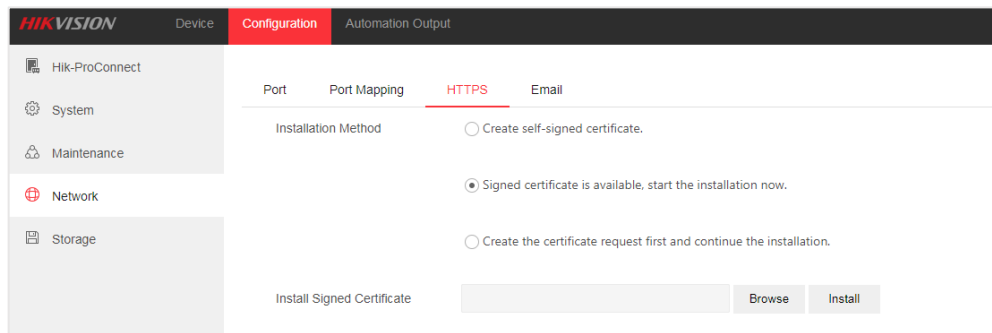
When starting the IP Receiver Pro via HTTPS protocol, a notification will show saying the page is not safe. How to disable the notification?

Question

When starting the IP Receiver Pro via HTTPS protocol, a notification will show saying the page is not safe. How to disable the notification?

Answer

Import a signed certificate to the IP Receiver Pro.



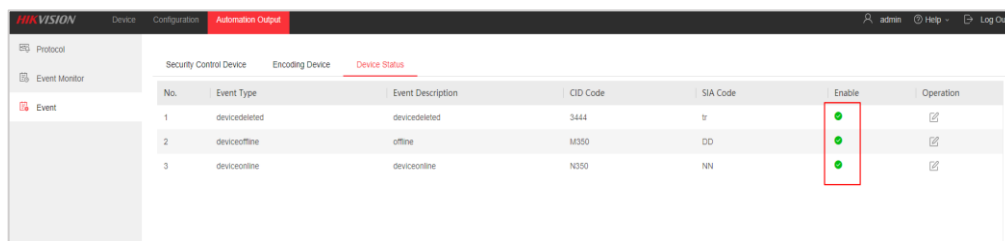
The ARC cannot receive the device status events.

Question

The ARC cannot receive the device status events.

Answer

Check if you have enabled the events on IP Receiver Pro as follows.



The HeartBeat Alarm codes on IP Receiver and IP Receiver Pro are not the same.

Question

The HeartBeat Alarm codes on IP Receiver and IP Receiver Pro are not the same.

Answer

For HeartBeat Alarm on IP Receiver, the Original Code is 3602, and the CID Code is R602. For Periodic Report Test on IP Receiver Pro, the Original Code is 1602,

the CID Code is E602, and the SIA code is RP.

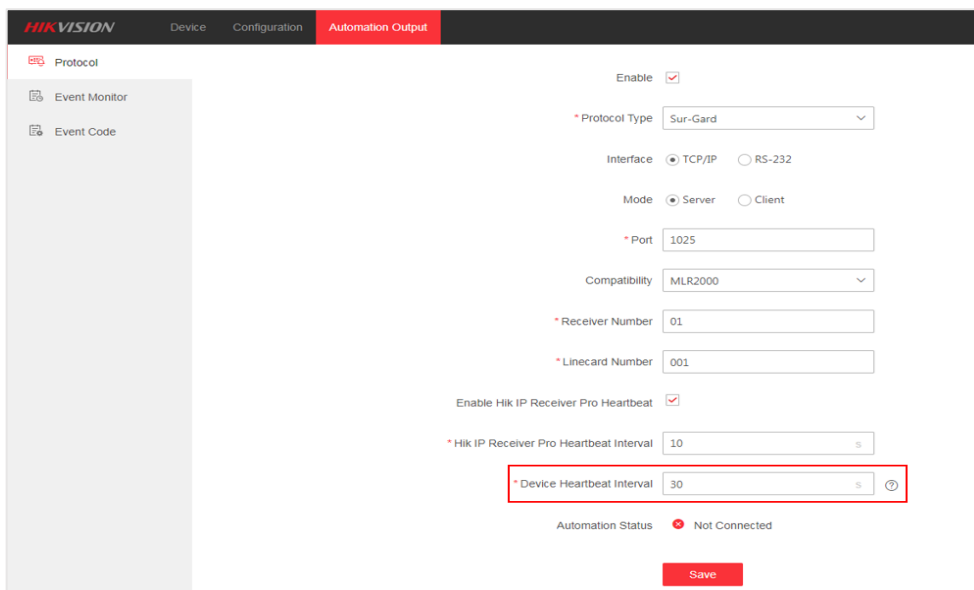
The ARC fails to receive Periodic Report Test (HeartBeat Alarm) or receive alarms too frequently.

Question

The ARC fails to receive Periodic Report Test (HeartBeat Alarm) or receive alarms too frequently.

Answer

- If you disable Period Test on the Device Configuration page, you can set the heartbeat interval on the following page.



- If you enable Period Test on Device Configuration page, you can configure related settings on the page. There are two connection modes:
 - a. When the connection mode is HPC, you can configure periodic test interval as follows:

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The screenshot shows the 'Cloud Service Settings' interface. At the top, there is a red header 'Cloud Service Settings'. Below it, a checkbox labeled 'Register to Hik-Connect' is checked. The 'Hik-Connect Connection Status' is 'Online'. There are several input fields: 'Custom Server Address' (disabled), 'Server Address' (litedev.us.hik-connect.com), 'Communication Mode' (Wired Network & Wi-Fi Priority), and 'Verification Code' (masked with dots). A note below the code field states: 'The code should contain 6 to 12 characters (it is recommended to be more than 8 characters and the combination of numeric and letter)'. A red box highlights the 'Periodic Test' toggle, which is currently turned off. A red 'Save' button is at the bottom.

- b. When the connection mode is ISUP, you can configure periodic test interval as follows:

The screenshot shows the ISUP configuration page. It includes fields for 'Alarm Receiving Center' (2), 'Enable' (disabled), 'Backup Channel' (disabled), 'Protocol Type' (ISUP), 'Address Type (Alarm...)' (IP), 'Server Address (Alarm...)' (103.96.26.18), 'Port No. (Alarm Receiv...)' (7662), 'ISUP Protocol Version' (v5.0), 'Address Type (Registr...)' (IP), 'Server Address (Regis...)' (103.96.26.18), 'Port No. (Registry Ser...)' (7661), 'Registration Status' (Offline), 'Device ID' (1158), 'Communication Mode' (Wired Network & Wi-Fi Priority), and 'ISUP Login Password' (masked). A red box highlights the 'Periodic Test' toggle (turned on) and the 'Period Test Interval' field (600 s). A red 'Save' button is at the bottom.

What are the differences between device heartbeat alarms and the heartbeat of IP Receiver Pro?

Question

What are the differences between device heartbeat alarms and the heartbeat of IP Receiver Pro?

Answer

Device HeartBeat Alarm is a kind of alarm which is sent to the ARC regularly if the device is online. The alarm aims to regularly inform the ARC that the device is still online. The heartbeat of IP Receiver Pro is used to make sure it remains connected with the ARC.

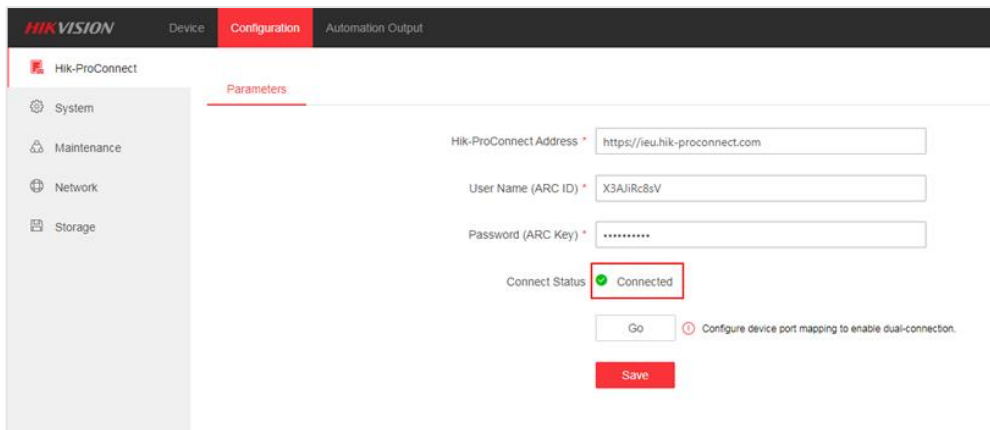
How to add devices via dual connection on IP Receiver Pro?

Question

How to add devices via dual connection on IP Receiver Pro?

Answer

- a. Log into IP Receiver Pro and go to the following page. Enter Hik-ProConnect Address, ARC ID, and ARC key. Click Save, wait until the connect status becomes Connected, and click Go.



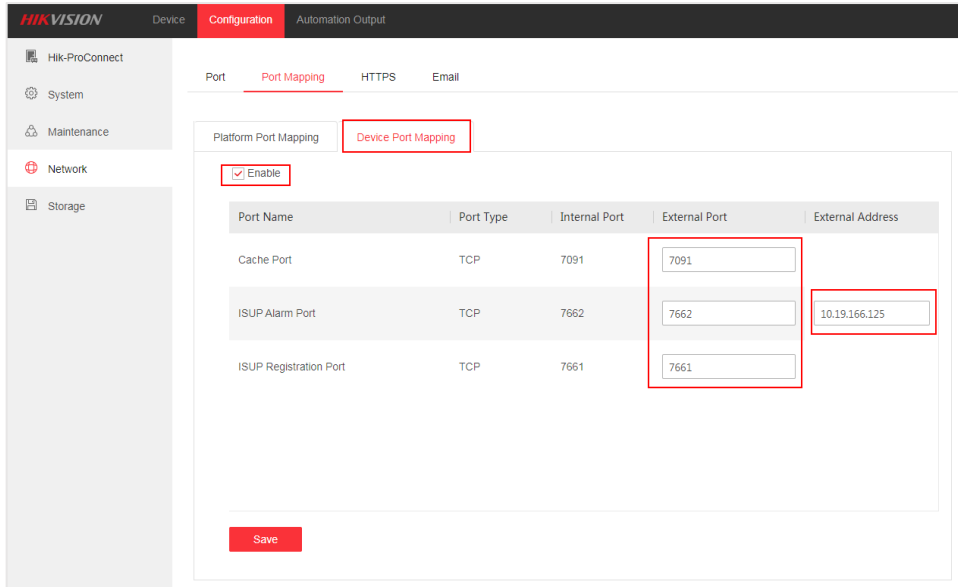
The screenshot displays the Hik-ProConnect configuration interface. The top navigation bar includes 'Device', 'Configuration', and 'Automation Output'. The left sidebar lists 'System', 'Maintenance', 'Network', and 'Storage'. The main content area is titled 'Parameters' and contains the following fields:

- Hik-ProConnect Address:
- User Name (ARC ID):
- Password (ARC Key):
- Connect Status: Connected (indicated by a green checkmark and a red box around the text)

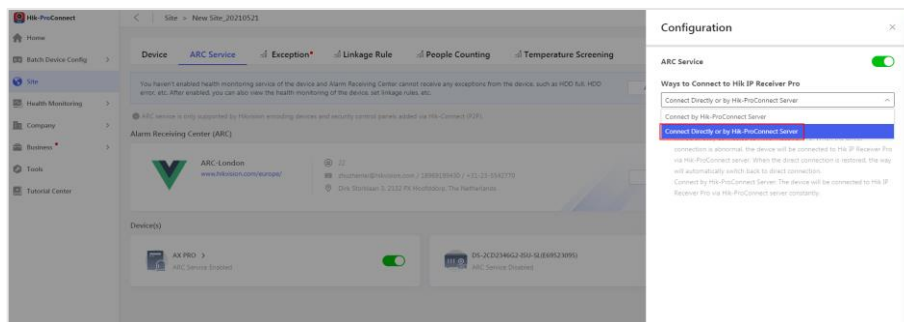
Below the status field, there is a 'Go' button and a red 'Save' button. A note next to the 'Go' button reads: 'Configure device port mapping to enable dual-connection.'

- b. You will then be redirected to the Device Mapping page, check Enable, enter external port numbers and the external address, and click Save to reboot IP Receiver Pro.

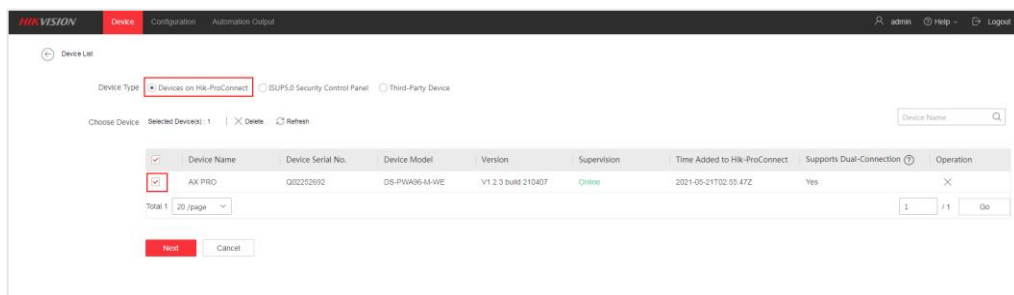
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c. Configure the connection mode on Hik-ProConnect as Connect Directly or by Hik-ProConnect Server.



d. Add devices managed on Hik-ProConnect to IP Receiver Pro. In the column of Support Dual-Connection, you will see Yes. This means that you have successfully added a device connected by Dual-Connection.



What is a Dual-Connection?

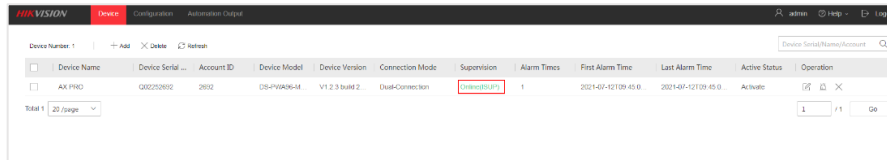
Question

What is a Dual-Connection?

Answer

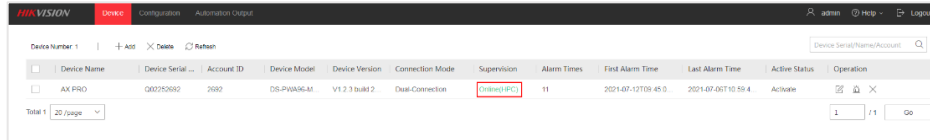
- In dual-connection mode, ISUP connection is prioritized.

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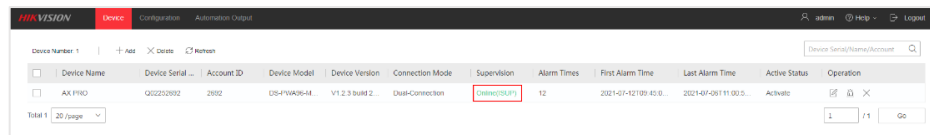
Device Number	Device Name	Device Serial	Account ID	Device Model	Device Version	Connection Mode	Supervision	Alarm Times	First Alarm Time	Last Alarm Time	Active Status	Operation
1	AX PRD	Q02252892	2892	DS-19A2H-A4	V1.2.3 build 2	Dual-Connection	Disconnected (ISUP)	1	2021-07-02 10:45:0	2021-07-02 10:45:0	Active	Refresh, Lock, Unlock

- When ISUP is disconnected, HPC connection will be used.



Device Number	Device Name	Device Serial	Account ID	Device Model	Device Version	Connection Mode	Supervision	Alarm Times	First Alarm Time	Last Alarm Time	Active Status	Operation
1	AX PRD	Q02252892	2892	DS-19A2H-A4	V1.2.3 build 2	Dual-Connection	Connected (HPC)	11	2021-07-02 10:45:0	2021-07-02 10:50:4	Active	Refresh, Lock, Unlock

- Once ISUP connection is resumed, the connection mode will automatically be changed to ISUP.



Device Number	Device Name	Device Serial	Account ID	Device Model	Device Version	Connection Mode	Supervision	Alarm Times	First Alarm Time	Last Alarm Time	Active Status	Operation
1	AX PRD	Q02252892	2892	DS-19A2H-A4	V1.2.3 build 2	Dual-Connection	Disconnected (ISUP)	12	2021-07-02 10:45:0	2021-07-02 11:00:0	Active	Refresh, Lock, Unlock

IP Receiver Pro fails to connect with the ARC.

Question

IP Receiver Pro fails to connect with the ARC.

Answer

Make sure the protocol type and interface on IP Receiver Pro are the same as the ARC.

IP Receiver Pro is disconnected with the ARC frequently.

Question

IP Receiver Pro is disconnected with the ARC frequently.

Answer

Check if the protocol types selected on IP Receiver Pro and ARC are the same. For example, there are two types of the Sur-Gard protocol, and they are MLR2 and MLR2000. Make sure the type you select on the ARC is the same as that on IP Receiver Pro.

The ARC fails to receive alarms although it is connected with IP Receiver Pro.

Question

The ARC fails to receive alarms although it is connected with IP Receiver Pro.

Answer

Check if IP Receiver Pro receives alarms on the Historical Event page. Go to the Historical Event page to make sure there are alarms triggered. If there are no

alarms on IP Receiver Pro, you need to check if the alarms were triggered on the Device Configuration page. If you can receive alarms on IP Receiver Pro, check if the ARC is connected properly with IP Receiver Pro.

Alarms are not displayed on the Historical Event page though a device has reported several alarms.

Question

Alarms are not displayed on the Historical Event page though a device has reported several alarms.

Answer

The default time range of searching historical events on the Event Monitoring page is from 00:00:00 to 23:59:59 in the time zone same as the PC. If the time zones of the device and the PC are different, you can set the time range one day earlier or later to search historical events.

There is no video for verification when there is an alarm triggered in a zone.

Question

There is no video for verification when there is an alarm triggered in a zone.

Answer

Check if there are any cameras linked with the AxPro on IP Receiver Pro. If so, check if there are any videos recorded by the linked cameras. If there are no cameras linked with the AxPro, check if there are any cameras linked with the zone on the Device Configuration page.

The video for verification cannot be played.

Question

The video for verification cannot be played.

Answer

Upgrade IP Receiver Pro to version 1.3 or newer.

How to upgrade IP Receiver to IP Receiver Pro?

Question

How to upgrade IP Receiver to IP Receiver Pro?

Answer

Refer to *How to Upgrade IP Receiver to IP Receiver Pro Quick Start Guide*. Please contact the technical support team for the guide.

Are ARC ID and ARC Key are required?

Question

Are ARC ID and ARC Key are required?

Answer

No. If there are no ARC ID or ARC Key, you can add devices to IP Receiver Pro via ISUP.

The event name is Undefined Event on IP Receiver Pro.

Question

The event name is Undefined Event on IP Receiver Pro.

Answer

If the event triggered on the device is not defined on added to IP Receiver Pro, the event name will be Undefined Event by default. You can add the undefined event to IP Receiver Pro and define the event manually.

What are the differences between the two files start_IPReceiverPro.bat and start_IPReceiverPro_NoInfo.bat in the installation directory?

Question

What are the differences between the two files start_IPReceiverPro.bat and start_IPReceiverPro_NoInfo.bat in the installation directory?

Answer

- If you start the video plugin by the file start_IPReceiverPro.bat, you need to first edit the file and enter the gateway, zone, and alarm information.
- If you start the video plugin by the file start_IPReceiverPro_NoInfo.bat, you need to first edit the file, enter the zone and alarm information when you edit the file, and enter the gateway information after starting the video plugin.
- If the file start_IPReceiverPro_NoInfo.bat is not in the installation directory, the reason might be that the version of the video plugin is too low. You can contact the technical support to get the newest version.

The video plugin cannot be started by start_IPReceiverPro.bat or start_IPReceiverPro_NoInfo.bat.

Question

The video plugin cannot be started by start_IPReceiverPro.bat or

start_IPReceiverPro_NoInfo.bat.

Answer

Right click either of the file, and click Run as Administrator to run the video plugin.



See Far, Go Further