



DSS Pro

FAQ Manual








Foreword

General

This manual provides the solutions to DSS Pro problems during daily use.

Safety Instructions

The following categorized signal words with defined meaning might appear in the manual.

Signal Words	Meaning
 DANGER	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
 WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, lower performance, or unpredictable result.
 TIPS	Provides methods to help you solve a problem or save you time.
 NOTE	Provides additional information as the emphasis and supplement to the text.

Revision History

Version	Revision Content	Release Time
V1.0.2	Added "18 Backup and Restore"	March 2020
V1.0.0	First release	August 2017

About the Manual

- The manual is for reference only. If there is inconsistency between the manual and the actual product, the actual product shall prevail.
- We are not liable for any loss caused by the operations that do not comply with the manual.
- The manual would be updated according to the latest laws and regulations of related regions. For detailed information, see the paper manual, CD-ROM, QR code or our official website. If there is inconsistency between paper manual and the electronic version, the electronic version shall prevail.
- All the designs and software are subject to change without prior written notice. The product updates might cause some differences between the actual product and the manual. Please contact the customer service for the latest program and supplementary documentation.

- There still might be deviation in technical data, functions and operations description, or errors in print. If there is any doubt or dispute, please refer to our final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and the company names in the manual are the properties of their respective owners.
- Please visit our website, contact the supplier or customer service if there is any problem occurred when using the device.
- If there is any uncertainty or controversy, please refer to our final explanation.

Table of Contents

Foreword	I
1 Installation and Deployment	1
1.1 Operating systems compatible with DSS Pro	1
1.2 Server performance requirement for installing DSS Pro	1
1.3 Browser compatibility for DSS Pro Web Manager	2
1.4 In-place installation strategy for DSS Pro	2
1.5 The installation path cannot be modified	2
1.6 The installation progress slows down in the end	2
1.7 The possible reasons why the hot standby fails	3
1.8 The configurations to be done for firewall to use DSS normally	3
1.9 Acquire Control Client of DSS Pro	3
1.10 The changes DSS Pro make to the operating system	4
1.11 Stop background progress of DSS	4
1.12 Start background progress of DSS	4
1.13 Check running status of distributed servers	5
2 License	8
2.1 The trial rules of DSS Pro	8
2.2 Acquire the license of DSS	8
2.3 Control the license of DSS Pro	9
3 Upgrade	10
3.1 Points to pay attention to about upgrade	10
3.2 License after upgrade	10
3.3 Business Intelligence and Store Management tabs disappear after upgrade	10
3.4 Data migration	10
3.5 After upgrade, the general picture storage disk is shown unconfigured on the Local Disk interface of the slave server.	11
3.6 Pictures stored on the slave server cannot be searched on Control Client after upgrade	11
3.7 After the upgrade, I forgot how the general picture disk and its space size had been configured on the slave server.	11
4 Add Device	12
4.1 There is no device in the list of auto add	12
4.2 It fails to add device.	12
4.3 Why some device config can directly skip to config interface while others can only skip to login interface	12
4.4 The types of device DSS can add	12
4.5 The device is offline	13
4.6 The automatically-acquired information is incorrect	13
4.7 Group the devices	13
5 User Permission	15
5.1 The relationship between user and permission	15
5.2 How to control user permission of device access	15

5.3 Import domain users and configure permissions for them.	16
6 Live View	17
6.1 How to configure if it requires sub stream according to the window split.....	17
6.2 The reasons why it fails to request stream	17
6.3 What makes video unsmooth.....	18
6.4 It fails to operate PTZ.....	18
6.5 What parameters affect PC decoding capability.....	19
6.6 Config device stream type	19
6.7 View videos in batches.....	19
6.8 Quick save user's important video channels.	20
6.9 The possible causes of instant playback failure	20
6.10 Reasons for H.265 video crash.....	21
7 Record	22
7.1 The video sign fails to display on the calendar	22
7.2 It fails to search video	22
7.3 The possible causes for playback failure	22
7.4 The time progress bar does not show video segments during playback	22
7.5 How videos are categorized.....	23
7.6 The restrictions upon fast forward during playback, and the basis for that	23
7.7 Reasons for failure of reverse play	23
7.8 Reasons for error during sync playback	23
7.9 The naming rule of video clip	24
7.10 The ways to download videos.....	24
7.11 t fails to download videos	24
8 Video Wall.....	25
8.1 Configure a video wall layout	25
8.2 Set a video wall task	27
8.3 Decode to video wall	27
8.4 Configure window tour for several videos.....	28
8.5 Split fails	28
9 Alarm Report and Alarm Config.....	29
9.1 The definition of alarm source.....	29
9.2 Alarm linkage actions that can be configured	29
9.3 Alarm is not uploaded.....	29
9.4 Camera snapshot linkage is configured while no snapshot can be seen on Control Client	30
9.5 Open alarm live video	30
10 Emap	32
10.1 The types of Emap that DSS Pro supports.....	32
10.2 Configure Google map	32
10.3 Configure raster map	34
10.4 The Control Client fails to display map	36
10.5 Configure alarm spot flashing on map	36
11 Face Recognition.....	37
11.1 The face recognition devices that DSS Pro supports	37

11.2 The device tree of the face recognition module on the Control Client does not identify face recognition devices	37
11.3 The live view interface of the face recognition module does not show real-time face capture info	37
11.4 When configuring face recognition alarm on the Event interface of Web Manager, the alarm source tree does not show any device	38
11.5 Configure face database	38
12 Traffic ANPR	39
12.1 No picture is displayed in the picture area	39
12.2 I cannot query the information in arm record	39
12.3 I cannot query the corresponding video information in the violation record	39
13 POS business	41
13.1 Set POS style	41
13.2 About the data unit in the receipt	41
14 Attendance	42
14.1 The check-in or check-out time is one minute more than the card-swiping time	42
14.2 I cannot see the department shift of staff	42
14.3 The additional staff are not assigned to any shift plan, but why is it displayed in a shift	42
14.4 I cannot query the card swiping record of the staff	42
14.5 I cannot query the attendance report of the staff	43
14.6 I cannot query the abnormal attendance record of the staff	43
14.7 One card swipe produces two records	43
14.8 The records of the attendance report, such as the card swiping records cannot be fully exported	43
15 Entrance	44
15.1 The parking lot is bound with ANPR devices, but the system always prompt lifting failure when a car passes	44
15.2 A vehicle on the restricted list is automatically recognized and let go	44
15.3 The data of passing vehicles can be reported after ANPR camera is added to the platform and configured, but the data cannot be reported when the camera is bound to NVR.	44
15.4 The ANPR record card shows no recorded video	44
15.5 The card of passing vehicle record shows no pictures in license plate recognition	45
15.6 When I send trusted vehicle list to the ANPR camera from the platform, I cannot send through a specific NVR channel	45
15.7 When sending trusted vehicle list to NVR, occasionally, the platform prompts a successful result but the camera actually does not has any corresponding data.	45
15.8 The video intercom device (Outdoor Station, Fence Station) has been added to the platform, but cannot be bound to the parking lot	46
16 Video Intercom	47
16.1 Quickly add video intercom device	47
16.2 The video intercom device goes offline after being added to platform, and prompts "mismatch of building No. or unit No."	47
16.3 After adding VTO (Outdoor Station) and VTH (Indoor Monitor), the automatically generated device group includes only VTO, and VTO and VTH are disconnected.	47
16.4 Video intercom device online, VTO and VTH can call each other, but the device fails to call management center	47
17 Access Control Management	49

17.1 The uploaded face pictures cannot be sent to the face access control device	49
17.2 Send room number to VTO (Outdoor Station)	49
17.3 It fails to use password to open door when password has been configured.....	49
17.4 Personnel management permission is overridden after the door rule authorization.....	49
17.5 It fails to send three fingerprints to some devices	50
17.6 It fails to send three fingerprints to some devices	50
17.7 Card info is overridden when sending cards to devices in batches.	50
17.8 Multi-door Interlock set for the integrated controller does not take effect	50
18 Backup and Restore.....	51
18.1 Abrupt power-off during backup and restore might result in running failure of database.....	51
19 Virus Scanning	52
19.1 During program installation, warnings appear saying that some .exe program or .dll database is virus.....	52

1 Installation and Deployment

1.1 Operating systems compatible with DSS Pro

Answer:

The supported operating systems are listed below:

Table 1-1 Operating systems

Supported Operating System	Version
Windows 7	64 Bits
Windows 10	64-bit professional/64-bit enterprise
Windows Server 2008	64-bit standard version
Windows Server 2012	64-Bit standard version



The versions above are highly recommended.

1.2 Server performance requirement for installing DSS Pro

Answer:

The corresponding configuration is shown as follows:

Table 1-2 Server configuration

Hardware Requirement for DSS Server	
Recommended Config	<ul style="list-style-type: none"> • CPU: Intel Xeon Silver 4114@ 2.2GHz • Memory: 16 GB • Network Card: 1 Gps • Disk Type: HDD, 1 TB • DSS installation directory memory: Over 500 GB
Min Config	<ul style="list-style-type: none"> • CPU: E3-1220 v5 @3.00GHz 4core • Memory: 8 GB • Network Card: 1 Gps • Disk Type: HDD, 1 TB • DSS installation directory memory: Over 500 GB



The recommended hard disk memory is for reference only. The actual requirement shall prevail.

1.3 Browser compatibility for DSS Pro Web Manager

Answer:

The supported browsers are listed below:

Table 1-3 Browser compatibility

Supported Browser	Version
Internet Explorer	Internet Explorer9/10/11
Google Chrome	40 and later
Mozilla Firefox	40 and later

1.4 In-place installation strategy for DSS Pro

Answer:

- You cannot modify installation path during the in-place installation.
- License is still effective after the installation.
- Database data is not modified by the in-place installation. You can use previous data normally after installation.

1.5 The installation path cannot be modified

Answer:

Because some background processes of DSS Pro rely on the operating system registry, in order to avoid installing 2 sets of DSS programs upon the same server and causing registry conflict, that's why it is forbidden to select installation path during in-place installation and it will be directly installed to the old directory when the current server has installed DSS Pro. Unload DSS Pro before modifying directory.

1.6 The installation progress slows down in the end

Answer:

Because the database is initialized in the end, and it makes DSS Pro installation delay from a few seconds to a few minutes. The delay depends on the time of current server implementing script initialization of the database.

1.7 The possible reasons why the hot standby fails

Answer:

- Hot standby syncs user, role, alarm schemes and other database data by default. To sync pictures, you can manually config the backup directory.
- Forced start of hot standby might result in failure of fail over.
- Incomplete data replication can cause hot standby exceptions occasionally.

To build hot standby, contact technical support. Any problem, contact technical support for help.

1.8 The configurations to be done for firewall to use DSS normally

Answer:

In normal situation, DSS installation procedure can automatically modify setting of Windows firewall without manual config. You can contact technical support for help when firewall config fails.

1.9 Acquire Control Client of DSS Pro

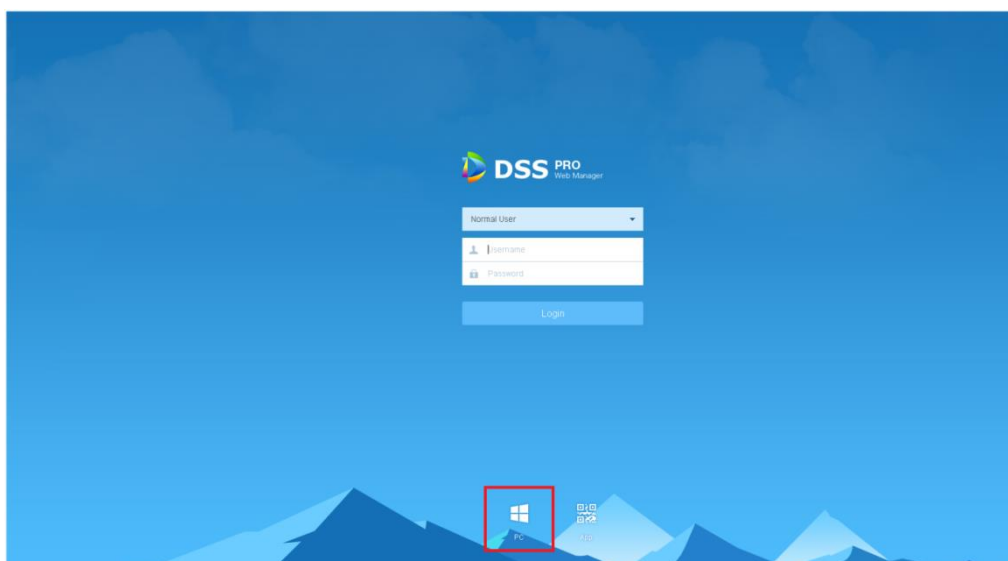
Answer:

DSS Control Client provides desktop client program for DSS business operation. The installation steps are shown as follows:

Step 1 Open browser and input IP address of DSS Pro.

Step 2 Click PC on the bottom of the login page of DSS Web Manager.

Figure 1-1 Download Control Client



Step 3 Save the file to PC.

1.10 The changes DSS Pro make to the operating system

Answer:

- Install DSS file under the installation directory.
- Add program start menu and desktop shortcut.
- Configure the firewall needed by DSS.
- Configure local security policy.
- Add Windows service named as DSS Service.

1.11 Stop background progress of DSS

Answer:

- To temporary shut down, you can click Stop Service on the config interface of DSS Server.
- To completely shut down, enter service management of operating system and modify the start mode of DSS Server as manual start and shut down service.

1.12 Start background progress of DSS

Answer:

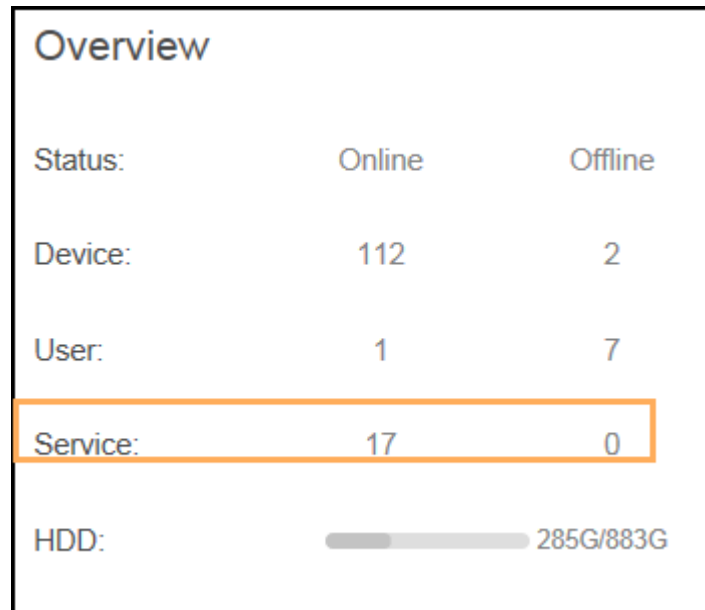
DSS Pro is registered as a background process, and start automatically by default. When the progress is stopped, you can start by using the desktop shortcut icon. Steps are shown as follows:

Step 1 Log in to the server.

Step 2 Double-click the DSS Server icon.

Step 3 Log in to Web Manager and check services status. Make sure that all services are running well.

Figure 1-2 Check service status



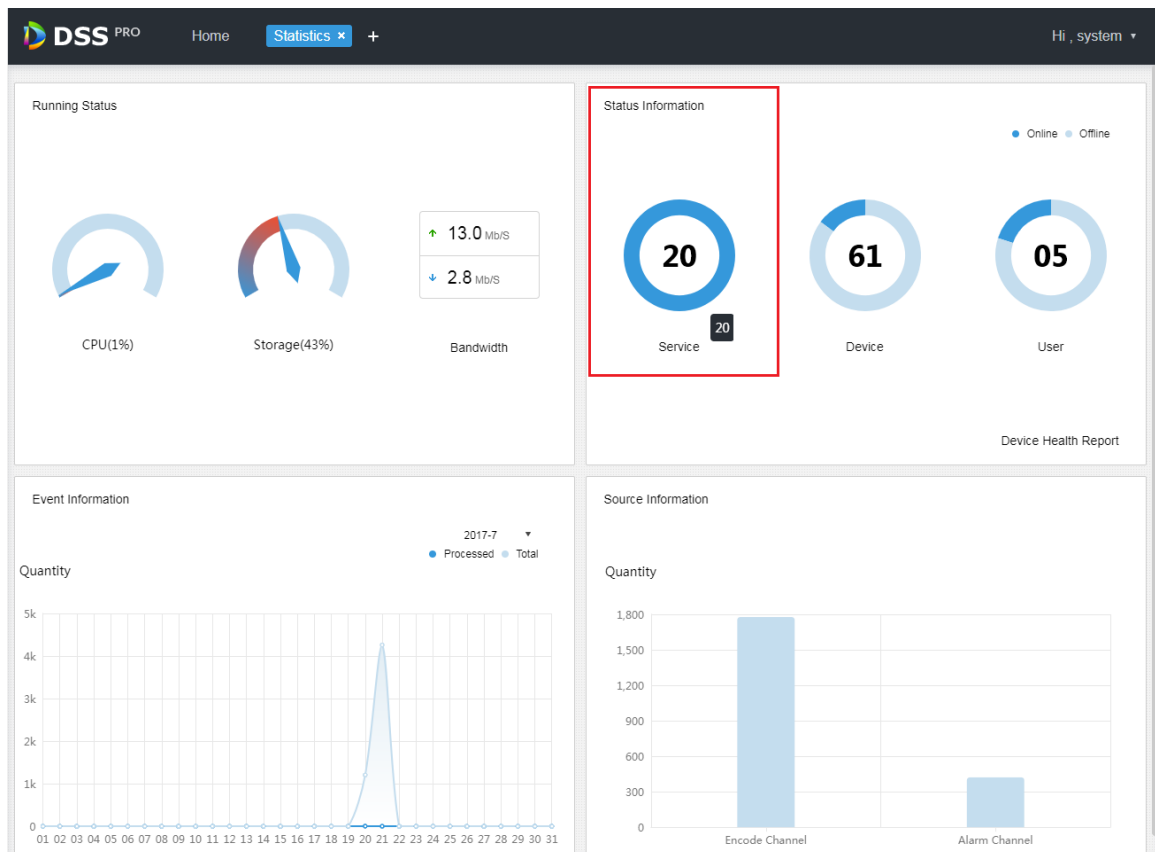
1.13 Check running status of distributed servers

Answer:

For the status of slave servers, go to the Web Manager of the master server, and then select **Overview**.

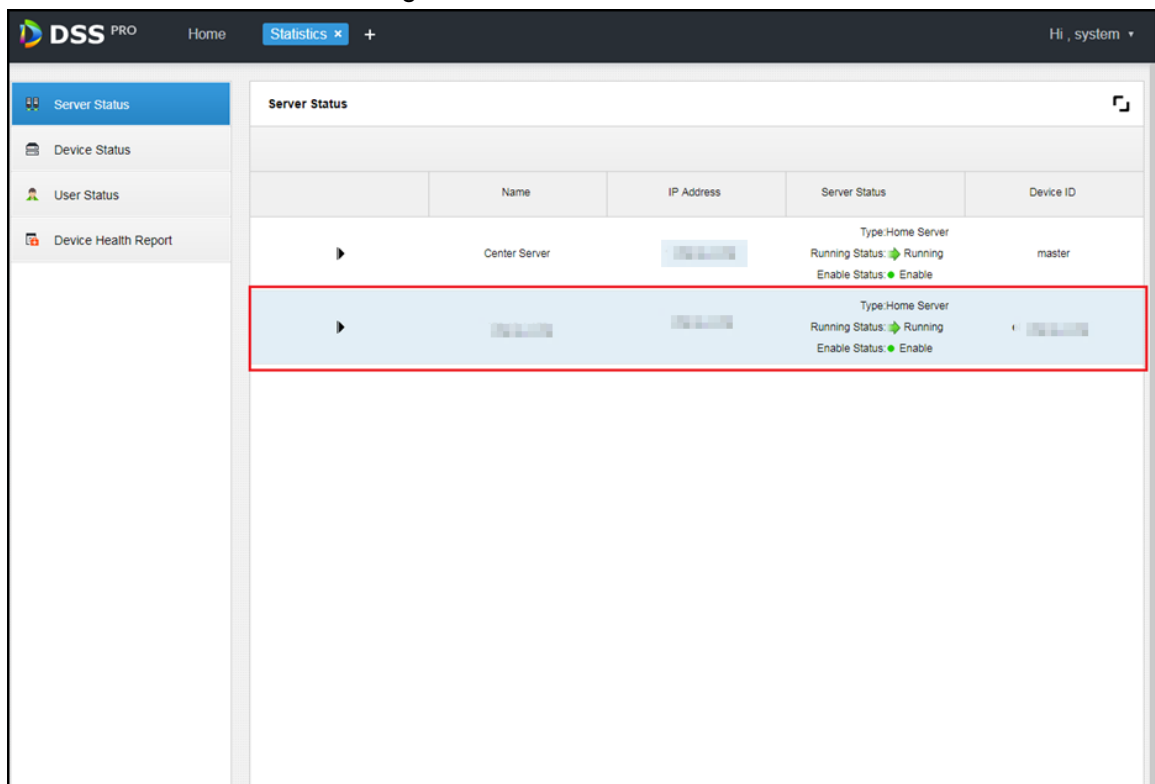
Step 1 Log in to the master server, and then select **Overview**.

Figure 1-3 Overview



Step 2 Click **Service** to check details. The one whose **Device ID** is master is the master server, and the others are slave servers.

Figure 1-4 Server status






















Step 3 Click  to check server details.

Figure 1-5 Server details

Server Status

	Name	IP Address	Server Status	Device ID
	Center Server		Type: Home Server Running Status:  Running Enable Status:  Enable	master
			Type: Home Server Running Status:  Running Enable Status:  Enable	

Video Unit	Name	Service Type	Status
	ARS(8001)	ARS(Active Register Service)	 Online
	MTS(2001)	MTS(Medium Transfer Service)	 Online
	DMS(4001)	DMS(Device Management Service)	 Online
	PCPS(9001)	PCPS(ProxyList Control Proxy Service)	 Online
	MCDRADAR(49001)	MCDRADAR(Radar Management Service)	 Online
	MCDPOS(39001)	MCD_POS(Multi-Control Device)	 Online
	SS(1001)	SS(Storage Service)	 Online
	PTS(13001)	PTS(Picture Transfer Service)	 Online








2 License

2.1 The trial rules of DSS Pro

Answer:

90 days trail for 32 channels. The trail details are as follows:

Figure 2-1 License details

License Detail			
 Upgrade License More features, More Channels. Upgrade Now >			
Channel			
Channel Type	Total	Used	Expiry date
 Video ● Trial	32	5	2018-11-28
 POS ● Trial	2	0	2018-11-28
 ANPR ● Trial	2	0	2018-11-28
 Face Recognition ● Trial	2	0	2018-11-28
Add-on			
Channel Type	Expiry date		
 Traffic ● Trial	2018-11-28		
 BI ● Trial	2018-11-28		

2.2 Acquire the license of DSS

Answer:

Currently DSS Pro only supports offline acquisition of License. Please contact your sales if you need to purchase formal License.

2.3 Control the license of DSS Pro

Answer:

License file includes hardware information related to DSS Pro installation server. It can only be used on the current server. Please contact your sales if you need to replace server.

3 Upgrade

3.1 Points to pay attention to about upgrade

Answer:

- V7.001.0000000 can only upgrade to V7.002.0000000. V7.002.0000000 and later versions can upgrade to the latest version.
- Go to the Web Manager to back up all data before upgrade, so as to avoid data loss.
- Make sure that the target version is newer than the version you have already installed.
- Make sure that the target version can be upgraded directly from the version you already have installed. For upgrade restrictions, contact technical support.
- If the installation package suggests that the upgrade is limited, stop the upgrade immediately and contact technical support to back up the data before upgrade.

3.2 License after upgrade

Answer:

License is still valid after upgrade. If license is lost after re-installation, apply again from the sales.

3.3 Business Intelligence and Store Management tabs disappear after upgrade

Answer:

V7.002.0000002 does not support POS business, so POS device cannot be added on this version. You can add POS device through NVR and XVR. For POS business introductions, see user's manual of V7.002.0000002.

3.4 Data migration

Answer:

To migrate DSS Pro to another server, follow the steps as below:

Step 1 Install DSS on the new server. Do not change the version.

Step 2 Go to Web Manager to manually back up the data on the old server.

Step 3 Go to Web Manager of the DSS on the new server, and then restore the data you backed up from the old DSS. Step 4: Follow the authorization procedure on the home page of Web Manager to acquire license file, and then apply for a new license from the sales.

3.5 After upgrade, the general picture storage disk is shown unconfigured on the Local Disk interface of the slave server.

Answer:

You need to manually configure again to restore the general picture storage.

3.6 Pictures stored on the slave server cannot be searched on Control Client after upgrade

Answer:

You need to manually configure the general picture storage disk again to restore the pictures.

3.7 After the upgrade, I forgot how the general picture disk and its space size had been configured on the slave server.

Answer:

Visit the slave server remotely, find the OSS_DATA folder and calculate its size, and then configure again on the Web Manager.

4 Add Device

4.1 There is no device in the list of auto add

Answer:

Currently auto search adopts multicast and broadcast over the network where network card is located, as for multi network card setting, each card needs to take tour of 2 minutes. Perhaps there is no associated device in the segment same as the first network card when DSS Pro just starts, then it causes the fact that it fails to search device temporarily.

If it is confirmed that device exists in some segment, then you can search device according to designated segment.

4.2 It fails to add device.

Answer:

The reasons why it fails to add device are shown as follows:

- The number of encoding channels exceeds the limit.
- Incorrect device parameter makes it fail to acquire information correctly.
- The IP address is already added in the DSS.
- The registration ID of active register device has existed.

Please contact technical support for help if it fails to add device.

4.3 Why some device config can directly skip to config interface while others can only skip to login interface

Answer:

The encoding device program of our company is always updating, the latest device supports directly using user password to skip to login interface and enter config interface, while some old programs can only skip to WEB login interface.

4.4 The types of device DSS can add

Answer:

The supported device types are Encoder, Decoder, Video Wall, Alarm Host, Access Controller, ANPR Device and ANPR Device.

4.5 The device is offline

Answer:

The reasons of general device being offline are shown as follows:

- The device login parameter is modified and it causes the device offline.
- Device login account is locked (it is because of wrong password login)
- Exceed the device login capacity. There is a limit for connected device quantity. It will cause device offline when exceeding the limit.
- The device network is destroyed.
- The device management server of DSS goes wrong. For example, memory reaches its limit.

The reasons of actively-registered device being offline are shown as follows:

- The network between actively-registered server and device goes wrong, which causes heartbeat timeout and offline.
- The change of login parameter causes device to be offline.
- Configured platform IP address or port information goes wrong.
- The actively-registered port (default 9500) of DSS platform is not connected.
- ARS or DMS service of DSS platform is not online.

4.6 The automatically-acquired information is incorrect

Answer:

It relied on the agreed protocol between platform and device to acquire information. The protocol compatibility goes wrong if the information is incorrect. Please contact technical support when this type of problem occurs.

4.7 Group the devices

Answer:

- Method A: Assign a group when adding the device.

5 User Permission

5.1 The relationship between user and permission

Answer:

One user can have several permissions and one permission can be used by several users.

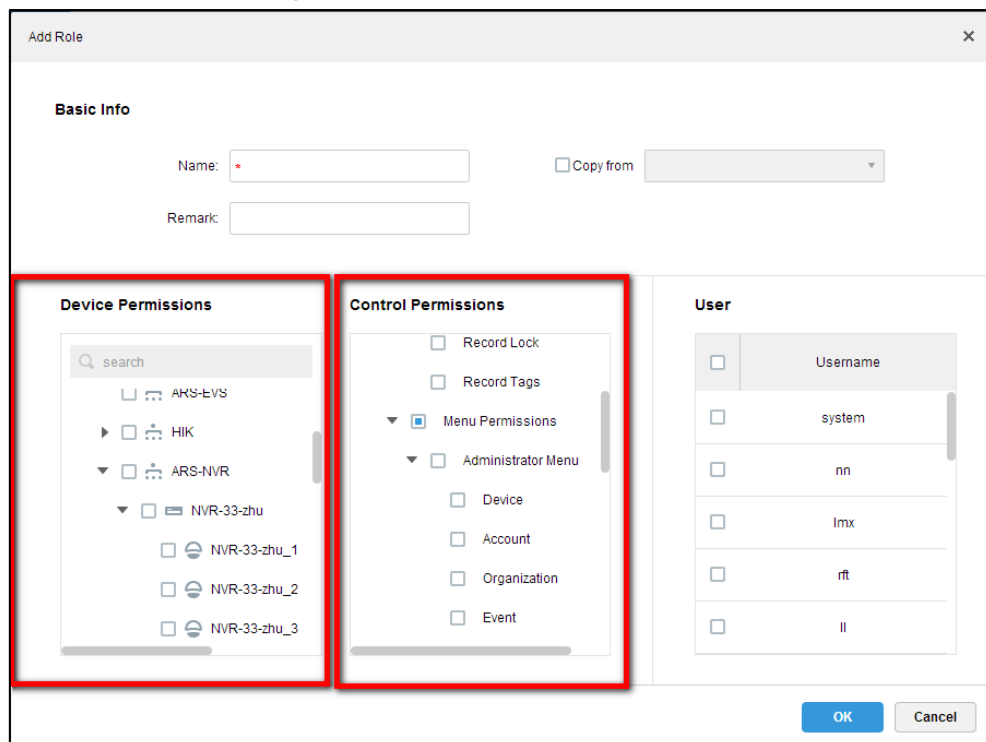
When the user owns several permissions, then the user's permission will become the set of these permissions.

5.2 How to control user permission of device access

Answer:

Add a new role. The following picture shows the configuration of device permission and control permission.

Figure 5-1 Device permission



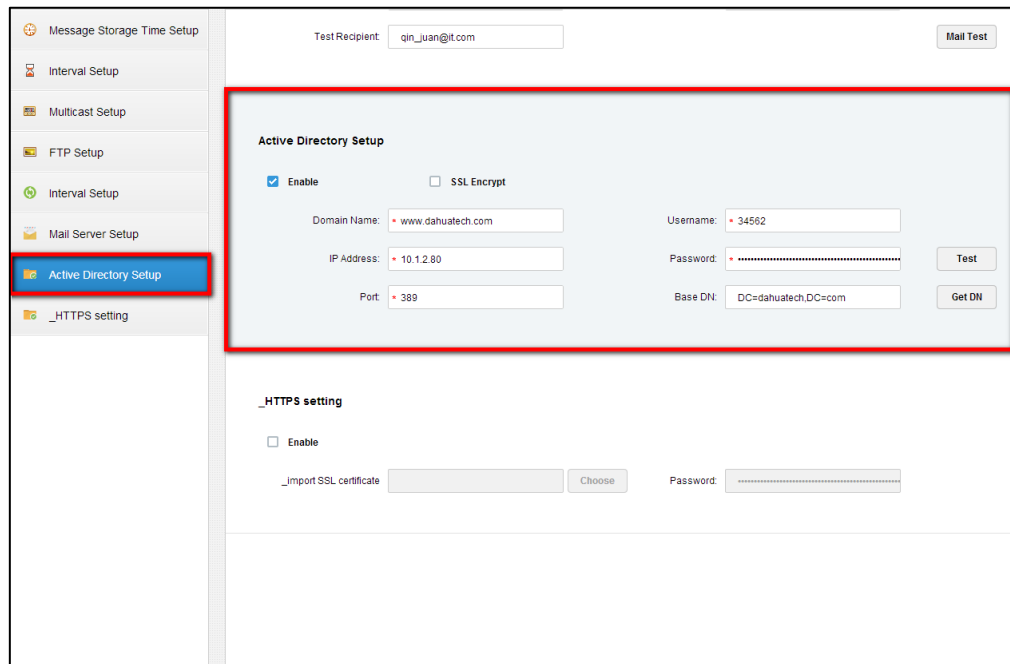
The screenshot shows the 'Add Role' configuration window. The 'Basic Info' section includes fields for 'Name' (with a red asterisk indicating it is required), 'Remark', and a 'Copy from' dropdown menu. Below this, there are three main sections: 'Device Permissions', 'Control Permissions', and 'User'. The 'Device Permissions' section is highlighted with a red box and contains a search bar and a list of permissions including ARS-EVS, HIK, ARS-NVR, NVR-33-zhu, NVR-33-zhu_1, NVR-33-zhu_2, and NVR-33-zhu_3. The 'Control Permissions' section is also highlighted with a red box and contains a list of permissions including Record Lock, Record Tags, Menu Permissions, Administrator Menu, Device, Account, Organization, and Event. The 'User' section is not highlighted and contains a list of users including system, nn, lmx, rft, and ll. At the bottom right, there are 'OK' and 'Cancel' buttons.

5.3 Import domain users and configure permissions for them.

Answer:

Step 1 On the **System** interface of Web Manager, enable active directory, and set parameters as follows. For parameter details, contact the domain administrator.

Figure 5-2 Import domain users



The screenshot shows the 'Active Directory Setup' configuration page in the Web Manager. The left sidebar contains a list of settings, with 'Active Directory Setup' highlighted. The main content area is titled 'Active Directory Setup' and includes the following fields and options:

- Test Recipient:** qin_juan@it.com
- Mail Test:** Button
- Active Directory Setup:**
 - ☒ Enable
 - ☐ SSL Encrypt
 - Domain Name:** www.dahuatech.com
 - IP Address:** 10.1.2.80
 - Port:** 389
 - Username:** 34562
 - Password:** [Redacted]
 - Base DN:** DC=dahuatech,DC=com
 - Test:** Button
 - Get DN:** Button
- _HTTPS setting:**
 - ☐ Enable
 - _import SSL certificate:** [Redacted] **Choose:** Button
 - Password:** [Redacted]

Step 2 Go to the **User** interface, click Import Domain User, search for and select the target users, and then click **Next**.

Step 3 Select the role for the users.

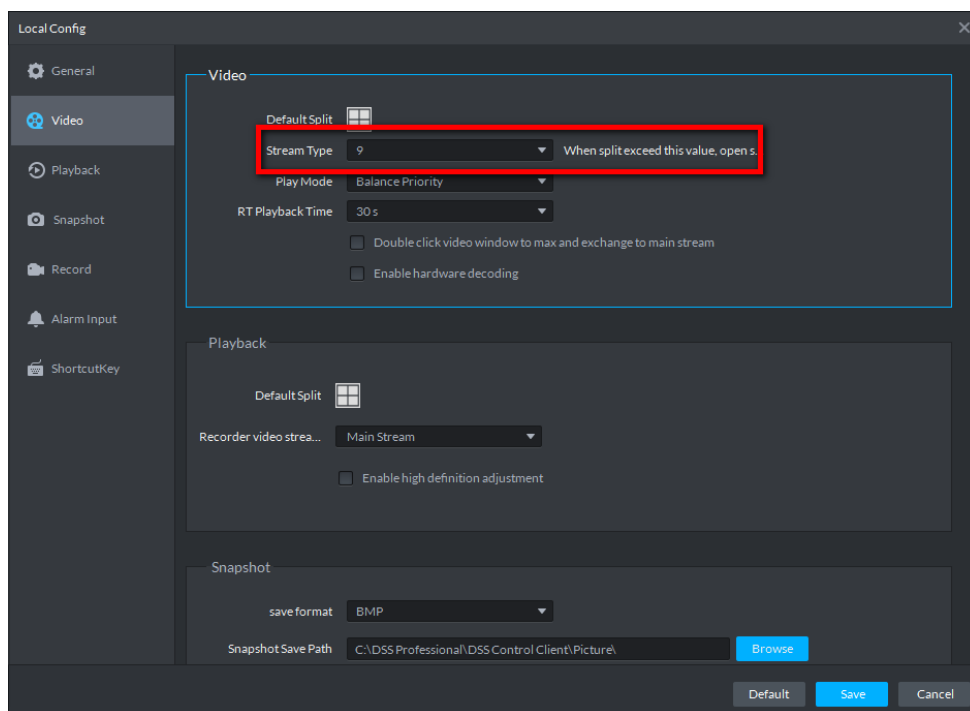
6 Live View

6.1 How to configure if it requires sub stream according to the window split

Answer:

Enter the local config interface of client, select **Video** and then you can configure **Stream Type** to control stream according to window split. Default 9 splits, the main stream is enabled by default when it is 9 splits or less, and sub stream is enabled by default when it is more than 9 splits.

Figure 6-1 Set auto switch of stream type



6.2 The reasons why it fails to request stream

Answer:

- LAN/WAN mapping config incorrect. Generally the device is online but it fails to request stream.
- Forwarding server trouble. Generally it happens when forwarding is under great pressure or forwarding server offline.

You can contact technical support for help when it fails to request stream.

6.3 What makes video unsmooth

Answer:

The main reasons are shown as follows:

- Poor network condition fails to make stream reach decoder normally, and it causes video unsmoothness.
- Beyond the server forwarding performance. For example, the rated forwarding performance of single server is 700M while the actual amount of forward is more than 700M.
- The network cable capacity is 100 M, while the actual data traffic is beyond that.
- PC performance trouble. The decoder CPU or memory fails to meet the supports of normal decoding display, and it causes video unsmoothness.
- Encoding trouble. It causes video unsmoothness if it fails to encode in time.

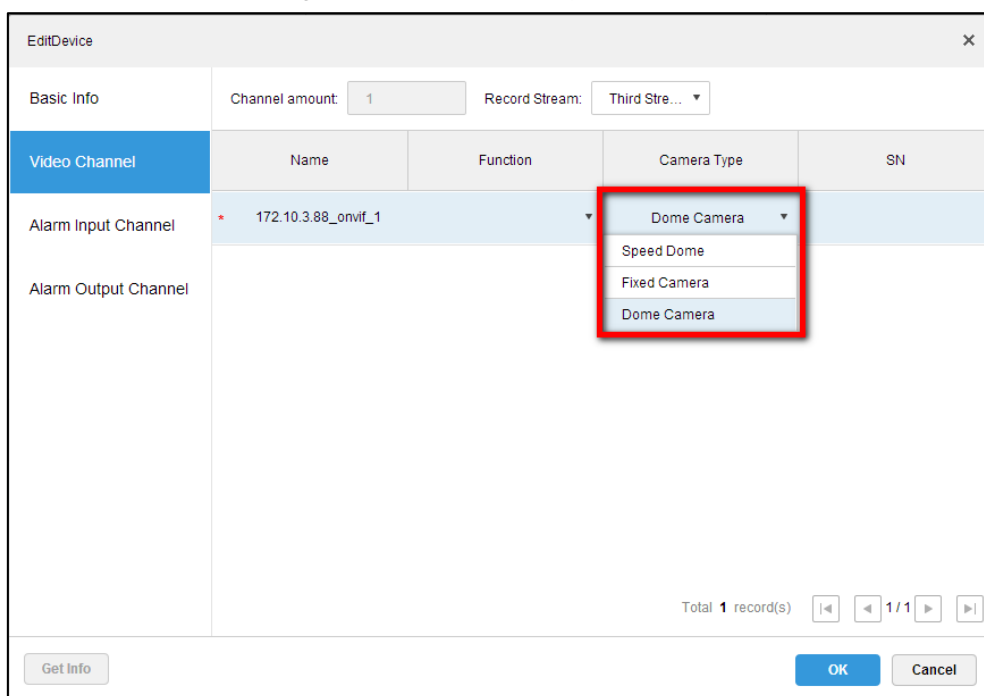
Contact technical support for help when video is unsmooth.

6.4 It fails to operate PTZ

Answer:

- The video channel is not equipped with PTZ function.
- The video channel is equipped with PTZ function, but it is not enabled. See the following figure, select Dome Camera.

Figure 6-2 Set camera type



The screenshot shows the 'EditDevice' window with the 'Video Channel' tab selected. The 'Channel amount' is set to 1 and 'Record Stream' is set to 'Third Stre...'. The 'Video Channel' table has columns: Name, Function, Camera Type, and SN. The 'Alarm Input Channel' row shows '172.10.3.88_onvif_1' in the Name column. The 'Camera Type' dropdown menu is open, showing a list of camera types: 'Dome Camera', 'Speed Dome', 'Fixed Camera', and 'Dome Camera'. The first 'Dome Camera' option is highlighted with a red box. The 'Alarm Output Channel' row is empty. At the bottom, there is a 'Get Info' button, 'OK' button, and 'Cancel' button. The status bar at the bottom right shows 'Total 1 record(s)' and navigation buttons.

- The video channel is locked by user with higher PTZ priority.

Contact technical support for help when the PTZ is out of control.

6.5 What parameters affect PC decoding capability

Answer:

Currently the main decoding mode of PC is soft decoding, it mainly relies on CPU performance, meanwhile it will takes part of memory because decoding needs some cache. Therefore, PC decoding capability mainly relies on CPU and memory.

6.6 Config device stream type

Answer:

Go to the device config interface, by entering device IP into the browser or clicking the device config icon on DSS.

Figure 6-3 Config stream type

Device Network

Pack Up

Type	Port
DVR	37777
DVR	37777
NVR	37777
NVR	37734

Search

Device Name	Type	Org	Status	Offline Cause	Operation
222	DVR	8	Offline	Main connection failed.	<div><div></div><div></div></div>
ARS232	NVR	ARS-NVR	Offline	Main connection failed.	<div><div></div><div></div></div>
NVR-33-zhu	NVR	ARS-NVR	Offline	Main connection failed.	<div><div></div><div></div></div>
EVS-177	EVS	csf	Online		<div><div></div><div></div></div>
ipc75	Smart IPC	root	Online		<div><div></div><div></div></div>
ONVIF 129	IPC	csf	Online		<div><div></div><div></div></div>
NVR123	NVR	root	Online		<div><div></div><div></div></div>

12

Go to page 1 Go

6.7 View videos in batches

Answer:

You can view video in batch via following operations on the preview interface

- Double-click, and then drag the organization or device node which includes several video resources.
- Double-click, and then drag the favorites node which includes several video resources.
- Check view node, and the view includes several video resources.

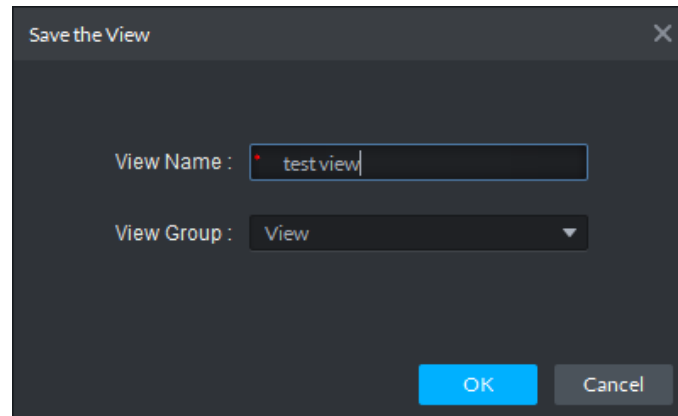
6.8 Quick save user's important video channels.

Answer:

Users can quickly save the important videos according to the following methods.

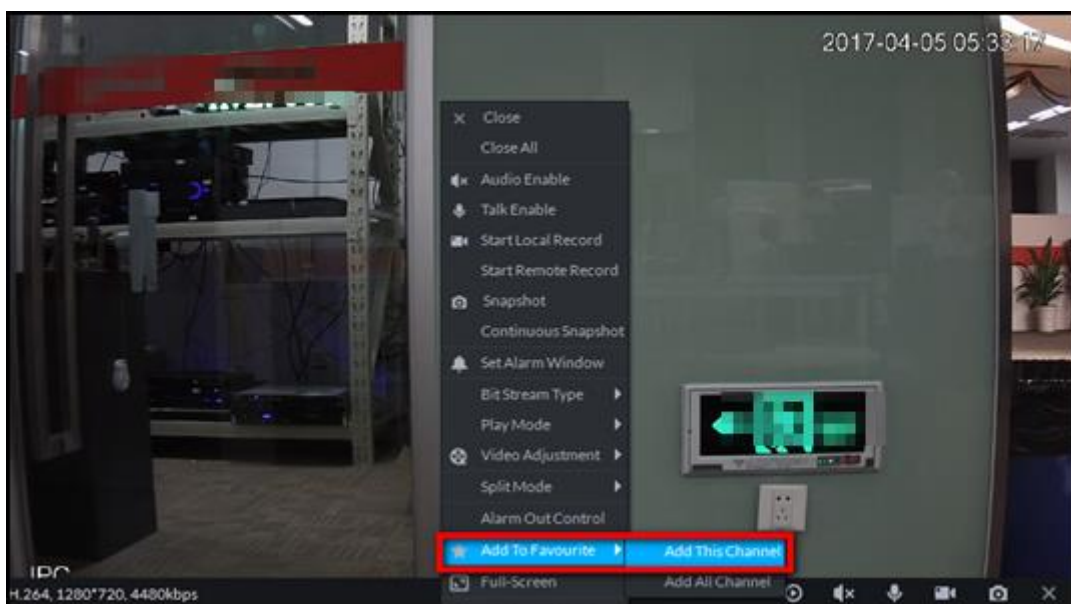
- Save video channel and split as view.

Figure 6-4 Save view



- Save video resource into favorites.

Figure 6-5 Save favorites



6.9 The possible causes of instant playback failure

Answer:

Instant playback means replaying the video before the designated time. Therefore it is possible that there is no video record in the selected channel, including the video on both recorder and server.

6.10 Reasons for H.265 video crash

Answer:

Go to the local config interface of the Control Client to check whether GPU decoding is enabled. GPU decoding is not recommended.

7 Record

7.1 The video sign fails to display on the calendar

Answer:

In order to make it convenient to search video, we marked the date with video on the calendar; but sometimes it fails to mark because the device fails to support the protocol. Besides, neither Hik nor ONVIF device can realize the function.

7.2 It fails to search video

Answer:

- If you select the video on the recorder, then you need to make sure the recorder is online and there is video within the period.
- If you select the video on the server, then you need to make sure there is video on the server within the period.
- Storage service fails. Storage service is the background process which supports video query. It needs to make storage service normal to realize video query.

Contact technical support for help when it fails to query video in other situations.

7.3 The possible causes for playback failure

Answer:

The possible causes of playback failure are shown as follows:

- Storage plan is not implemented upon the corresponding storage target, and it causes no video.
- Storage service fails. Storage service is the background process which supports video query. It needs to make storage service normal to realize video query.
- If device login info is modified while it is not updated in DSS Pro, then it will cause playback failure.
- Network trouble. It also causes playback failure when network malfunction happens.

Contact technical support for help when it fails to query video in other situations.

7.4 The time progress bar does not show video segments during playback

Answer:

Generally it is because the video stream time is not in accordance with actual time. Generally it needs to make sure the actual stream time is in accordance with storage target (maybe recorder or storage server) to guarantee the time is correct. Use device timing function to make front-end device time in accordance with DSS server time.

7.5 How videos are categorized

Answer:

- According to storage location, video category includes video stored on the recorder and video stored on the server. The video stored on the recorder not only includes the video on the traditional recorders such as NVR, DVR and so on, but also the video stored on the SD card of IPC.
- According to video trigger causes, it includes general video, motion detection video and alarm video etc.

7.6 The restrictions upon fast forward during playback, and the basis for that

Answer:

The main restrictions are the decoding speed and network speed; generally the rate of fast forward is restricted with HD stream, there are certain restrictions for the PC with poorer network condition;

7.7 Reasons for failure of reverse play

Answer:

Generally the reason why it fails to play backwards is because the device backwards protocol is not in accordance with the platform; currently the platform mainly realizes playing backwards upon new devices. Maybe it needs to modify program when the function of playing backwards is not available.

Besides, neither ONVIF nor Hik device can realize the function of playing backwards.

7.8 Reasons for error during sync playback

Answer:

The error of sync playback is mainly because the time sequence of each channel is different; the error becomes more obvious as time accumulates to some degree. Currently it is modified during playback and makes it synchronous visually.

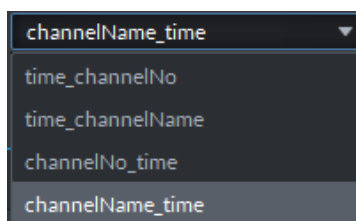
Besides, the control of sync playback only supports the devices of our company.

7.9 The naming rule of video clip

Answer:

As it is shown in the following figure, there are four types of combination you can configure recording rule: Channel name + time, channel No. + time, time + channel name, time + channel No.

Figure 7-1 Config video clip naming rule



7.10 The ways to download videos

Answer:

Supports three ways to download video, like time download, file download and label download.

7.11 It fails to download videos

Answer:

For part of the reason why it fails to download video, you can refer to the reason why playback fails. The other possible causes are shown as follows:

- The partition where the target folder is located is already full.
- Write access of target folder is unavailable. For example, it uses general user to log in the operating system with high security level.

8 Video Wall

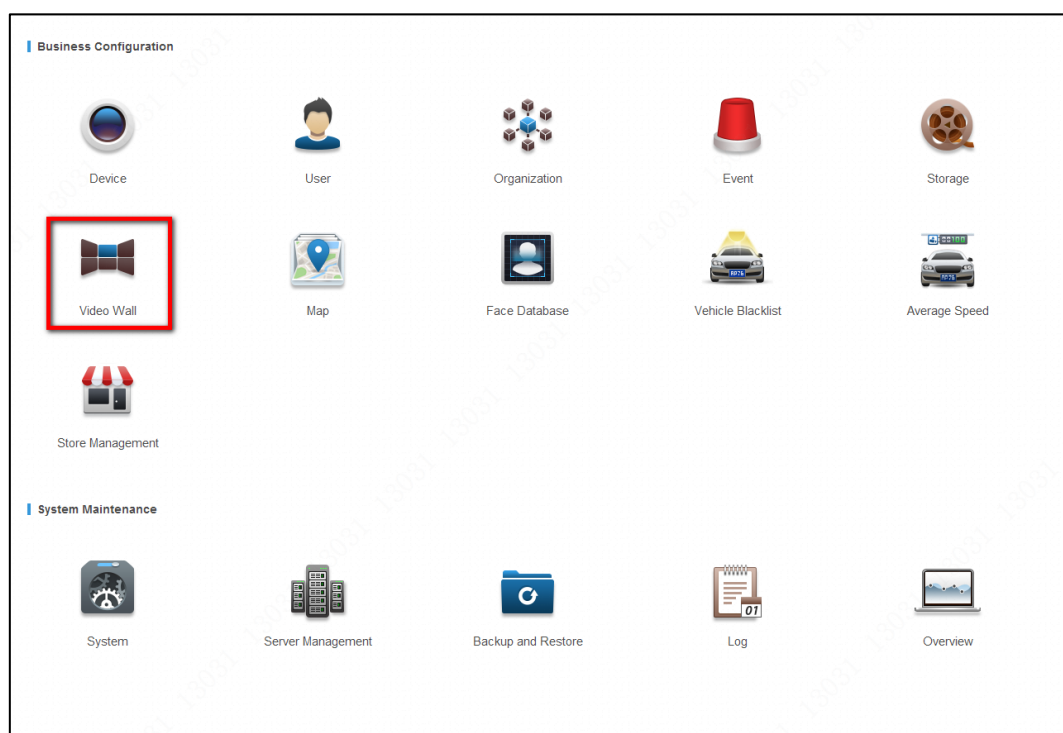
8.1 Configure a video wall layout

Answer:

Users need to adopt the function of video display on wall in various scenarios. It needs to create a video wall layout according to the following steps before use.

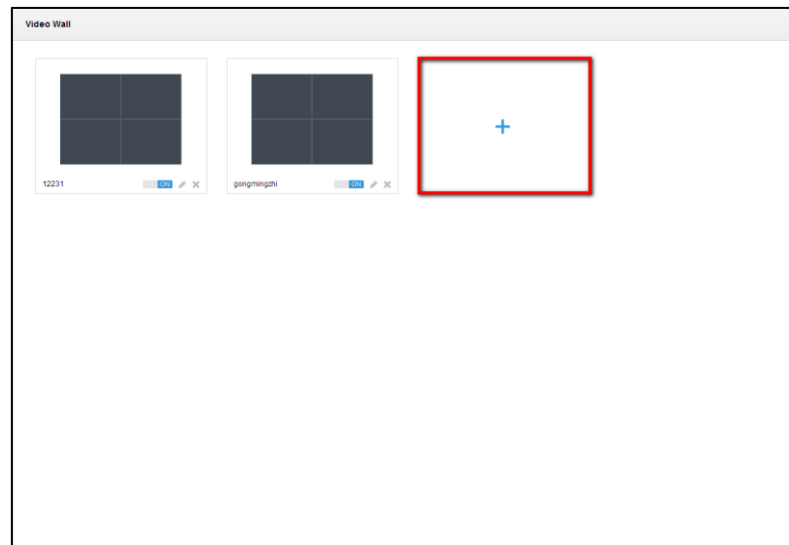
Step 1 Click on the Web Manager, and then select **Video Wall**.

Figure 8-1 Set video wall (1)



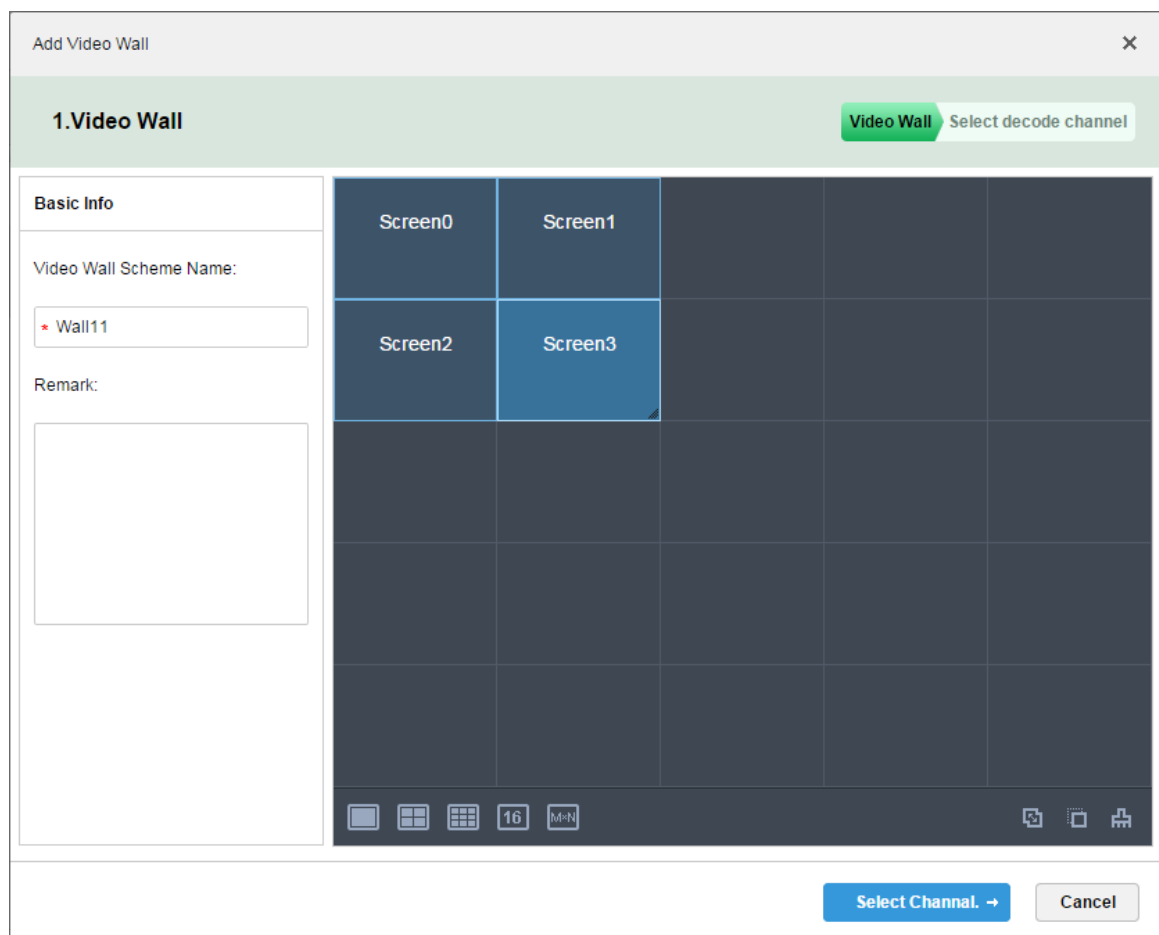
Step 2 Click **Add Video Wall** or +.

Figure 8-2 Set video wall (2)



Step 3 Create a virtual split layout according to actual video wall layout, and create a name for your layout, which is shown in the following figure.

Figure 8-3 Set video wall (3)



In order to make it convenient to create, the default layout is 5*5 split shading; and the shading is adjustable when the split is over 5*5.

Step 4 Bind a decoding channel to video wall according to the physical connection.
So far, the layout config of a video wall has been completed.

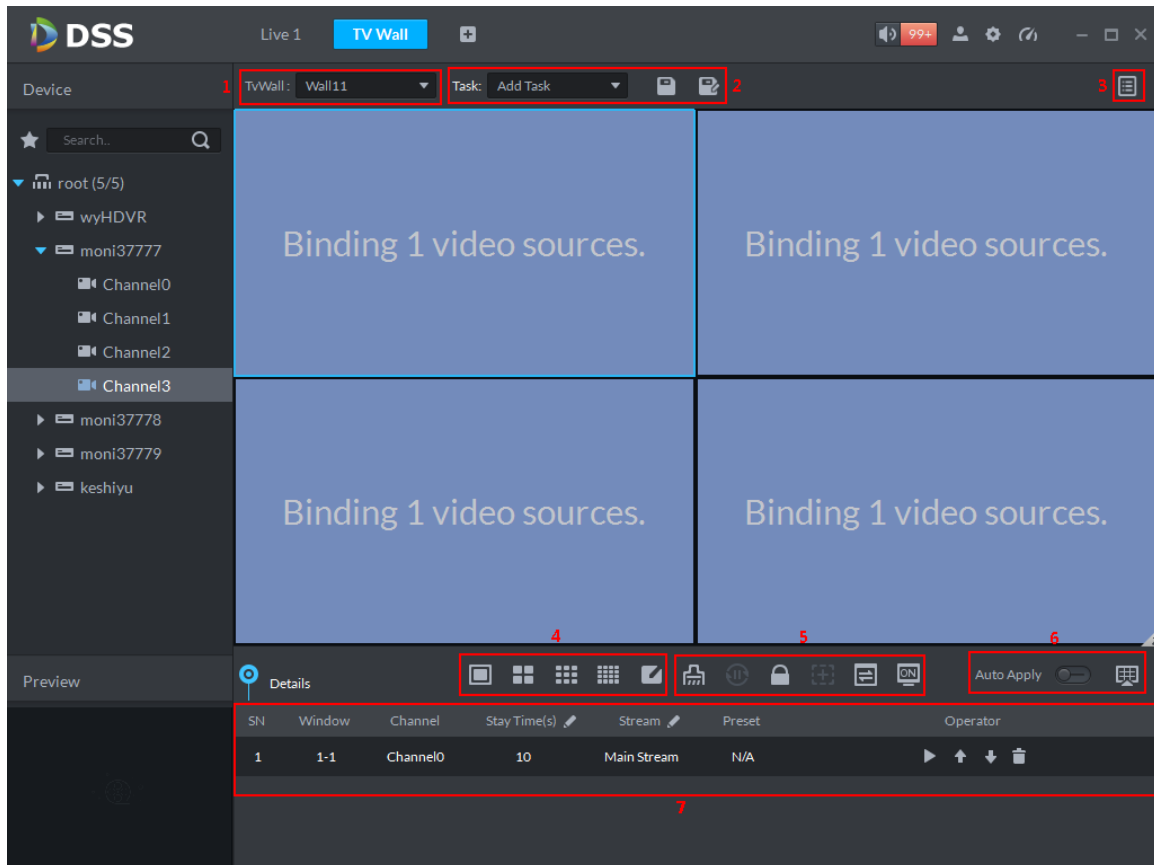
8.2 Set a video wall task

Answer:

The most common scenario of video wall is to form frequently-used video into configuration. The config needs to be completed on the client.

Click **Save** or **Save as** to save current scenario as a task.

Figure 8-4 Set video wall task

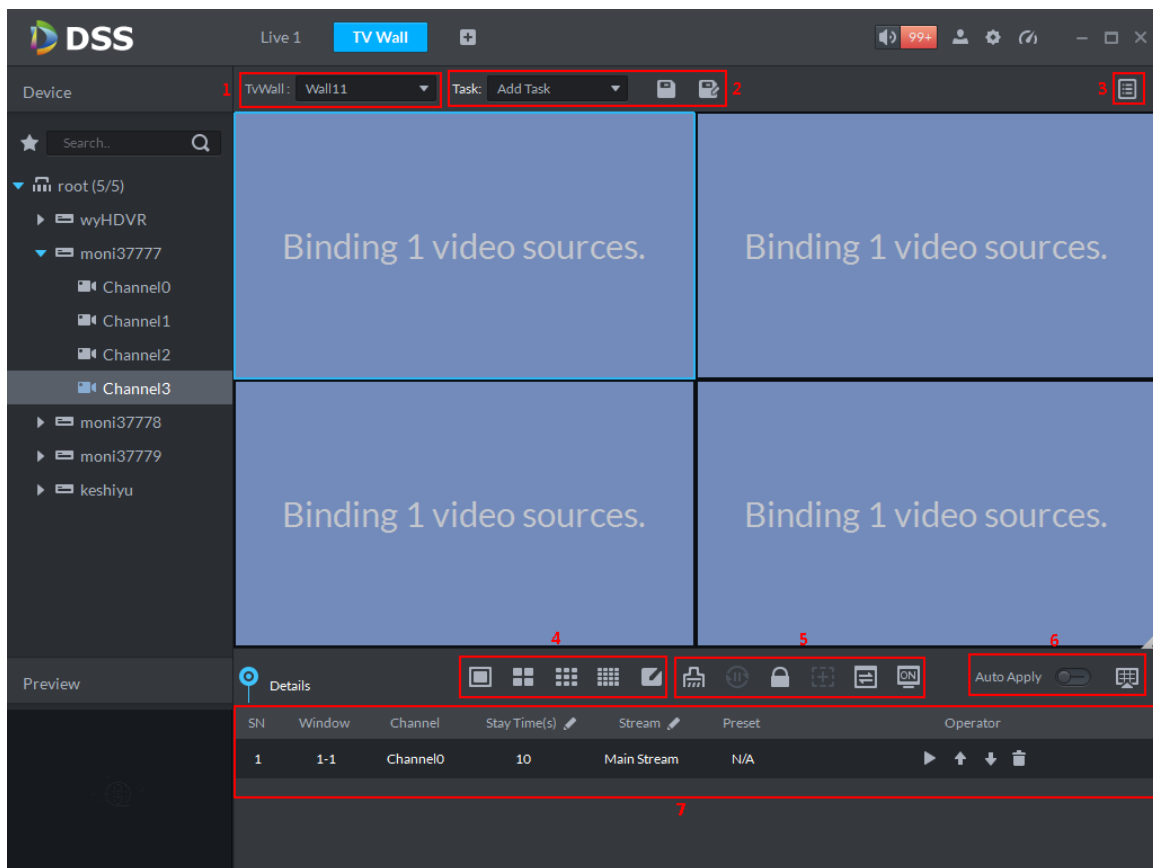


8.3 Decode to video wall

Answer:

As it is shown in the following figure, you can directly drag video source into video wall window; it means displaying on wall immediately when Auto Apply is enabled on the lower right corner.

Figure 8-5 Decode to wall



8.4 Configure window tour for several videos

Answer:

- Drag one device (including several video channels) to video wall window.
- Drag one organization (including several video channels) to video wall window.
- Drag one favorite (including several video channels) to video wall window.



Each video wall window can drag max 100 video channels;

8.5 Split fails

Answer:

Video wall window supports split, and displays more video channels. The reason why split fails is because it is beyond the split capability range of the decoder.

9 Alarm Report and Alarm Config

9.1 The definition of alarm source

Answer:

In order to better configure pre-alarm plan in advance, DSS Pro added event config in Web Manager. An event config can include several alarm sources; the definition of one alarm source is a single target which can trigger alarm event. For example, either motion detection of video channel A or disk full of device B is considered as an alarm source;

9.2 Alarm linkage actions that can be configured

Answer:

Currently you can configure the following alarm linkages.

- Real-time video viewing of video recording and client.
- Preset config of speed dome.
- Response of alarm output.
- Video wall display.
- Email notification.
- Access control.

9.3 Alarm is not uploaded

Answer:

- No user is linked in the alarm scheme.
- If it is the device alarm, it fails to receive corresponding alarm if the device is not configured with alarm upload parameter or correct parameter.
- It fails to receive corresponding alarm if alarm plan is not configured.
- The time is beyond the time template range of alarm plan.
- No alarm is triggered.

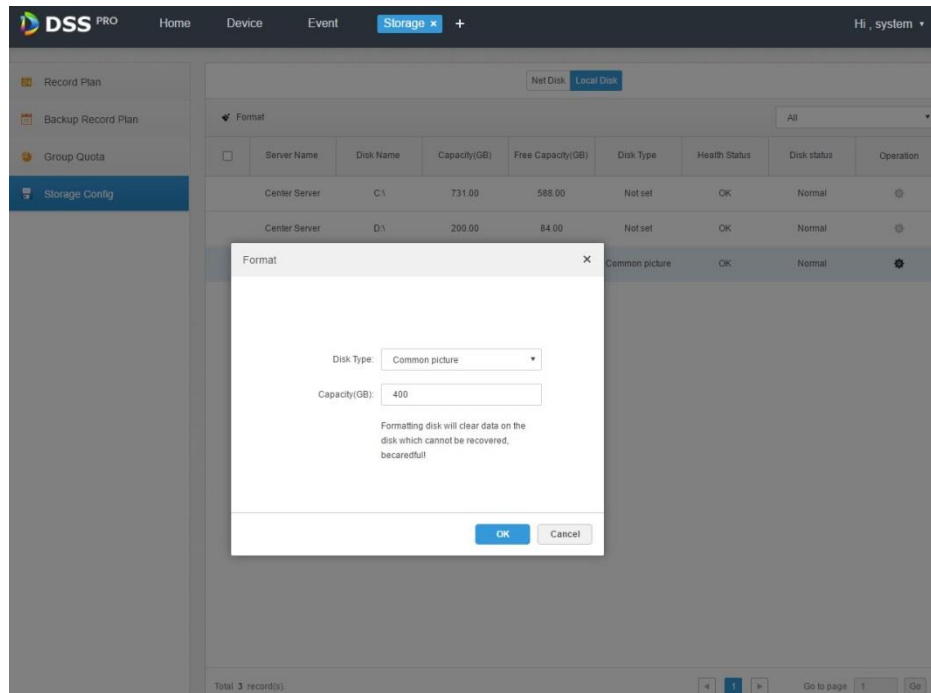
If those reasons are excluded but the problem remains, contact technical support.

9.4 Camera snapshot linkage is configured while no snapshot can be seen on Control Client

Answer:

Snapshot action, face alarms and intelligent camera alarms require that picture storage is configured in advance. To configure, see the following figure.


Figure 9-1 Set picture storage



9.5 Open alarm live video

Answer:

If video linkage is configured, you have two ways to open alarm video.

Log in to the Control Client, click  at the upper-right corner, and then select **Local Config > Alarm**.

Select **Pop up** or **In Preview** for **Display Type**.

Figure 9-2 Set alarm parameters

Alarm

☒ Play alarm sound
☒ Loop

Alarm Type
Video Loss

Sound Path
\\Sound\\sound_en\\video lost.wav
Browse
Play

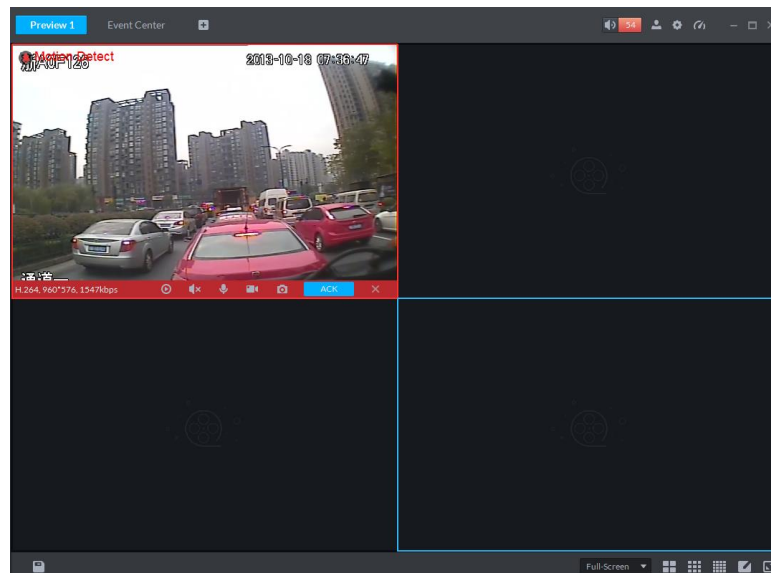
☒ Map flashes when alarm occurred

Alarm Type
Video Loss

☒ Display alarm link video when alarm occurred

Display Type
☒ Pop Up
☐ In Preview

- Method A: On the **Live View**.



- Method B: Video pop-up.



10 Emap

10.1 The types of Emap that DSS Pro supports

Answer:

Google map, Baidu map, Gaode map; online map, offline map and raster map.

10.2 Configure Google map

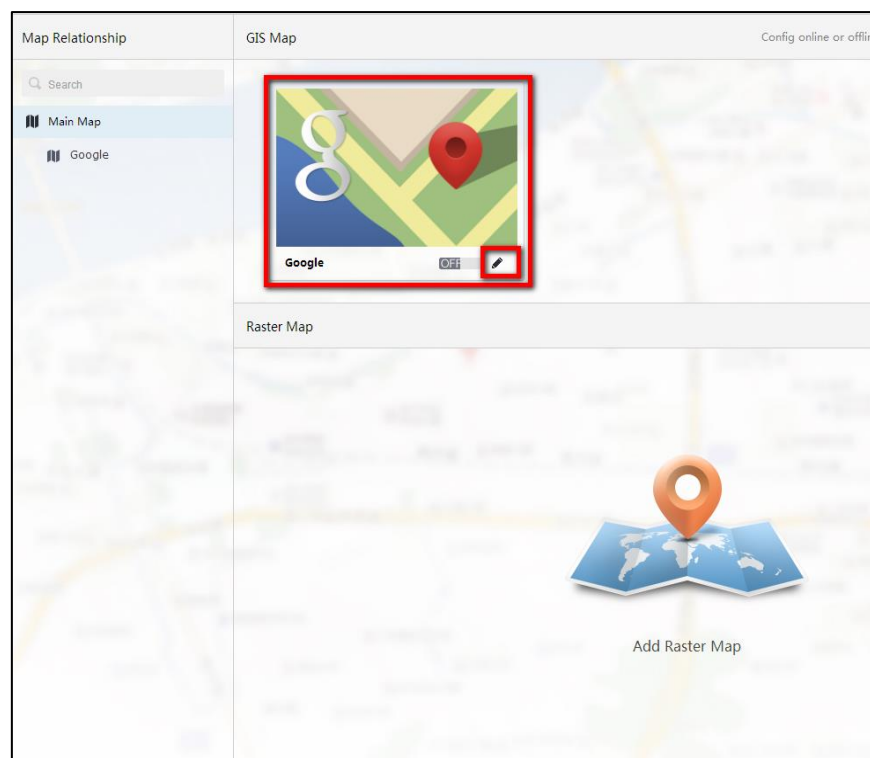
Answer:

You can configure Google online map and offline map.

Step 1 On the Web Manager, select **Map** on the **New Tab** interface.


Step 2 Click the edit icon on the Google map, select a map type, set parameters, and then click **OK**. For offline map, you need to import offline map data. To obtain the offline map data, see the corresponding question in this FAQ. Go back to the home page, and then click **OFF** to enable Google map.

Figure 10-1 Config Google map (1)




Parameters configurable:


Figure 10-2 Config Google map (2)



☒ Google



☐ Baidu



☐ Gaode

Map Status :
☒ Online
☐ Offline

Latitude :

Longitude :

Map Initial Zoom Level :

Map Spot Display

Level :

Min Map Display Level :

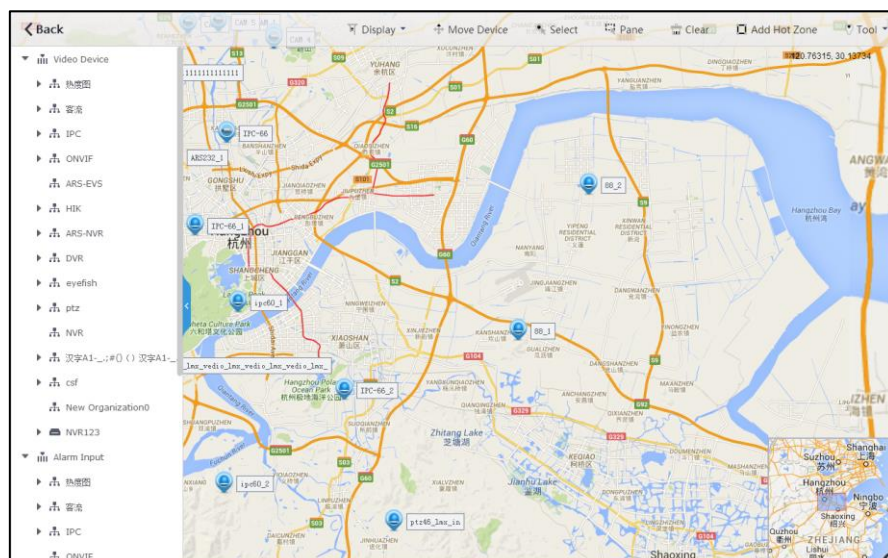
Max Map Display Level :

OK

Cancel

Step 3 Click the Google map icon on the figure above to open the device position config interface, and then drag the device to the map.

Figure 10-3 Config Google map (3)



Step 4 Open Control Client and view the map.

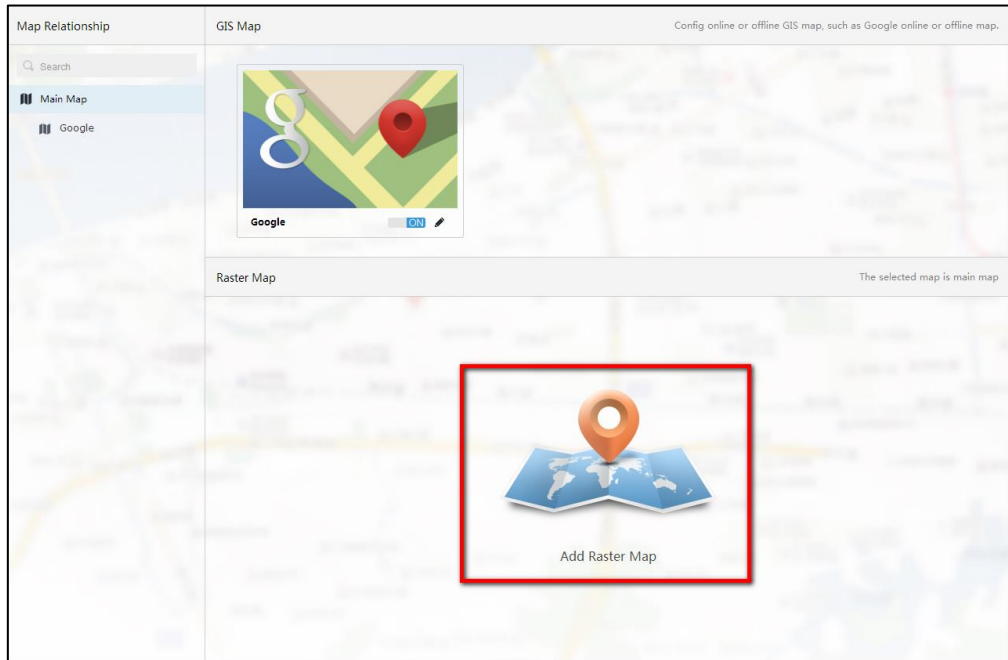
10.3 Configure raster map

Answer:

Steps are shown as follows

Step 1 Log in to Web Manager, select **Map**, and then click **Add Raster Map**.

Figure 10-4 Config raster map (1)




Step 2 Set parameters, and then click **OK**. Go back to the home page, and then click **OFF** to enable the raster map.

Figure 10-5 Config raster map (2)

Add Main Map

Name: *

Picture:
Browse

Preview:


Import raster map, support PNG, JPG, JPEG

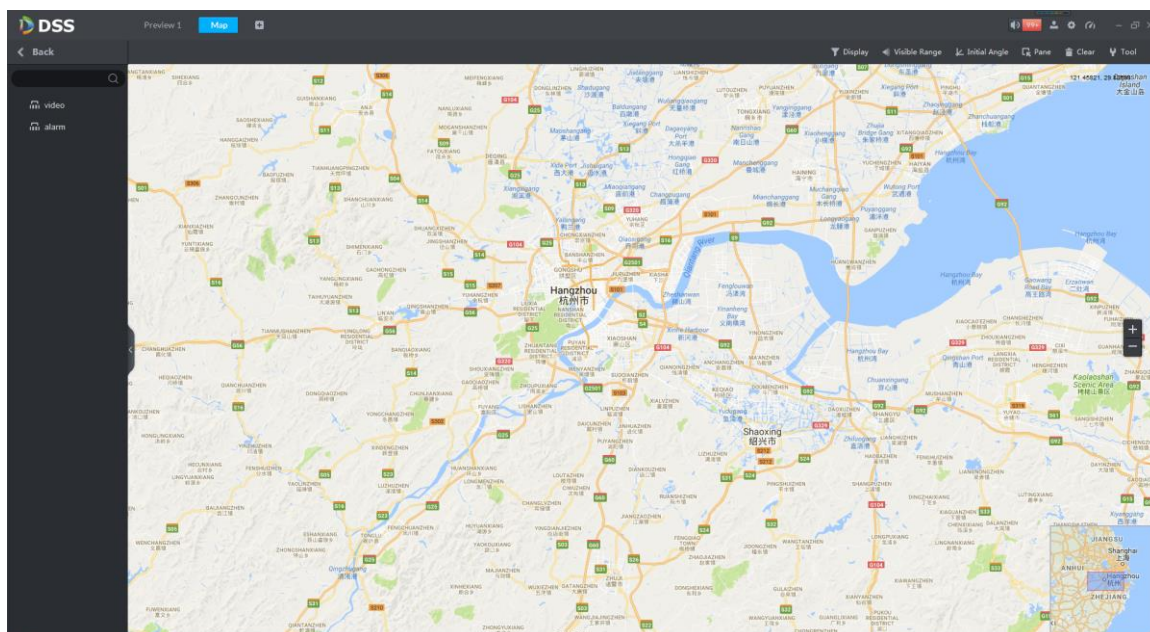
Description:

Submit
Cancel

Step 3 Click the Google map icon on the figure above to open the device position config interface, and then drag the device to the map.

Step 4 Open Control Client and view the map

Figure 10-6 View map



10.4 The Control Client fails to display map

Answer:

Failures to open a map are commonly found with vector maps, mainly because the computer network where the control client is located cannot access Google maps.

For offline map, the reason could be that offline map data is not imported.

For other reasons, contact technical support for help.

10.5 Configure alarm spot flashing on map

Answer:

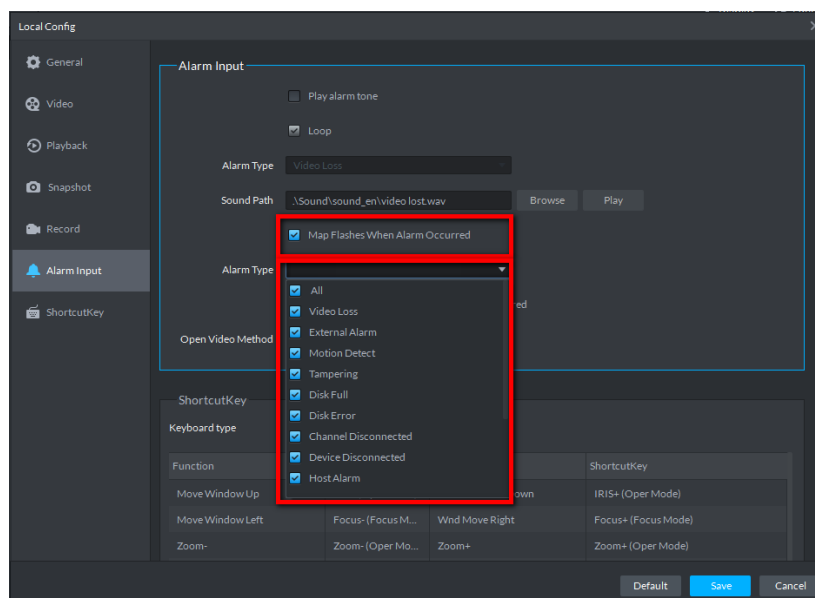
You can configure spot flashing prompt on the map when alarm happens. Complete flashing config on alarm map according to the following steps.

Step 1 Configure alarm scheme on the Web Manager.

Step 2 Open the map config interface, and then drag the device to the map. See "10.3 Configure raster map."

Step 3 Enter client local config, and find the following config options and select all the alarm types. See the following figure:

Figure 10-7 Set alarm spot flashing



Step 4 Open Emap. There will be flashing prompt if alarm happens.

11 Face Recognition

11.1 The face recognition devices that DSS Pro supports

Answer:

DSS Pro V7.002.0000002 supports IVSS and face recognition IPCs. Devices must support face detection or face recognition.

11.2 The device tree of the face recognition module on the Control Client does not identify face recognition devices

Answer:

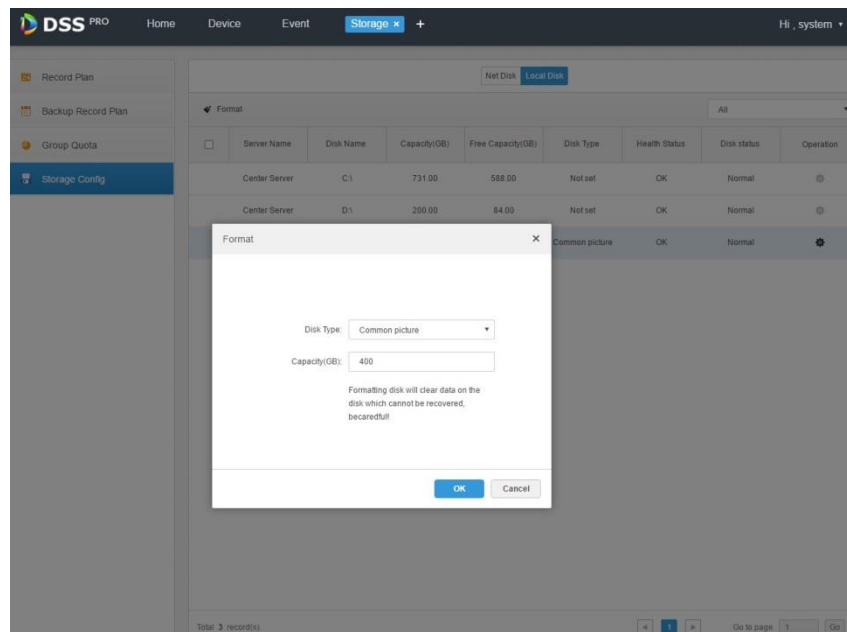
On the **Device** interface of Web Manager, edit device features (select face capture or face detection for features).

11.3 The live view interface of the face recognition module does not show real-time face capture info

Answer:

Face capture, and ace alarms require that picture storage is configured in advance. To configure, see the following figure.

Figure 11-1 Set picture storage



11.4 When configuring face recognition alarm on the Event interface of Web Manager, the alarm source tree does not show any device

Answer:

You can only configure face recognition alarm for the armed devices.

11.5 Configure face database

Answer:

Two ways available:

- Method A: Go to Web Manager to add face pictures and related info.
- Method B: Double-click the face snapshot on the Control Client to add it to face database.

12 Traffic ANPR

12.1 No picture is displayed in the picture area

Answer:

- Reason 1: ANPR channel is not selected.


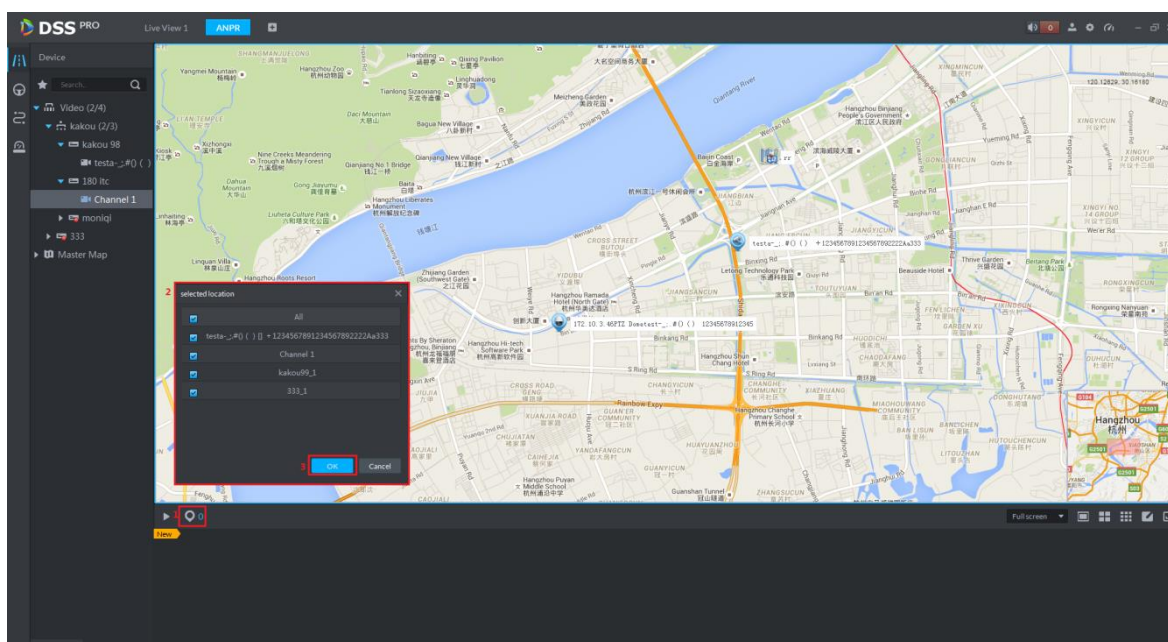
Solution: Click the  button above the bar and select ANPR channel. See the following figure:

Figure 12-1 Set picture display



- Reason 2: It failed to configure picture storage disk.

Solution: Log in to Web Manager, add disk and format it to the picture type.

12.2 I cannot query the information in arm record

Answer:

The vehicle blacklist information is not added on the Web Manager.

12.3 I cannot query the corresponding video information in the violation record

Answer:

- Reason 1: The time or time zone of the client PC is not consistent with the DSS server.

- Reason 2: The storage disk is not added on the Web Manager, or the added disk is not formatted.
- Reason 3: The violation alarm linkage video is not configured on the Web Manager.

13 POS business

13.1 Set POS style

Answer:


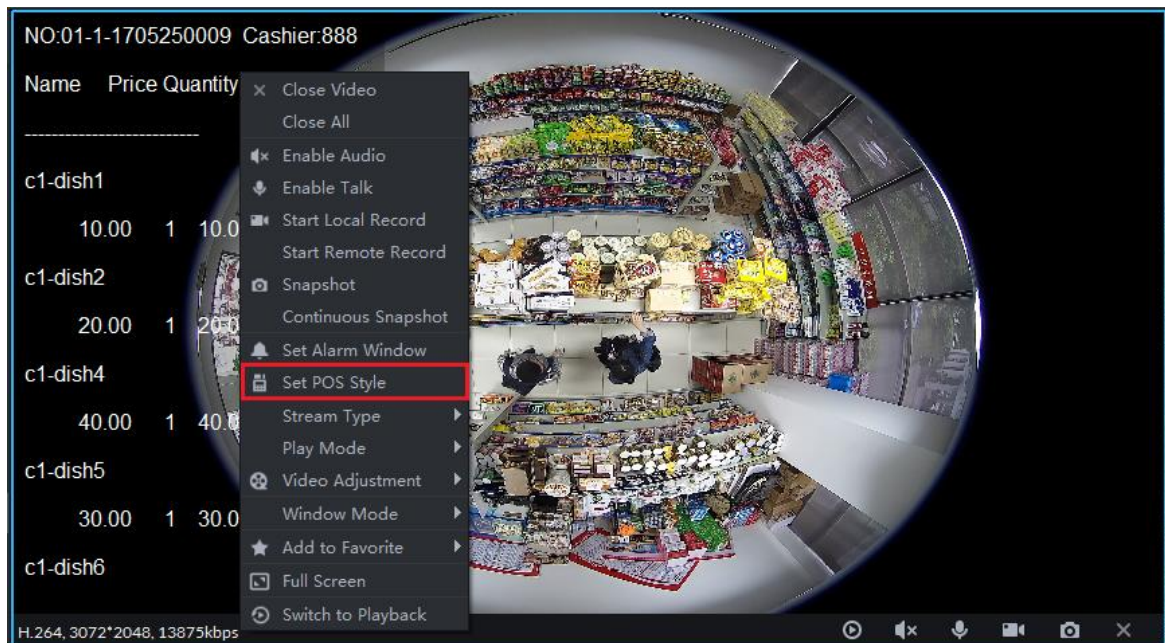
As shown in the following figure, right-click the video window, and select  **Set POS Style** to set POS style. Drag the black frame at the left side of the picture to set the display position of POS information. Other information that can be set includes overlay mode (page turning/rolling), font size (small/medium/large), background transparency, and font color.

Figure 13-1 Set POS style



13.2 About the data unit in the receipt

Answer:

POS information will not display the amount type and is in local currency.

14 Attendance

14.1 The check-in or check-out time is one minute more than the card-swiping time

Answer:

Review the statistics rule of the attendance config module and check if the setting is "In". If yes, any number of seconds above 0 is counted as one minute.

14.2 I cannot see the department shift of staff

Answer:

- Reason 1: The staff are included in a separate staff shift which prevails over the department shift and renders the latter void.
- Reason 2: The staff are included in a temporary shift which prevails over all other types of shift.

14.3 The additional staff are not assigned to any shift plan, but why is it displayed in a shift

Answer:

If additional staff are not assigned to any shift, they are by default subject to their department shift if there is one.

14.4 I cannot query the card swiping record of the staff

Answer:

- Check if the access control module has the card swipe record. If there is but the attendance record shows no record, proceed to the next step.
- To query the attendance card swiping record, first set up the device as the attendance checkpoint; at present, only the access control device can serve for this purpose.
- The current card swiping time does not fall into the period of staff shift or holiday management.

14.5 I cannot query the attendance report of the staff

Answer:

- First, check if the attendance card swiping record of staff has the attendance report.
- Then check if the card swiping record falls within the check in/out period of the shift.
- Detect the query conditions and see if the period is normal, the keywords of fuzzy search, and the selected department.

14.6 I cannot query the abnormal attendance record of the staff

Answer:

Individual anomalies can be calculated the very day they take place. For example, if a check-in happens after the preset deadline, the report shows this check-in as abnormal.

In another example, if the check-in is before the deadline but there is no corresponding check-out, the system calculates on the next day or even two days later if the person forgot to do the check-out or not.

- For a shift that does not span two calendar days, the system calculates all check in/out records at 00:30 the next day to see if they are abnormal.
- For a shift that spans two calendar days, the system calculates at 00:30 the two days later (counting from the day when the shift starts) to see if they are abnormal.

14.7 One card swipe produces two records

Answer:

If Employee A is on a shift spanning two calendar days, two records are produced for a single card swiping action by A, because this action can either be the check-out on the first day, or the check-in on the second.

14.8 The records of the attendance report, such as the card swiping records cannot be fully exported

Answer:

Up to 10,000 records can be exported now.

15 Entrance

15.1 The parking lot is bound with ANPR devices, but the system always prompt lifting failure when a car passes

Answer:

On the web interface of the ANPR device, check if the barrier function is enabled.

15.2 A vehicle on the restricted list is automatically recognized and let go

Answer:

- Check if the vehicle restricted list has expired.
- Confirm the parking lot permission settings of the vehicle.

15.3 The data of passing vehicles can be reported after ANPR camera is added to the platform and configured, but the data cannot be reported when the camera is bound to NVR.

Answer:

Check if the ANPR camera has been deleted from the platform. If the camera is bound to the platform and the NVR simultaneously, NVR does not report the data of passing vehicles.

15.4 The ANPR record card shows no recorded video

Answer:

The established procedure of querying videos is to query those of the platform first, and if no results are returned, try the device recordings. If the system prompts that no recordings are found, check if the platform has set a recording plan for the target device; if no, check if the ANPR camera has storage cards and has been set up with a recording plan, and whether the storage device (NVR) connected to the camera has set up a recording plan for the camera;

Besides, the system clock must be in perfect sync across the device-platform-client; otherwise it risks returning nothing to recording searches.

15.5 The card of passing vehicle record shows no pictures in license plate recognition

Answer:

Check if the ANPR picture disk is has been configured on the platform.

15.6 When I send trusted vehicle list to the ANPR camera from the platform, I cannot send through a specific NVR channel

Answer:

NVR can be bound with different types of device, such as ANPR camera and IPC. The platform does not know the exact type, and thus cannot send vehicle list through an appointed channel. Instead, the sending process is based on device and completed through all channels. In other words, NVR self-syncs the vehicle lists to all connected platforms.

15.7 When sending trusted vehicle list to NVR, occasionally, the platform prompts a successful result but the camera actually does not has any corresponding data.

Answer:

When the platform sends a vehicle list to NVR and NVR confirms a successful receipt, it means nothing but the list is sent to the NVR. The NVR then auto syncs the list to all connected ANPR cameras. However, the NVR cannot guarantee successful sync across all cameras. Possible causes include network connection problems or a camera not supporting the function.

15.8 The video intercom device (Outdoor Station, Fence Station) has been added to the platform, but cannot be bound to the parking lot.

Answer:

Only the access control channel of video intercom device supports card-swiping and face capture. In other words, the video intercom device must support the access control channel.

16 Video Intercom

16.1 Quickly add video intercom device

Answer:

Use the template to import devices in batches

16.2 The video intercom device goes offline after being added to platform, and prompts "mismatch of building No. or unit No."

Answer:

The community config must be consistent between the device and the platform. If Building and Unit are enabled on the device, they must be enabled on the platform, too. Check if the enable status of Building and Unit on the device is in accordance with the platform.

To configure that on the platform, go to **Web Manager > Video Intercom > Community Config**.

16.3 After adding VTO (Outdoor Station) and VTH (Indoor Monitor), the automatically generated device group includes only VTO, and VTO and VTH are disconnected.

Answer:

Confirm if extension number is added to the room configured on the VTH, and if the extension number is correct. The extension number should be 0 to 99 according to SIP white paper rule, and then it can automatically generate associated device group.

16.4 Video intercom device online, VTO and VTH can call each other, but the device fails to call management center.

Answer:

- Reason 1: First please check if the device group is correctly bound to management group.

- Reason 2: Confirm it logs in management center with non-system account, because system can be reused, several clients will log in and cause error to management center, therefore, currently it is recommended to use non-system account to log in and use it as management center. After dynamic number is allocated later, system can be used as management center.
- Reason 3: Confirm center number of device is correctly configured, the center number is 888888.

17 Access Control Management

17.1 The uploaded face pictures cannot be sent to the face access control device

Answer:

The face pictures sent to the face access controllers must be uploaded in the face comparison section on the authorization page.

17.2 Send room number to VTO (Outdoor Station)

Answer:

Basic information of staff includes the room numbers which shall be filled following the Enable status of Building and Unit in the community settings; also, make sure the VTO and the platform are consistent in enabling Buildings and Unit; when selecting VTO for authorization, the room numbers are sent to VTO.

17.3 It fails to use password to open door when password has been configured

Answer:

The first generation of access control devices use card password and need to set up the card+password method for opening the door, with the involvement of the card; people can use the configured password to directly open the door in the case of the second generation of access control.

17.4 Personnel management permission is overridden after the door rule authorization

Answer:

Currently, the platform's personnel authorization and door rule authorization are two independent logics with mutually overridden permission.

17.5 It fails to send three fingerprints to some devices

Answer:

Different access controllers have different fingerprint capacities. Some only allow for two fingerprints, and thus prompt failure when trying to send three.

17.6 It fails to send three fingerprints to some devices

Answer:

Different access controllers have different fingerprint capacities. Some only allow for two fingerprints, and thus prompt failure when trying to send three.

17.7 Card info is overridden when sending cards to devices in batches.

Answer:

Card info will be refreshed when sending card info in batches, thus the original card info will be replaced.

17.8 Multi-door Interlock set for the integrated controller does not take effect

Answer:

In addition to setting up the multi-door interlock rule, for the integrated controller, you also need to enable the multi-door interlock mechanism in door settings to make this happen.

18 Backup and Restore

18.1 Abrupt power-off during backup and restore might result in running failure of database

Answer:

- Do not restart server during backup and restore to protect constant power supply.
- Contact technical support in case of database exception.

19 Virus Scanning

19.1 During program installation, warnings appear saying that some .exe program or .dll database is virus

Answer:

Due to incapability of scanning all the virus killer software and virus database, some virus killer might mistake DSS for virus. Do not worry. Just add DSS as trusted.

ENABLING A SAFER SOCIETY AND SMARTER LIVING