How to add Hik-Partner Pro device to HikCentral Professional V2.4

In HCP, the devices connected to Hik-Partner Pro platform has been realized. These devices use Ezviz P2P technology to realize streaming between clients and devices under different network domains. Connecting to the Hik-Partner Pro platform involves concepts and operations such as Hik-Partner Pro account application and site access. Users who use this function for the first time may not know how to operate it. Here is a brief description of the operation process.

Note: On October 14, 2022, Cloud platform has been upgraded to version 2.0, and Hik-ProConnect (HPC) has been renamed as Hik-Partner Pro or HPP for short. Therefore, HPC and HPP refer to the same thing. In HCP2.3, the copywriting remains as Hik-ProConnect, and it was updated to Hik-Partner Pro in HCP2.4. This document uses HPP for description. This document only describes the related operations of HCP2.4 access to HPP (for the operation of HCP2.3 access to HPC, please refer to "HCP2.3 Access to HPC Device Operation Document.docx"), for the same functions of HCP2.3 and HCP2.4 It is described as HCP, and the part with differences will be marked as HCP2.4.

1. Instructions for HPP device connecting to HCP

It includes two parts:

(1) HPP account connect to HCP

(2) HPP site connect to HCP

1.1 HPP account connection

Many sites can be created on the Hik-Partner Pro platform (a site can be understood as a company), and device can be added under each site.

In HCP2.3, the HCP platform is connected to the Hik-Partner Pro platform as a company. In actual use, the HCP is connected to a specific site. Therefore, in the HCP2.3 platform, a site in Hik-Partner Pro needs to be connected, and HCP2.3 only connects to this site, and only the device of this site can be imported into the platform.

For some scenarios, if the installer regards a household as a site, what the alarm receiving center (ARC) needs to do is to receive alarms and conduct video inspections for all sites within the jurisdiction of the installer. In this case, HCP is required to support HPP's multiple site, only supporting one fixed site usage scenario is actually rarely present. Therefore, HPP multi-site access is supported in HCP 2.4

1.1.1 Enter "system configuration"

After entering the HCP web page, if you have not connected to Hik-Partner Pro, when you enter the encoding device and alarm device add device page (HCP version only supports encoding device and alarm device imported through Hik-Partner Pro), it will prompt "this version has It is supported to add devices through the Hik-Partner Pro site and go to configuration", click "Go to configuration", and you can directly jump to the system configuration interface for site access operations.
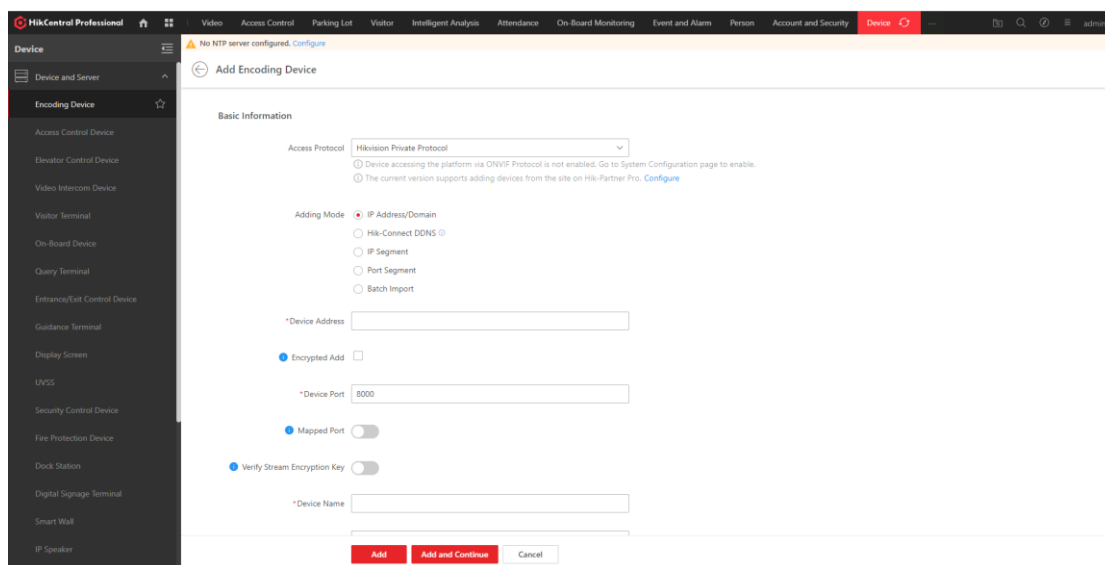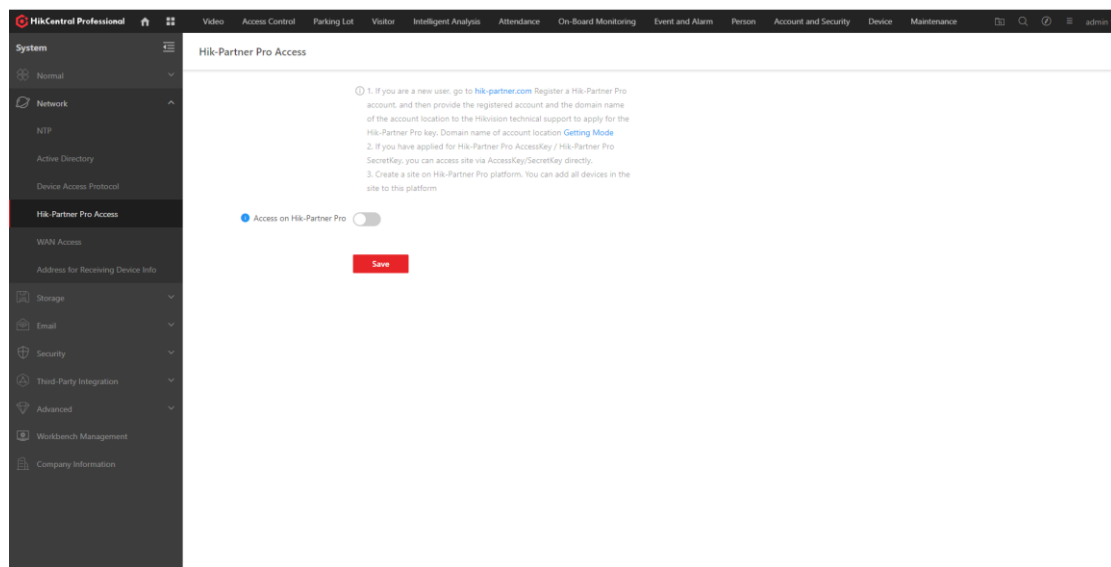

1.1.2 Enable "Hik-Partner Pro Access"

After entering the system configuration page, click "Hik-Partner Pro Access" and follow the prompts. It should be noted here that **HCP 2.3** only supports Key single-site access, and **HCP 2.4** supports AK/SK multi-site access. (If the HCP 2.3 has already connected to the Key, the Key account list site will still be connected after upgrading to 2.4).

Key access: For users who have not applied for a Hik-Partner Pro account, or who have applied

for an account but have not applied for AK/SK, use the Key method to access.

AK/SK access: There are two types of AK/SK accounts, one is the ARC ID (AK) and ARC Key (SK) applied by ARC users on the Hik-Partner Pro platform, which is 10 digits in length; the other is the line Submit a manual application, and the length of the application is 32 digits if it is applied for by submitting the Haike form. If the user has applied for these two accounts before using HCP and does not want to apply for a Key again, he can directly use AK/SK to access. In other cases, the Key method is recommended.


Once Hik-Partner Pro is successfully connected, modification and closing is not allowed.

1.1.2.1 Key access

Register Hik-Partner Pro Account

If the user does not have a Hik-Partner Pro account, he needs to apply for an account first. Click https://hik-partner.com, the Hik-Partner Pro platform will jump to the corresponding server according to the user's location (the user can manually switch the address), and then the user will complete the user registration according to the web page prompts. (If you already have a Hik-Partner Pro account, skip this step)
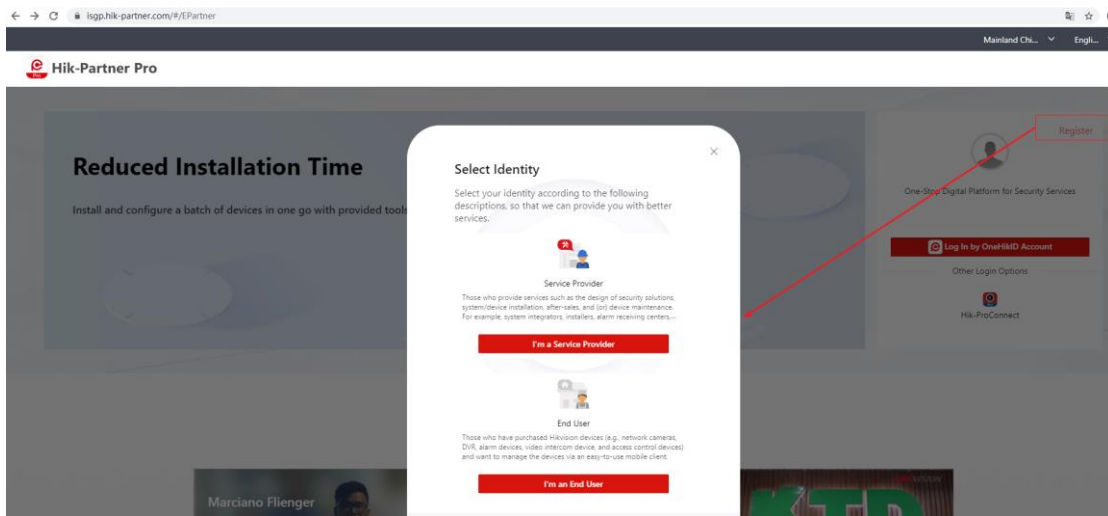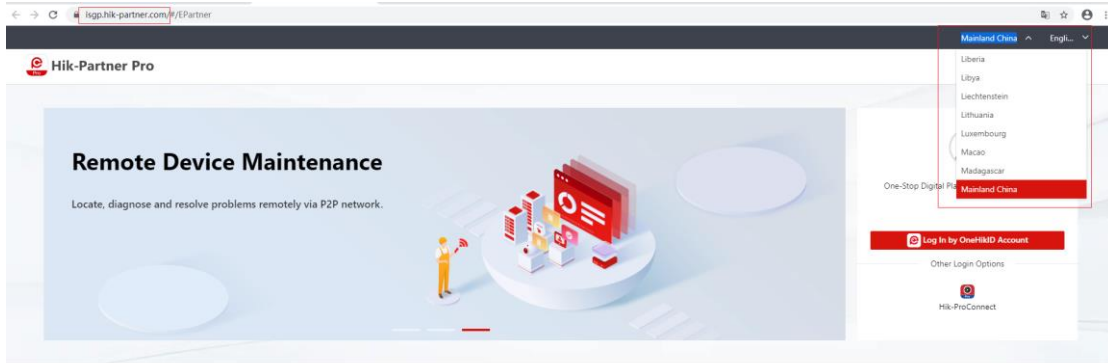
Create new site

Log in Hik-Partner Proand create new site.
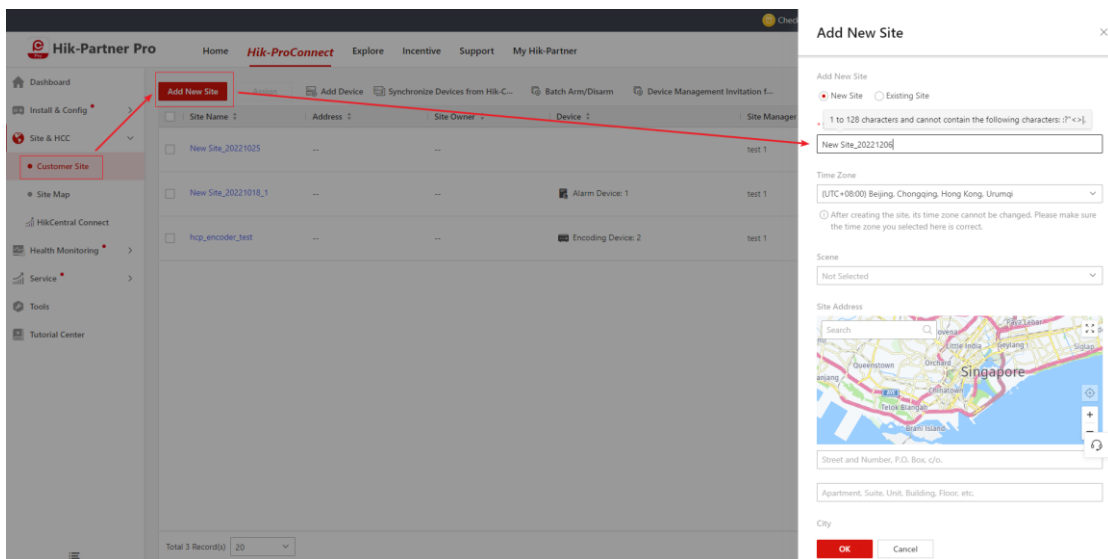
Apply for Hik-Partner Pro Key

Provide the registered Hik-Partner Pro account (an email) and the domain name address where the account is located (can be viewed in the input box of the browser, such as Singapore: https://isgp.hik-partner.com) to Hiktech technical support, Apply for Hik-Partner Pro Key.

You can get the key by sending a formal email to Hikvision Hik-Partner Pro team
Such as email format below, eg.
Recipients: zhanglei131@hikvision.com; yangfenghai@hikvision.com
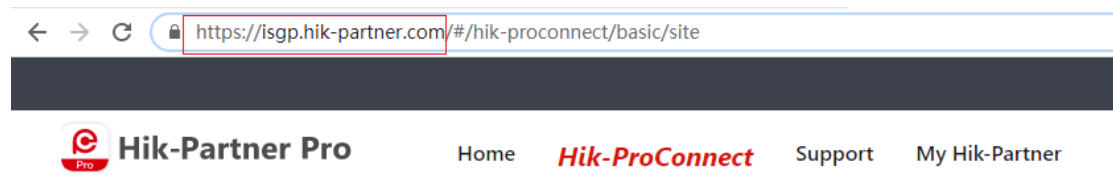Copy to: fanglimin@hikvision.com; xuchunyu@hikvision.com;
Hi,
This is _____[your HPP company name], _____[Your region], I'd like to apply for a Hik-Partner Pro Key for _____[your purpose, for customer or inner test].
Here is the HPC account information related:

|	
HPP email account	
HPP account URL(as shown below)	

Best regards,

1.1.2.2   AK/SK Access

There are two types of AK/SKs that support access. Here, in order to let users and technical support know which two types of AK/SKs are supported, here is a brief description of the ways to obtain these two AKs/SKs. As long as the user has AK/SK is applied for through these two methods, both of which can be used directly. If not, you can access it by applying for a Key.

Path 1

ARC ID and ARC Key applied by ARC users. When registering the HPP account, select the user type as ARC (Alarm Receiving Center), and then apply for ARC ID (API Key) and ARC Key

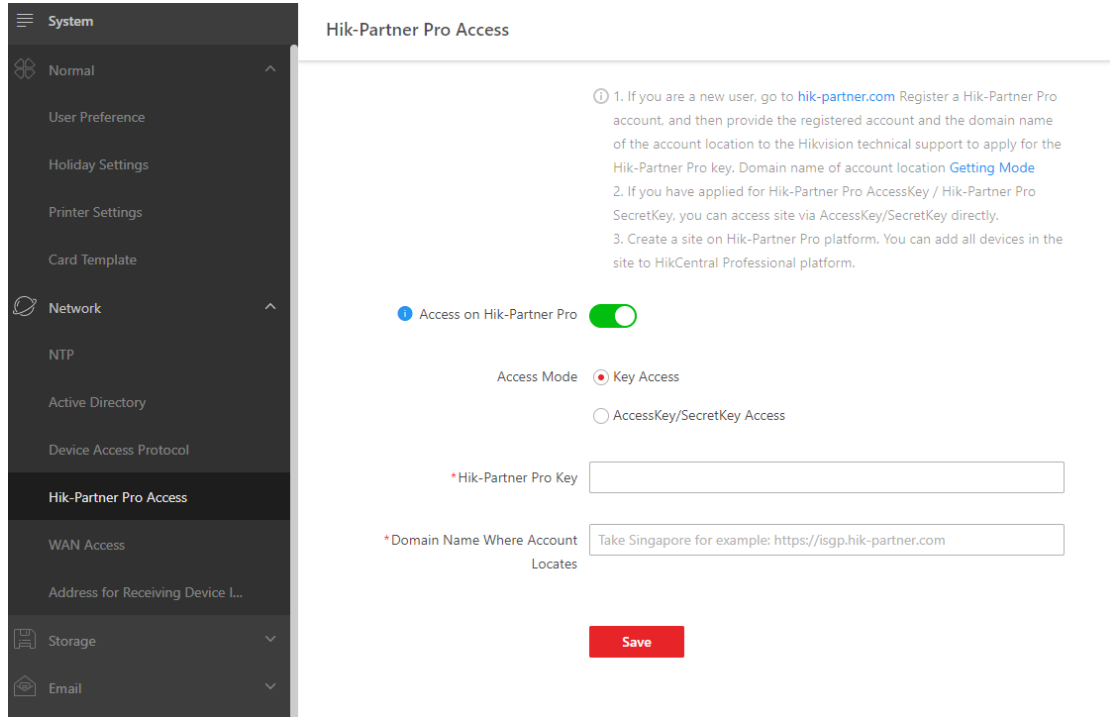(API Secret), which correspond to AK and SK (10-digit length).
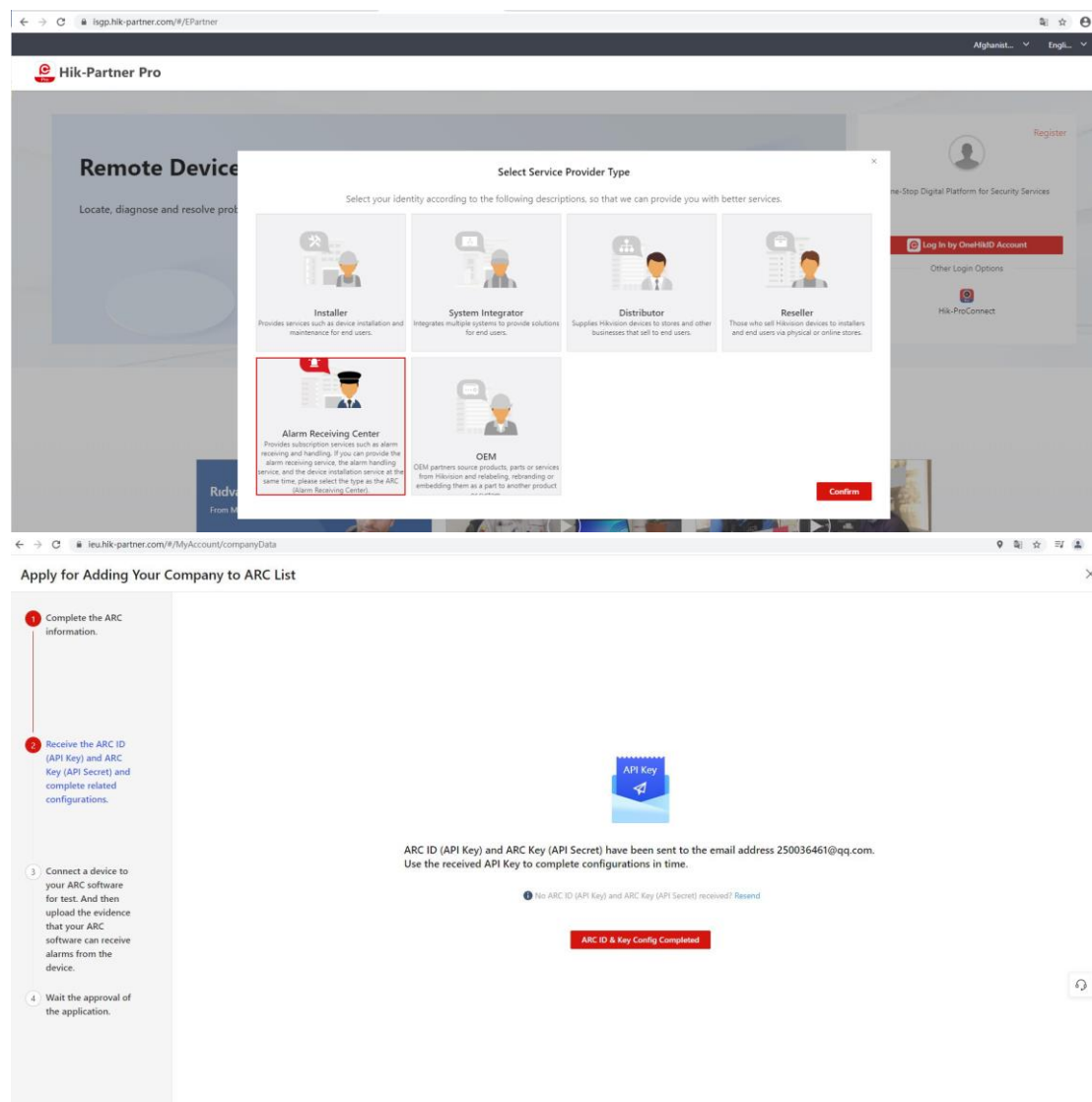
Path 2

The second way is to apply offline by ask your local branch to contact HQ HPP technical support. The account obtained is 32 digits long.

The AK/SK account access mode is available to users who have applied for AK/SK accounts. If users have not applied for the two types of accounts, you are advised to use the Key mode for access. Therefore, new users do not need to worry about which AK/SK to apply for, just apply for the Key; old users use The AK/SK access mode.

1.1.2.3 Access account

After the user obtains the Key or AK/SK, fill in the account number and domain name address in the system configuration and save it. The user can only select one of the access methods, and the account information is not allowed to be changed after the save is successful.

Key Access：

AK/SK access：

1.1.3 Receive events from Hik-Partner Pro

Because the HCP receives the events of the HPP device by actively pulling them from the HPP, when the HCP pulls the events, it will submit the event consumption to complete, so that these events will not be pulled again. In this way, if multiple platforms are connected to the same batch of devices, an event can only be pulled by one platform.

Another scenario is that HCP and ARC software are used together, because some foreign projects have special ARC software for alarm processing. In this case, HCP as ARC software only performs video inspection, and event alarms are processed by ARC. It is possible to disable the HCP's alarm pull to prevent the alarm from being consumed by the HCP, and the dedicated alarm processing software cannot receive the alarm.

Therefore, a new switch configuration for receiving Hik-Partner Pro events have been added

in HCP2.4. When this switch is turned off, the platform will no longer pull events from HPP devices; only when this switch is turned on, will it pull and consume events. Users can configure the platform as needed.
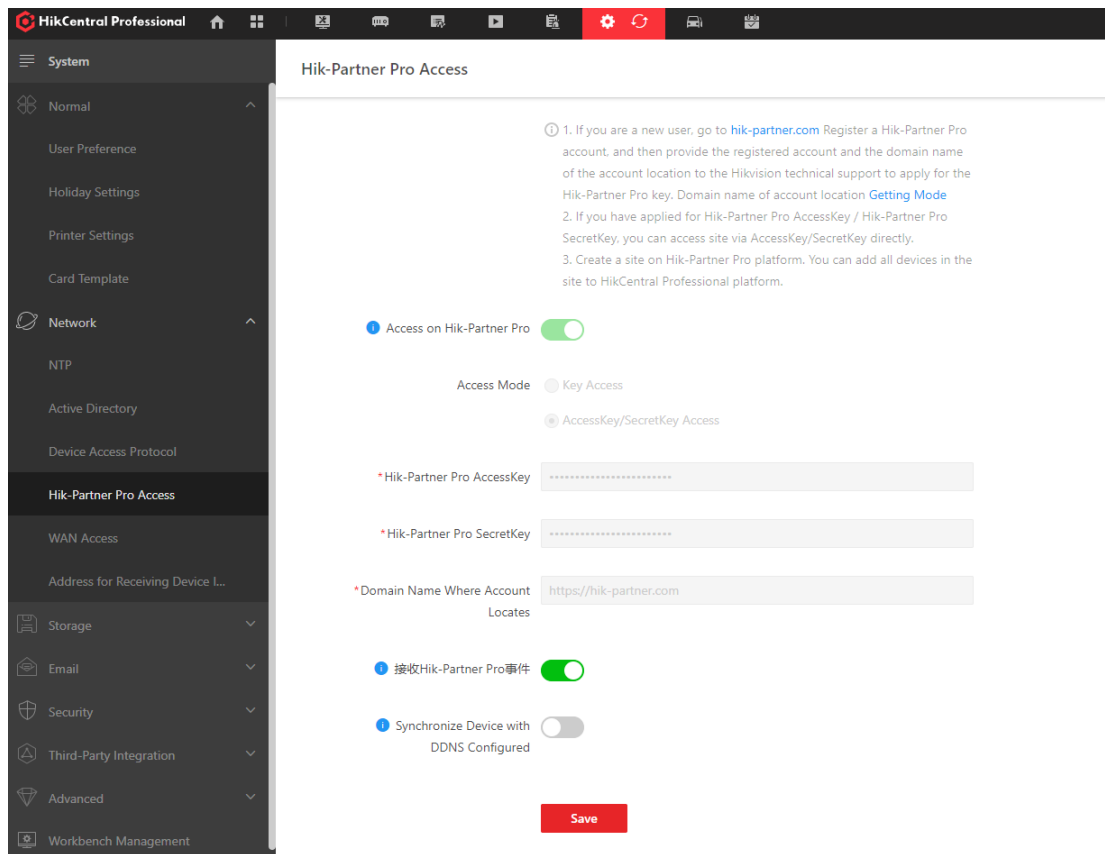
1.1.4 Hik-Connect DDNS device synchronization

After successfully accessing the Hik-ProConnect site, "Hik-Connect DDNS Device Migration" will be displayed on the system configuration page. After this switch is turned on, the device under the Hik-Connect DDNS account will be migrated to the newly connected Hik-Partner Pro site. Users can decide whether to open it according to their own needs.

If the user first adds the Hik-Connect DDNS device, imports channels and other resources to the region, and then enables Hik-Connect DDNS device migration, once the device is successfully migrated to the Hik-Partner Pro site, the device will change from the original SDK protocol Hik-Connect DDNS access method to Hik-Partner Pro protocol access, and channel resources will be acquired and created again. The channels that have already been imported into the region will be automatically deleted, and the newly created channels need to be re-imported into the region

manually, and the new channels will get streams through Ezviz P2P
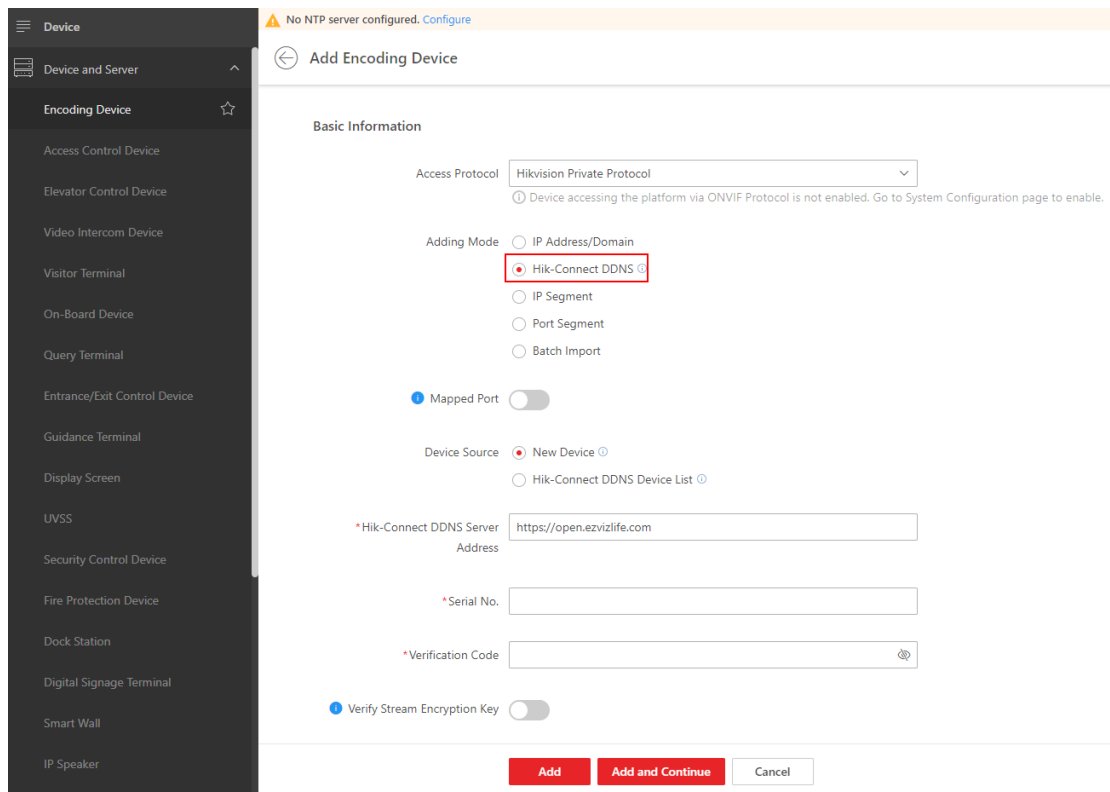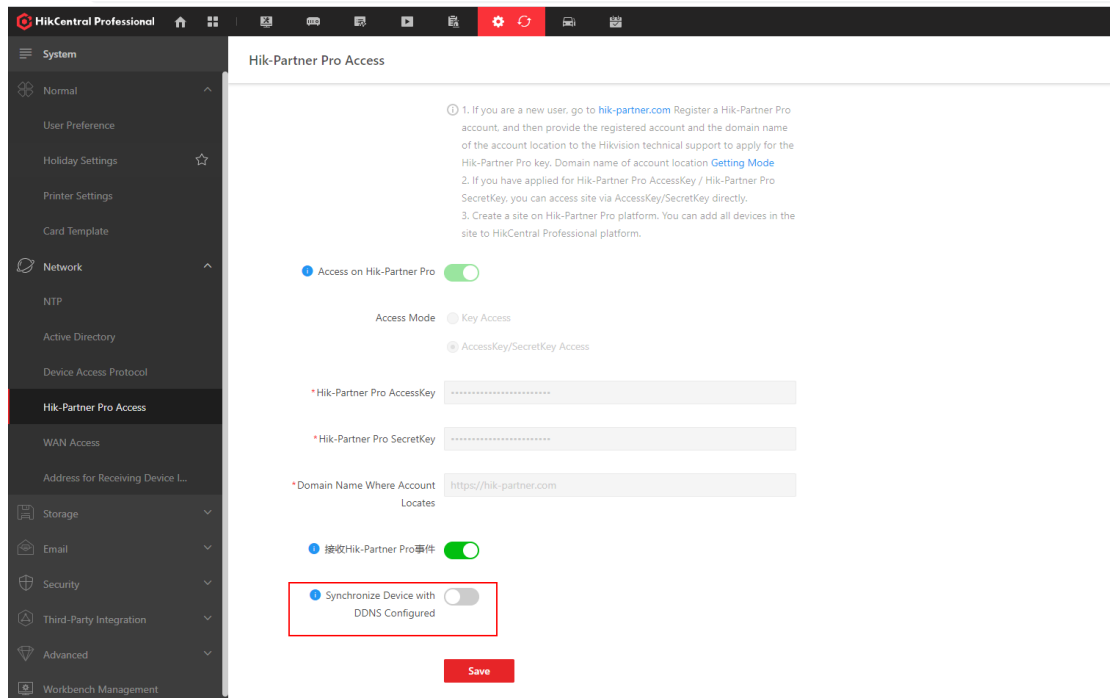
1.2 Device Access

After successfully accessing Hik-Partner Pro, go back to the device management page, enter the encoding device or alarm device addition page, and the Hik-Partner Pro protocol will be

displayed. After selecting the Hik-Partner Pro protocol, there are two ways to add equipment: new device, Hik-Partner Pro device list。
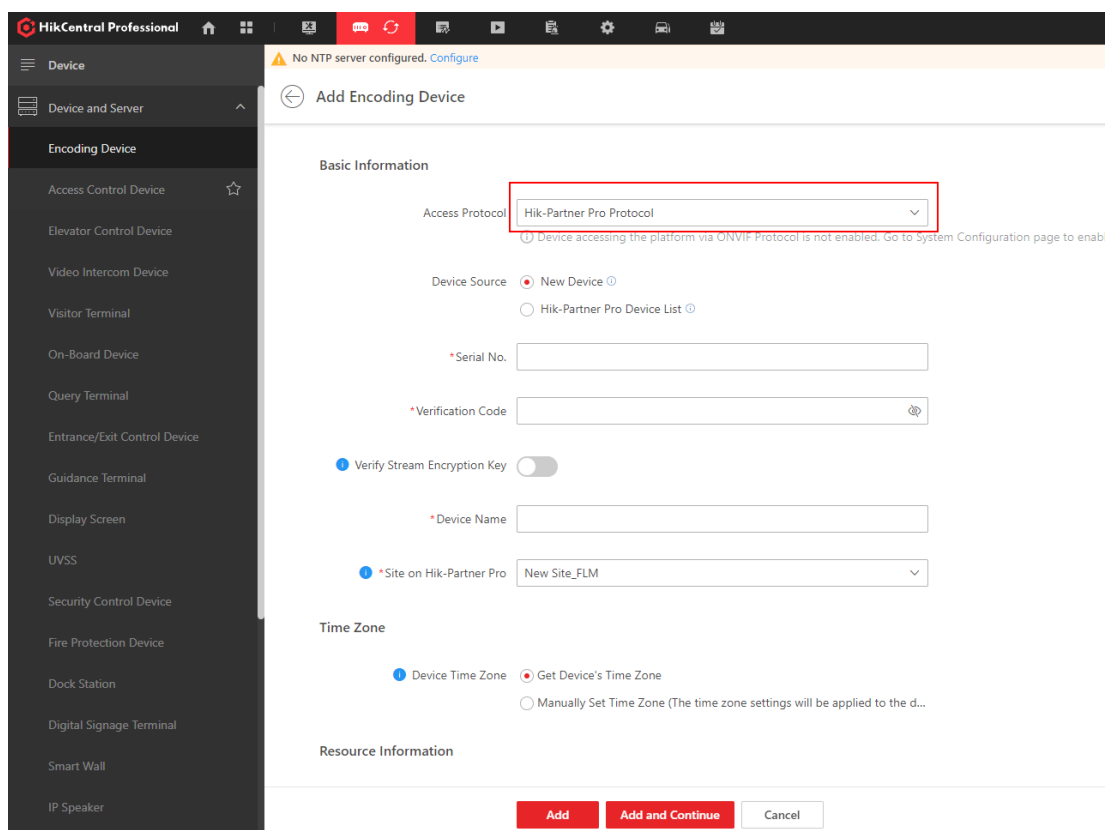
1.2.1 Adding new device

Adding a new device means that the device has been registered on the Ezviz cloud server, but has not been added to the Hik-Partner Pro site. You can add the device to the Hik-Partner Pro site through HCP new device addition.

steps：

1、 The device needs to be registered on the EZVIZ cloud server first. On the web page of the device, select the platform access mode as "Hik-Connect", fill in the registered EZVIZ cloud server address, there are 6 servers in total, just fill in the corresponding address.

<div align="center">

Singapore: litedev.sgp.hik-connect.com;

North America: litedev.us.hik-connect.com;

South America: litedev.sa.hik-connect.com;

Europe: litedev.eu.hik-connect.com;

</div>

Russia: litedev.hik-connectru.com;

India: litedev.ind.hik-connect.com;

fill in the verification code, click save. When the registration status is "Online", it means the registration is successful.
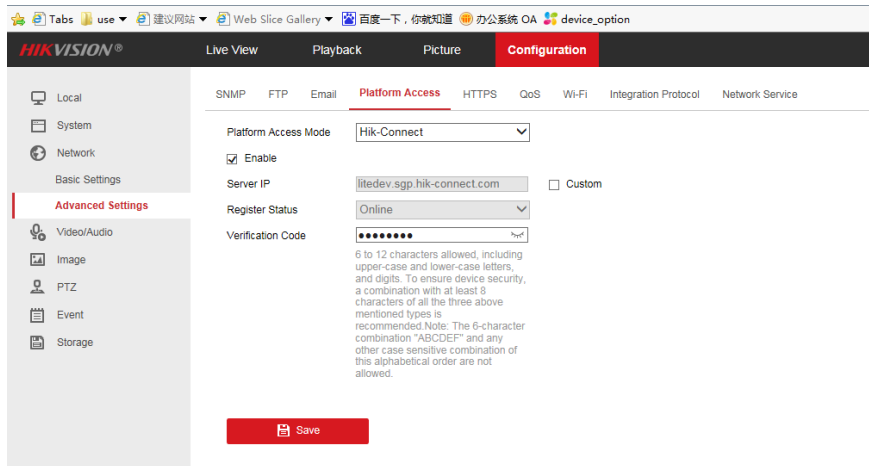
2、On the add device page, select a new device, fill in the device serial number (the 9-digit short serial number of the device is unique, and can be viewed on the device body or through the device web page), verification code, and device name. If it is an encoding device, you need to enable the encryption code stream. Ezviz devices enable code stream encryption by default, and the encryption key is the same as the verification code. The verification code is the code manually entered when the device is registered to Ezviz Cloud。

After HCP 2.4 supports multi-site, the user needs to select the site to be joined by the device, and will first obtain a list of all sites under this account, and the user selects the site to be added to the device.

After clicking Add, the device will be added to the Hik-Partner Pro site first. If the addition is successful, the device will be added to the HCP platform offline; if the addition fails, the device will fail to be added and the corresponding error code will be prompted.
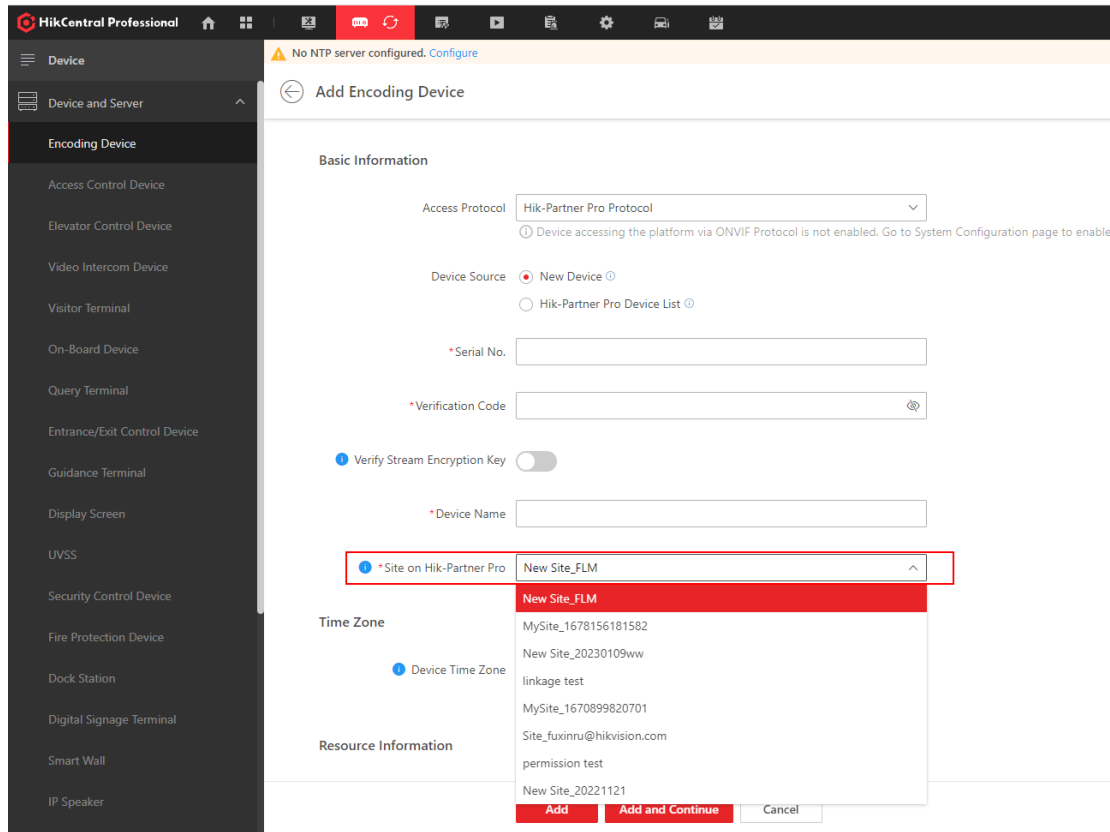
1.2.2 Hik-Partner Pro device list

Hik-Partner Pro device list refers to the devices that have been registered on the Ezviz cloud server and added to the Hik-Partner Pro site. In this way, the devices under the site can be pulled to the HCP platform.

steps：

1、 Click the Hik-Partner Pro equipment list to pull up the equipment under all sites, and users can also manually check the site list that they want to obtain equipment. Filters are performed based on the current device type. It also supports filtering based on keywords such as name and serial number; by default, only devices that have not been added to the platform are displayed, and if "Show added devices" is checked, added and unadded devices will be displayed。
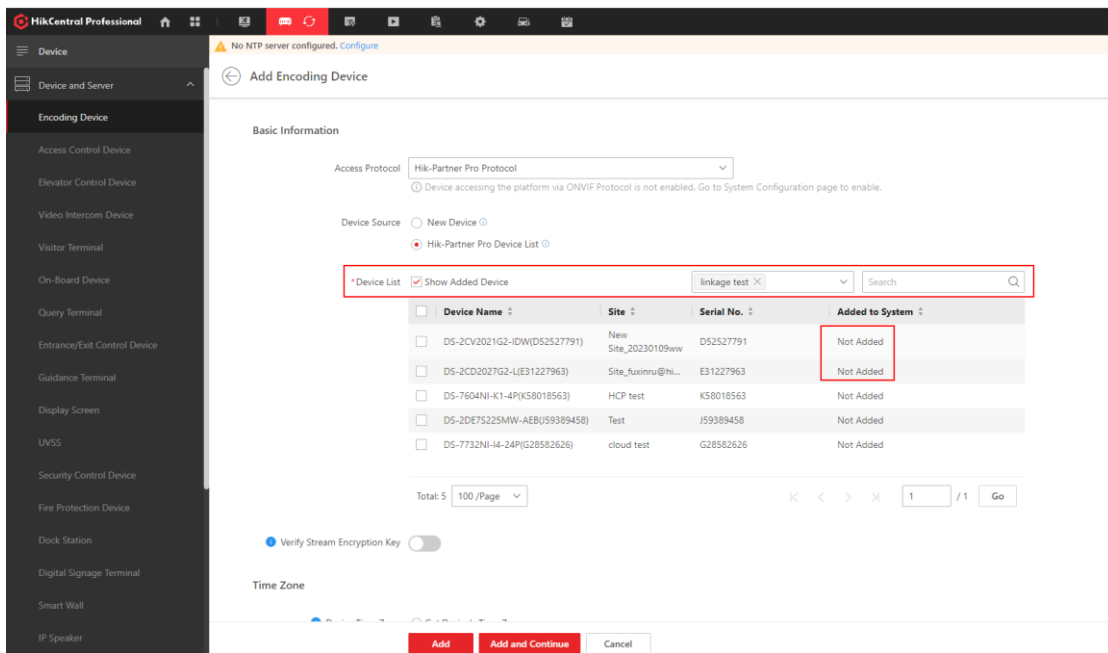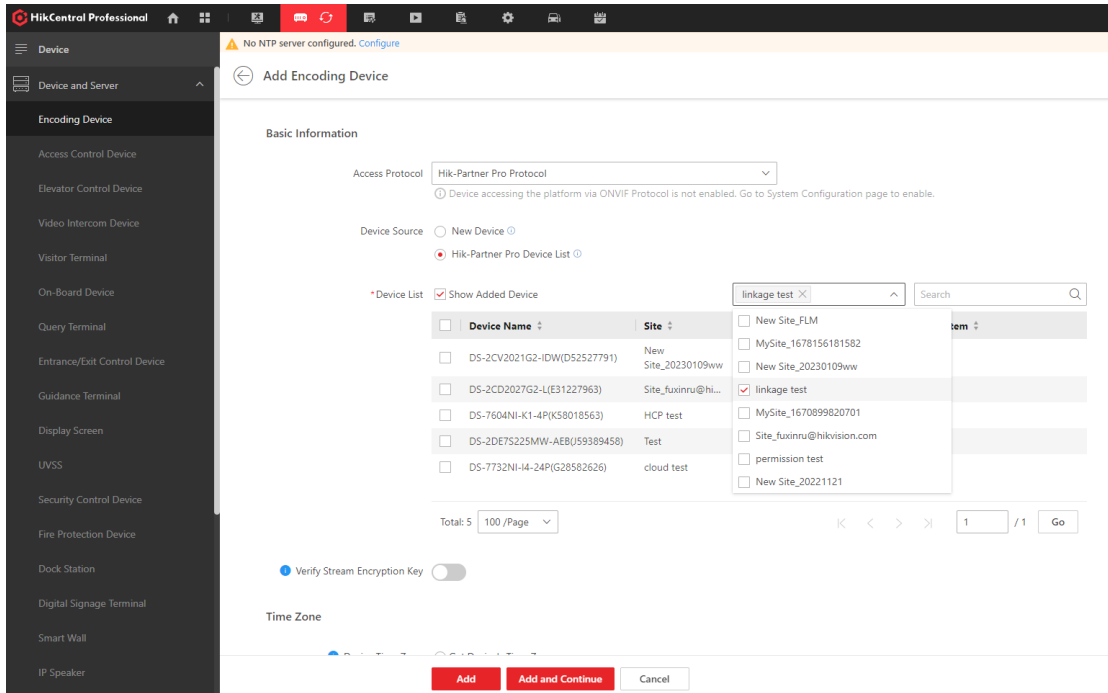
2、 Select the device to be added to the platform, it also supports batch addition. If it is an encoding device, you can also enable the verification and encryption stream, which is consistent with the verification code. Add here for offline。

It should be noted here that deleting the device on the HCP will not affect the device on the Hik-Partner Pro site.

1.3 License configuration

In HCP2.3, users need to apply for the license of Hik-Partner Pro Camera. Only after applying for the license of HPP Camera (the upper limit is 10,000) can the channel of the cloud device be imported into the area. This channel will occupy both HPP Camera and ordinary The number of cameras. That is to say, only after the user has applied for the license of the HPP Camera, the user can perform operations such as preview and playback on these Cameras.

In HCP2.4, the user is supported to obtain the stream of the HPP Camera for 5 minutes without the HPP Camera license. After 5 minutes, the stream is obtained and the user can retrieve the stream again. That is to say, users can also import HPP Camera into the area without the license of HPP Camera, which only takes up the channels of ordinary Camera. After importing to the area, the user needs to manually configure the HPP Camera, which occupies the number of channels of the HPP Camera. Only the configured HPP Camera will not take the stream for a limited time, otherwise the time limit is 5 minutes.
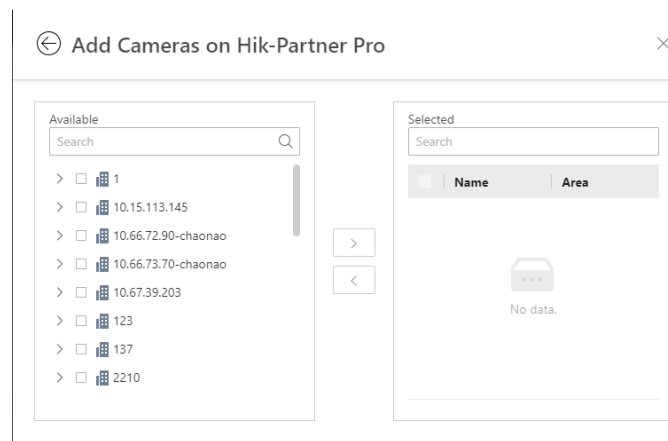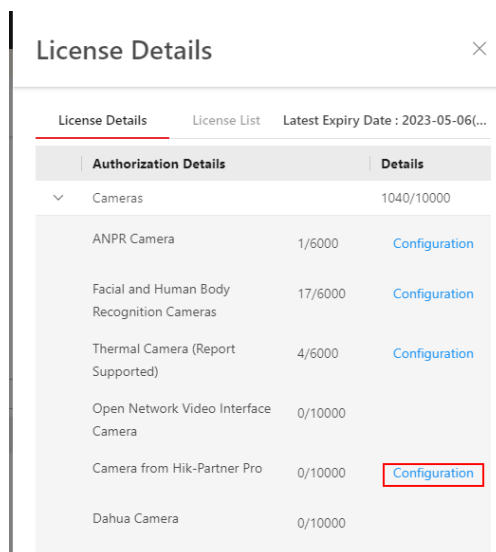
2. Function operation

2.1 Function difference

According to the functions supported by the current HCP platform, the cloud device only supports some of the operation configurations, and the buttons need to be grayed out or prompted for unsupported functions; special handling is required for supported functions that differ from existing implementations. See the table below for specific function support：

Encoding device：

function	Support or not
Device management	support
Password reset	no support
Time zone setting	support
N+1 Rose replicator	not support
Firmware upgrade	support
Stream encryption	support
Event alarm	Support (only some event types are supported)
Alarm linkage video	support
Recording plan configuration	Supported (Only device local web)
Image storage configuration	support
Preview	support
Play back	support
Alarm output control	support
Voice intercom	support
Arm and disarm	Support (subscribe to Cloud, unsubscribe)
Device timing	cloud automatically adjusts the time, HCP does not need to adjust the time
Decoder on the wall	Support (HCP2.4 support)
Dynamic Analysis	not support
Cross-line detection	not support
Area invasion	not support
Search by image	not support
Import faces from device	not support
Send the platform face to the device	not support
Remote configuration	support
Device Log search	support

Alarm device：

function	Support or not
Device management	support
Password reset	no support
Time zone setting	support (emergency alarm device does not support)
Firmware upgrade	support
Event alarm	support (only some event types are supported)
Short video storage configuration	not support
Zone Operation_Bypass	support
Zone Operation_Bypass Reply	support
Zone status display_online, offline	support
Zone status display_bypass status	support
Zone status display_fault status	support
Zone status display_whether to associate with the detector	support
Zone status display_arming and disarming status	support
Zone status display_alarm status	support
Alarm output control_Alarm control	support
Alarm output control_warning light control	support
Alarm output control_electric lock control	support
Alarm output control_trigger control	support
Device Log Retrieval	support
subsystem configuration	support
Arming template	support
Subsystem Operation_Disarm	support
Subsystem Operation_Arming Away	support
Subsystem Operation_Stay Arming	support
Subsystem Operation_Instant Arming	support
Subsystem operation_fire alarm	support
Subsystem status display_arming status	support
Subsystem status display_disarm status	support
Subsystem status display_alarm status	support

Live view：

function	Support or not
preview	support
PTZ	support
Device intercom	support
Channel intercom	support
Broadcast	not support
Main substream	support
Snapshot	support
Video	support
Smooth stream (low bandwidth)	not support

Playback：

function	Support or not
is playing	support
single frame forward	support
play upside down	not support
single frame reverse	not support
play at double speed	support
suspend resume	support
calendar	support
thumbnail	Thumbnails on the resource tree are supported, playback thumbnails are not
locking	not support
smooth drag	not support
Frame play	not support
multiple time zones	support
summer time	not support
file type	Not supported (default timing)
download	support
main substream	support
snapshot	support
clip	support
smooth stream (low bandwidth)	not support

2.2 Events reported

For Hik-Partner Pro devices, only the event types defined by the Hik-Partner Pro platform are

supported. See the table below for details：

Function	Type	Message defination
Alarm host CID alarm	cidEvent	JSON_EventNotificationAlert_cidEvent
Motion detection	VMD	XML_EventNotificationAlert_VMD
IO alarm	IO	XML_EventNotificationAlert_IO
Video occlusion	shelteralarm	XML_EventNotificationAlert_shelteralarm
Area invasion	fielddetection	XML_EventNotificationAlert_fielddetection
Transboundary detection	linedetection	XML_EventNotificationAlert_linedetection
Hard drive full	diskfull	XML_EventNotificationAlert_diskfull
Hard disk error	diskerror	XML_EventNotificationAlert_diskerror
Hard disk recovery	diskrecover	XML_EventNotificationAlert_diskrecover
Go online	deviceonline	JSON_EventNotificationAlert_deviceonline
Equipment offline	deviceoffline	JSON_EventNotificationAlert_deviceoffline
Device deletion (This event is reported regardless of subscription)	devicedeleted	JSON_EventNotificationAlert_devicedeleted
CID alarm linkage video recheck picture information (ax pro connects to pircamera, the first alarm is the ordinary Cid alarm, the second alarm is the linkage)	Linkage	JSON_EventNotificationAlert_Linkage
Video loss	videoloss	JSON_EventNotificationAlert_vedioloss
Entry area	regionEntrance	XML_EventNotificationAlert_regionEntrance

| Exit zone | regionExiting | XML_EventNotificationAlert_regionExiting |
| Video anomaly | recordException | XML_EventNotificationAlert_recordException |