DSS Express

FAQ

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1 Installation and Deployment

1.1 On which operating systems can DSS Express be installed?

A:

List of supported operating systems:

Supported operating systems	Version
windows 7	64-bit flagship version
windows 10	Pro 64-bit/Enterprise 64-bit
Windows Server 2008	Standard 64-bit

NOTE

Above are recommended versions.

1.2 On what servers can DSS Express be installed?

A:

Here are the server configuration requirements for DSS Express installation:

Hardware requirements:	
Recommended Configuration	CPU: Intel® Xeon® CPU E3-1220 v5 @3.00GHz RAM: 8GB Network Card: 1Gps DSS Installation Directory Free Space: 500G or more
Minimum Configuration	CPU：I3-2120 RAM: 8GB Network Card: 1Gps DSS Installation Directory Free Space: 200G or more

NOTE

The actual HDD space is calculated using your businesses and the calculation result is for reference only. You need to determine the final size of your storage space based on your needs.

1.3 What browsers will DSS Express Web Manager be compatible with?

A:

List of supported browsers:

Browser	Version
Internet Explorer	Internet Explorer9/10/11
Google Chrome	40.0.2214.91 or above
Mozilla Firefox	40.0.2 or above

1.4 What is the strategy for an in-place upgrade of DSS Express?

A:

1) An in-place upgrade does not change the installation path.
2) The in-place upgrade retains information of already applied license. After the in-place upgrade, you can use functions and permissions previously granted to you.
3) The in-place upgrade retains contents of the database. After the in-place upgrade, you can use existing data as before.

1.5 Why DSS Express installation cannot change the path?

A:

Some of the background DSS Express processes depend on the registry of the operating system. To avoid registry conflicts caused by installing two sets of DSS Express in the same server, in-place upgrade of an existing DSS Express in the server forbids the selection of the installation path, but directly installs the upgraded version in the old directory. To modify the installation path, the existing DSS Express must be firstly uninstalled.

1.6 Why are there several minutes of lagging at the final stage of DSS Express installation?

A:

The last stage of DSS Express installation includes the database initialization, which takes dozens of seconds to several minutes. The exact time required depends on that required for the current server to execute the database initialization script.

1.7 Which firewall settings are needed for DSS Express to work as intended?

A:

In normal circumstances, the DSS Express installation program auto modifies the Windows firewall settings. No manual settings are necessary. Contact Dahua's technical support team if you have any issue with firewall settings.

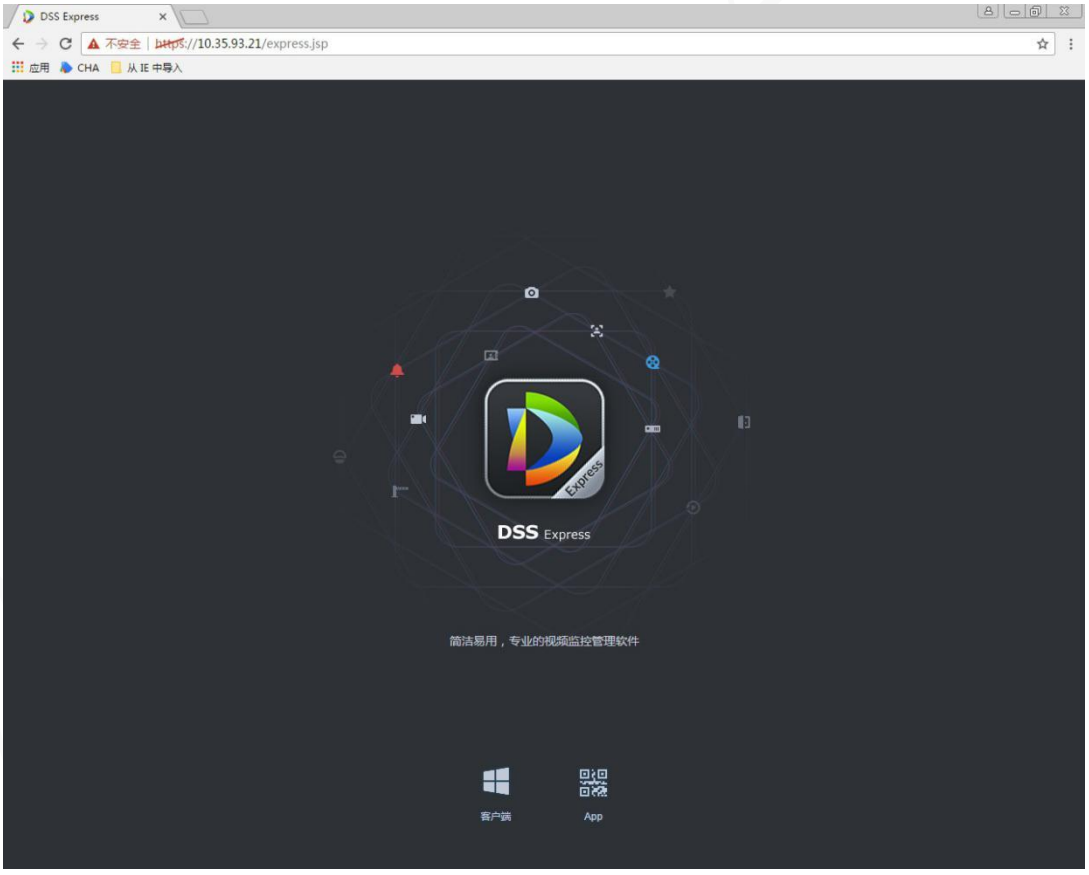
1.8 How to obtain the DSS Express Control Client?

A:

DSS Control Client provides a desktop app to facilitate DSS Express operations. Installation steps:

Step 1 Open a web browser and enter the IP address of DSS Express.

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



Step 3 Save the file in PC.

1.9 How is the operating system changed by installing DSS Express?

A:

1) DSS files are installed under the installation directory.
2) A DSS Express entry appears in the start menu and a DSS Express shortcut icon on the desktop.
3) Additional firewall settings for DSS Express.
4) Local security strategies configured for DSS Express.
5) An additional Windows service named “DSS Express”.

1.10 How to configure LAN/WAN mapping for DSS Express?

A:

DSS Express can be applied on the Internet. If you want to open DSS to WAN by routing, configure as follows:

Step 1 On the desktop of the DSS Express installation server, click the shortcut DSS Server .

Step 2 Click the Config button and open the Config interface.

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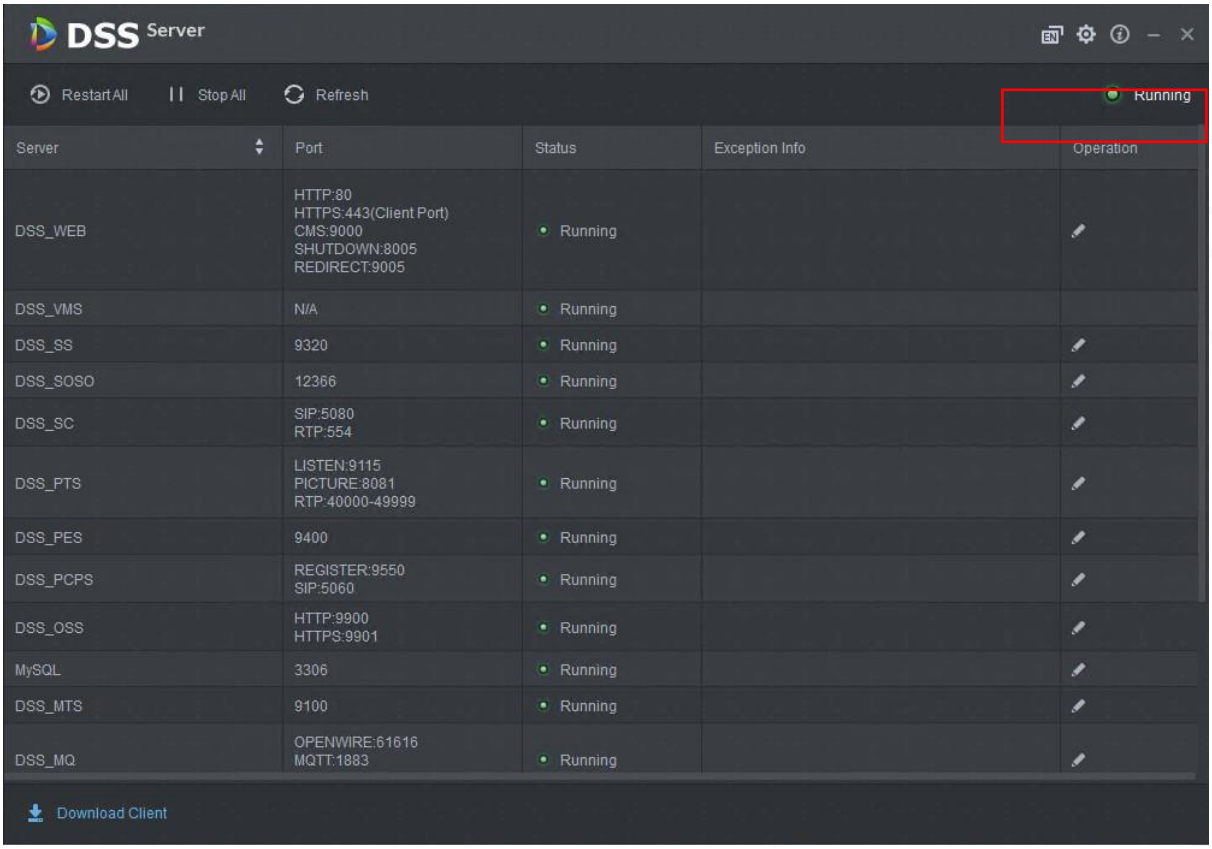


Step 3 Enter the Mapping IP (generally seen as external router IP)

Step 4 Modify if there is port conflict (no modification required if there is no port conflict).

Step 5 Modify the port mapping. Complete the DMZ mapping on the router or the routing virtual mapping.

(Refer to the router manual for the DMZ config.)

For any problem about LAN/WAN config, consult technical support for help.

NOTE

If port mapping is required because DMZ mapping is not possible, contact technical support for the list of ports open to the public.

1.11 How to stop running the DSS Express background process?

A:

1) Temporary closure: Click Stop Service in the DSS Server config interface.
2) Permanent closure: Go to the service management of the operating system, change the activation mode of the DSS Server to the manual mode, and then disable the service.

1.12 What if the client sets up the time in B/C or other time zones, when the server is deployed in A time zone?

A:

Since DSS Express does not support time switchover across different time zones currently, the time settings will be subject to the time zone where the server is located.

1.13 How to solve the problem of system port being occupied?

A:

Look at the conflicting service ports in DSS Server and modify them accordingly.

2 Modify OS Parameters

2.1 What is the impact of modifying the server IP address on DSS Express?

A:

Modifying the IP address of DSS Server requires restarting all DSS Express services in the same steps previously described.

3 License Issues

3.1 What are the rules for the trial use of DSS Express?

A:

A few free-of-charge routes are provided. License expansion can give these routes corresponding functions and the ability to link with devices.

Free version: Allows for login in a single client, with some functions (showed in the license interface) not available.

3.2 How to obtain the DSS Express License?

A:

DSS Express License is available offline only. To purchase an official license, contact Dahua's sales team.

3.3 How to control the DSS Express License?

A:

The License file contains hardware information related to the DSS installation server and can only be used on the current server. To replace the server, contact Dahua sales representative.

3.4 Why does the DSS Express License become invalid?

A:

The License file contains hardware information related to the DSS installation server. Changes to hardware can make the license invalid. Contact Dahua sales representative in this case.

4 Adding Device

4.1 Why no device is found in **Auto Search Device**?

A:

The **Auto Search Device** applies multicast and broadcast to the network where the network card is located. For the device with multiple network cards, it takes two minutes to take a tour on each network card. At the startup of DSS Express, the first network card might not have related devices in the same segment, resulting in no device being found temporarily.

If you are sure that there is a device in a segment, specify the segment to search for the device.

4.2 What are the causes for failing to add devices?

A:

The causes for failing to add devices are as follows:

1) The number of encoding channels exceeds the limitation.

2) Incorrect device parameters result in incorrect information obtained.

3) The IP address has been added in DSS Express.

If you cannot add a device and cannot solve this problem, please contact Dahua technical support for help.

4.3 Why some devices can be configured and some cannot?

A:

Dahua keeps upgrading the encoding devices and encoding programs, and also the configuration functions of Express devices. If some devices cannot be configured, jump to the device web interface through more portals and do configurations there.

4.4 What devices can be added in DSS Express?

A:

It supports Encoder, Decoder, Video Wall, Alarm Host, Access Controller, Matrix Device, ANPR Device, and Video InterCom.

4.5 What are the causes for a device to go offline?

A:

The causes for a common device to go offline are as follows:

1) The login parameters of the device are modified.
2) The device login account is locked (other network attempts to login with the wrong password, resulting in the locking).
3) Since the device has a limit on the number of connections, once beyond the limit, the device will go offline.
4) The network where the device is located is destroyed.
5) A problem occurs with the device management server of DSS Express, such as reaching the upper limit of the memory.

4.6 Why the information is automatically obtained incorrect?

A:

Information is obtained as per the protocol between the platform and the device. If the information is incorrect, it can be determined that this is a protocol compatibility issue. Please contact Dahua technical support for help if such a problem occurs.

5 User Privilege

5.1 What is the relationship between user and privilege?

A:

One user can have multiple permissions; one permission can be used by multiple users.

When a user has multiple permissions, the user owns the union set of these permissions.

The System is the admin account with the highest permission by default, and owns all management and configuration functions.

The admin user owns all management permissions, but only the System account can configure the intercom device group and the management group.

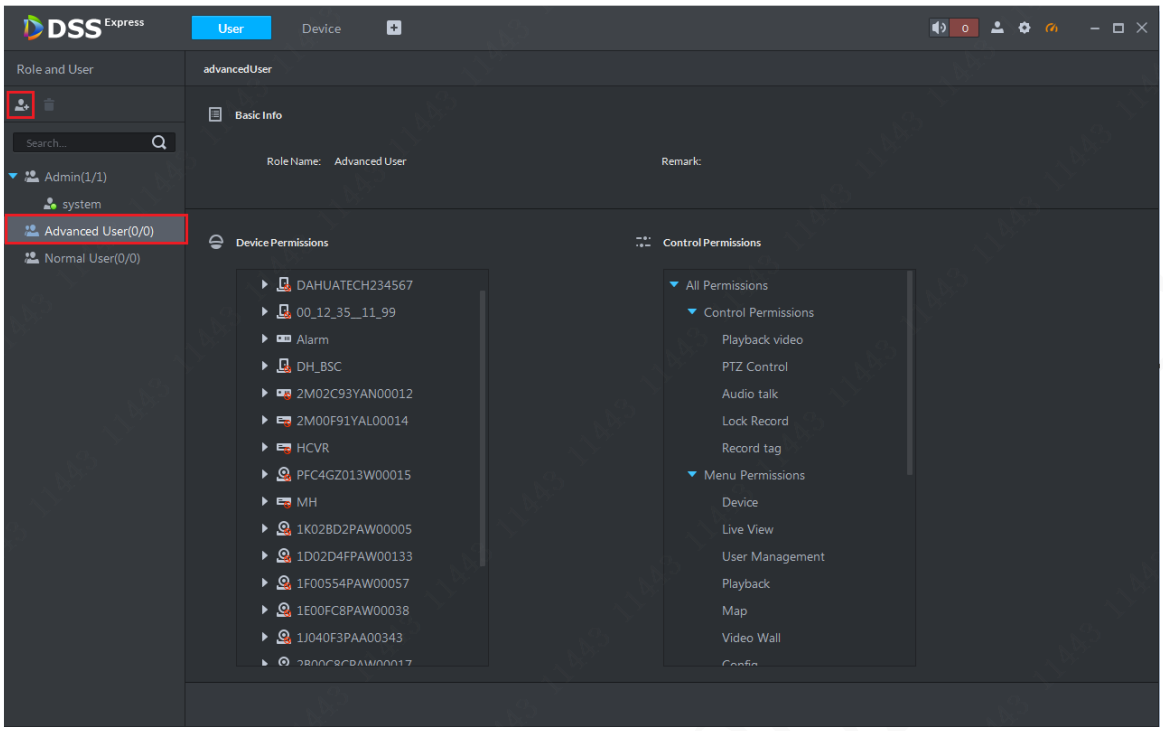
A senior user account has no permission of global configuration and no functions of the intercom devices management group, but is configured with all other functions.

A common operator account has no permission of management configurations.

5.2 How to control the scope of applicable devices for a permission?

A:

Add a new user configured with device permission and control permission.

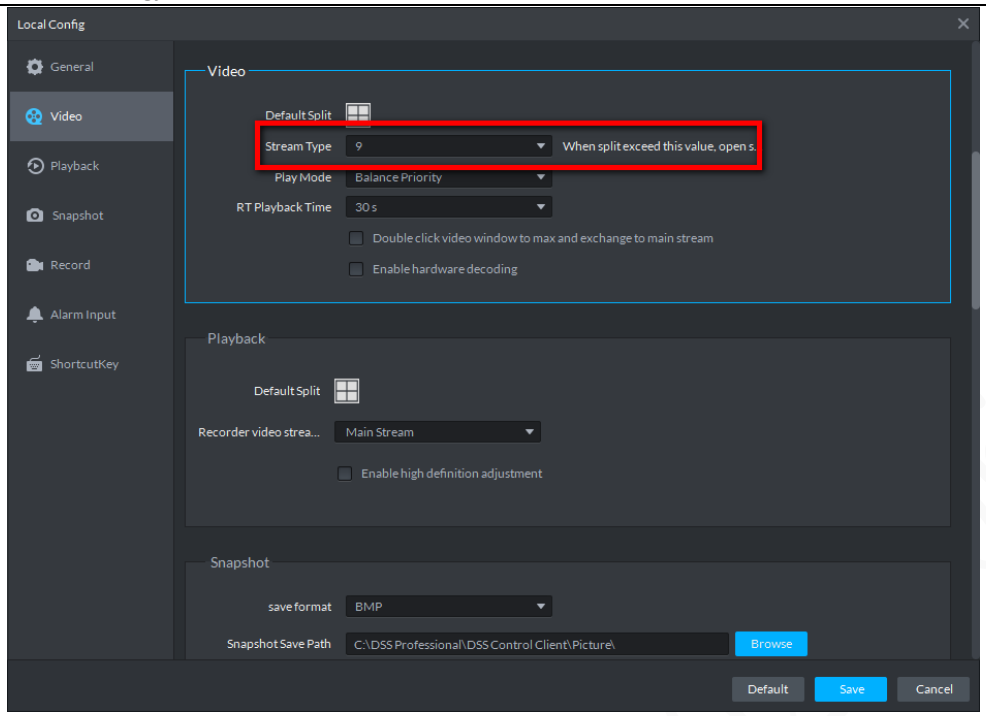


6 Live Preview

6.1 How to configure whether to request the sub stream based on the window split.

A:

Enter **Local Config** page of the Control Client, select **Video**, and configure **Stream Type** to control the strategy to open the stream based on the window split. By default, the split value is 9. That is to say, when the split value is 9 or below, it opens the main stream by default. When the split value is higher than 9, it opens the sub stream by default.



6.2 What are the causes for failing to request the bit streams?

A:

The causes for failing to request the bit streams are as follows:

1. The LAN/WAN mapping is not correct. This is more common in the deployment of LAN/WAN. Generally in this case, the device is online, but the bit stream request fails.

2. Server forwarding issues, which is often seen when forwarding is under great pressure or the forwarding service is offline.

3. The device login information might be tampered with or the number of device login users reaches the upper limit.

If the bit stream request fails, please contact technical support for help.

6.3 Why is the video stuck sometimes?

A:

Main reasons are as follows:

1) Network issues. In poor network conditions, the bit stream cannot reach the decoder.
2) Exceeding the server forwarding capacity. For example, a single server has a forwarding capacity of 700M, but the actual forwarding volume exceeds 700M.

3) The server uses a 100Mbps cable, but the actual forwarding volume exceeds 100Mbps.
4) PC performance issues. The CPU or memory of the decoder cannot support the normal decoded display.
5) Encoding issues. The encoder cannot perform the encoding timely.

In case of video being stuck, please contact technical support for help.

6.4 Why cannot the speed dome operate the PTZ?

A:

1) The operating video channel does not have the PTZ function.
2) The operating video channel has the PTZ function which however, is not enabled in configuring device management; select Dome Camera in the device channel;
3) The operating video channel is locked by the user PTZ with a higher level of PTZ privilege.

In case of PTZ being out of control and that you cannot solve the problem, please contact technical support for help.

6.5 What parameters does the PC decoding rely on?

A:

The main decoding method on PC is software decoding, which mainly depends on CPU performance. Meanwhile, for decoding, cache has to be taken into account and it also consumes some memory, so PC decoding mainly depends on CPU and memory.

6.6 How to view the videos in batch?

A:

Perform the following operations on the preview page to view the videos in batch:

1) Double-click or drag the organization or device node that contains multiple video resources.
2) Double-click or drag the favorite node that contains multiple video resources.

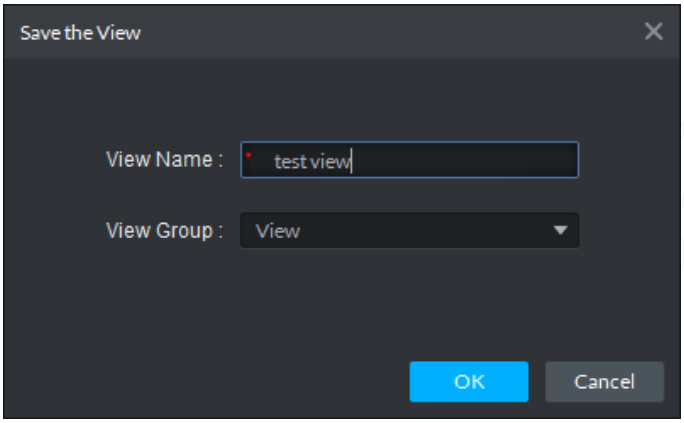
3) Check the view node that contains multiple video resources.

6.7 How to quickly save important video channels for users?

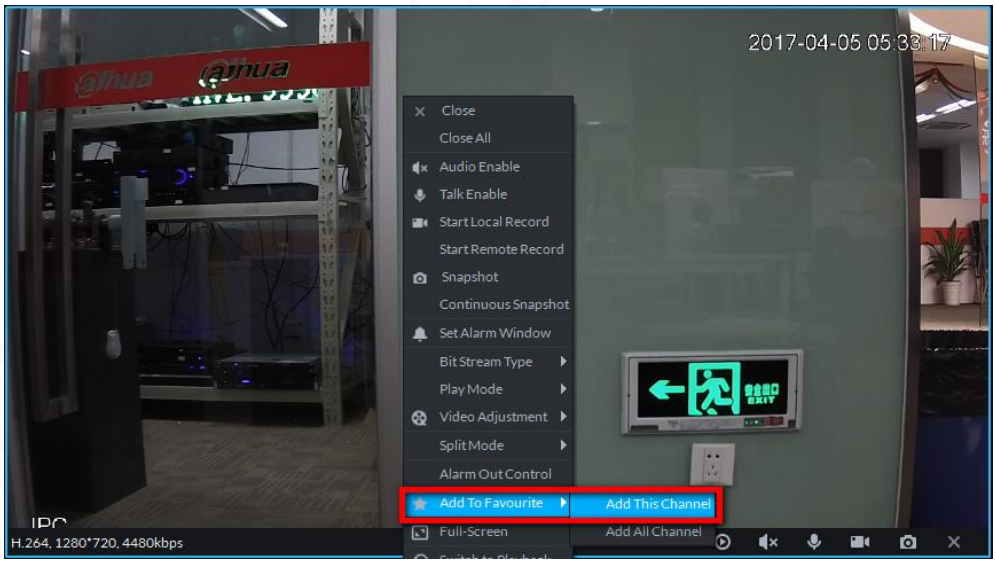
A:

Users can save important videos quickly as follows:

1) Save the video channels and splits as views.



2) Add the video resources to favorite.



6.8 What are the causes for instant playback failure?

A:

Instant playback is to play back the contents in the device recording or in the center recording before the selected time point. Therefore, the most common reason is that there is no video

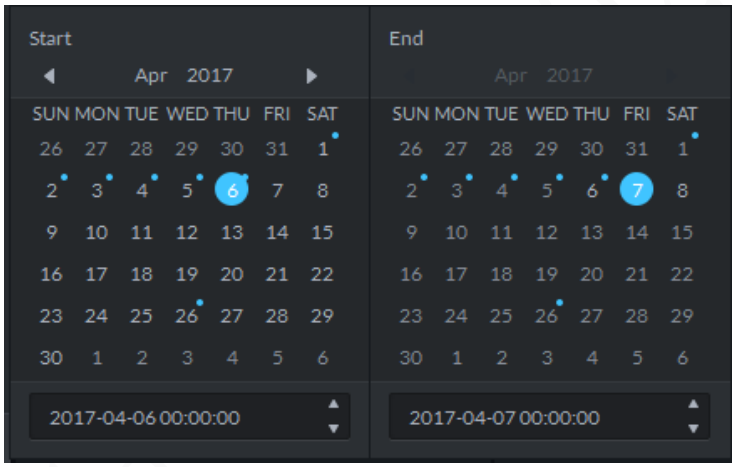
recording in the selected channel, including on the recorder and the server.

7 Record

7.1 Why there is no video recording mark on the calendar?

A:

In order to facilitate the search for video recordings, we have marked the dates with video recordings on the calendar; however, even sometimes there are video recordings on some dates, but they cannot be marked. The main reason might be that the device does not support this protocol when video recordings exist. In addition, Hik and Onvif devices do not have such function at present.



7.2 Why cannot I find a video?

A:

1) For the video recordings on the recorder, ensure that the recorder is online and there are video recordings during this time period.
2) For the video recordings on the server, ensure that there are video recordings during this time period.
3) The storage service fails. The storage service is a background process that supports video search, which shall work normally for video search.

For other cases, please contact technical support for help.

7.3 What are the causes for playback failure?

A:

The causes for playback failure are as follows:

1) No storage plan is made on corresponding storage objects, resulting in no video recording.
2) The client PC time is not consistent with the server time.
3) The storage service fails. The storage service is a background process that supports video viewing, which shall work normally for video viewing.
4) The login parameters of the device are modified. If the login parameters of the device are modified, but not updated in DSS Express, playback will fail.
5) Network issues. In case of network failure, playback might fail.

In case of video playback failure, please contact technical support for help.

7.4 Why there is no video recording record on the time bar during playback?

A:

That is because the video stream time is not consistent with the actual time. In order to ensure that the later time points are correct, it is generally necessary to keep the actual stream time consistent with that of the storage object (possibly a video recorder or a storage service). Use **Device Time Sync** function on the administrator end to keep the front-end device time consistent with that of DSS server.

7.5 What are the bases to categorize the videos?

A:

1) Based on the storage locations, it is divided into videos stored on the recorder and videos stored on the server.

NOTE

The videos stored on the recorder include not only the videos on NVR, DVR and other traditional recorders, but also the videos stored on SD card of IPC.

2) Based on the reasons to trigger the video recording, it is divided into Normal Record, Motion Record and Alarm Record.

7.6 What are the limitations on fast playback? What are the principles?

A:

The main limitations are the speed of decoding and the speed of network. Generally speaking, the higher the resolution of the stream, the more limitations on the speed of fast playback. The PC in poorer network conditions will also have certain limitations.

7.7 What are the causes for play reverse failure?

A:

It is mainly because the play reverse protocol of the device is not consistent with the one implemented on the platform; at present, the platform mainly allows for play reverse for new devices. In case that play reverse is not available, you might have to modify the program.

In addition, Onvif and Hik devices do not support play reverse at present.

7.8 Why there is deviation in sync playback?

A:

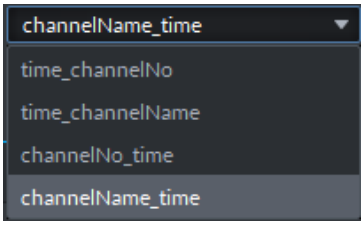
Since the time sequence of each channel is different, the deviation will become more obvious as time goes by to a certain extent. It has been controlled during playback, so that it is sync playback visually.

In addition, only Dahua devices support controlling the sync playback.

7.9 What is the rule for naming video clips?

A:

There are four combinations for video names: channel name + time, channel number + time, time + channel name, time + channel number. See the figure below.



7.10 What are the methods to download video recordings?

A:

There are three methods including to download the video recordings by time, file or tag.

7.11 What are the causes for failing to download video recordings?

A:

Some causes are similar to those for the playback failure, and other causes are as follows:

1) The partition where the target folder is located is full.
2) There is no write access permission to the target folder. For example, a common user logs in an operating system with a higher security level.

7.12 Why cannot the local storage disk to the server be recognized?

A:

If the computer name contains underline, the local disk cannot be recognized.

8 Alarm Report and Alarm Config

8.1 How to define an alarm source?

A:

To better configure the prior warning scheme, DSS Express has added event config into the config module. An event config can contain several alarm sources. An alarm source is a single target that can trigger an alarm event. For example, the motion detection of video channel A or full disk space of device B can be seen as an alarm source.

8.2 What kinds of alarm linkage can be configured?

A:

The alarm linkage that can be configured in DSS Express at present includes:

1) Video recording and video live view on the client.
2) The preset point setup for the speed dome.
3) Response to alarm output.
4) Email notice.
5) Always On and Always Off of access control

8.3 How is the alarm linked to the user?

A:

1) The link between non-system alarms and users depends on the user privilege config. If you have administrator privileges to a device, you can receive all relevant alarms for that device.
2) The system alarms are available to all users and independent of user types.

8.4 What are the causes for failing to upload alarms?

A:

1) jjThe corresponding users do not have the corresponding device privileges.
2) For device alarms, if the corresponding alarm upload parameter is not configured on the device or the configuration is incorrect, corresponding alarms will not be received.
3) Corresponding alarms cannot be received without the setup of early alarm scheme.
4) The time is not within the scope in the time template of the early alarm scheme.

8.5 What types of alarms does DSS Express contain?

A:

The alarm types provided at present are as follows:

Category	Alarm type

Device Alarm	Disk full
	Disk error
	Device offline
Video channel	Video loss
	Motion detection
	Video tampering
	Channel offline
Alarm Input	External alarm

8.6 Why cannot I find the alarm pictures dated 30 days ago on the DSS Express client?

A:

When the system pictures have used up the storage, the system auto overrides existing pictures in the chronological order.

8.7 Why does the test fail when using Gmail?

A:

It might be blocked by Google and it is required to enable **Allow less secure apps** in Gmail.

9 Emap

9.1 What kinds of Emap does DSS Express support?

A:

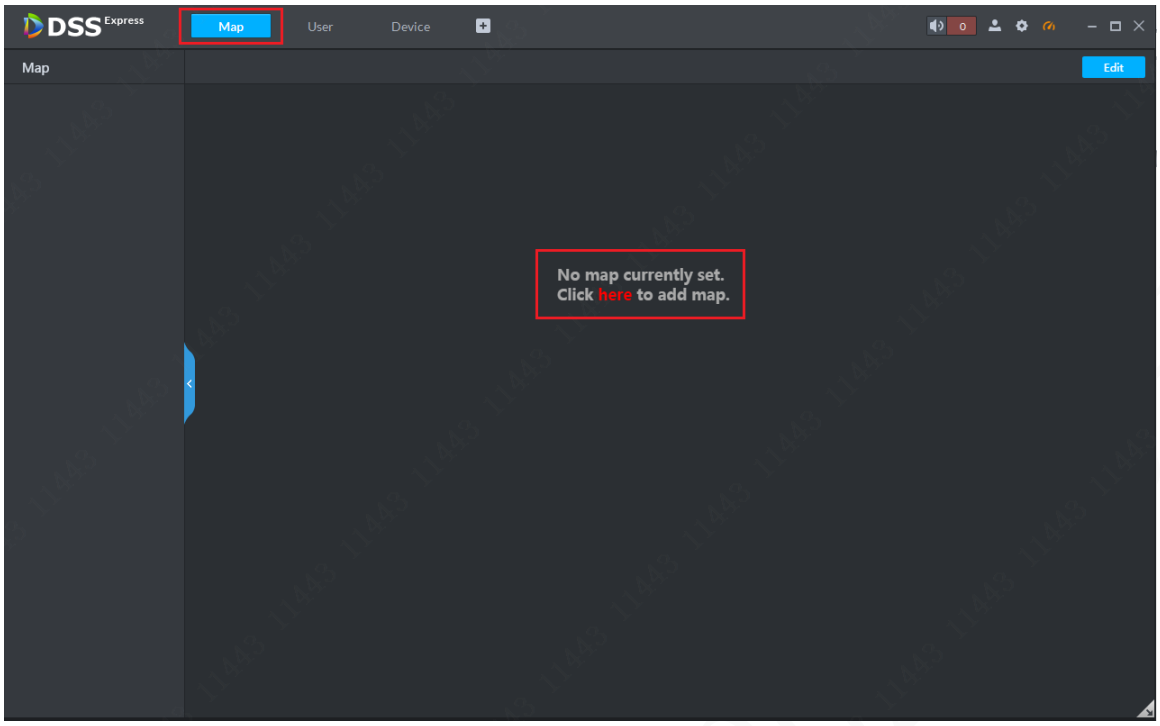
DSS Express supports raster Emaps.

9.2 How to configure raster maps?

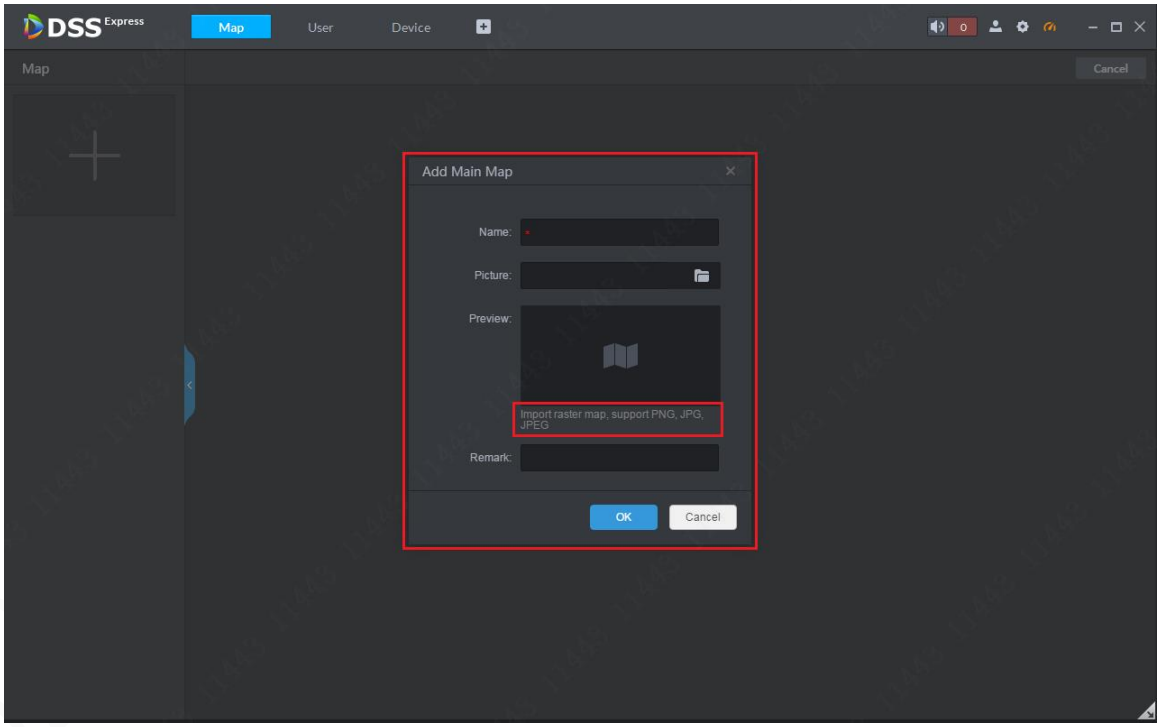
A:

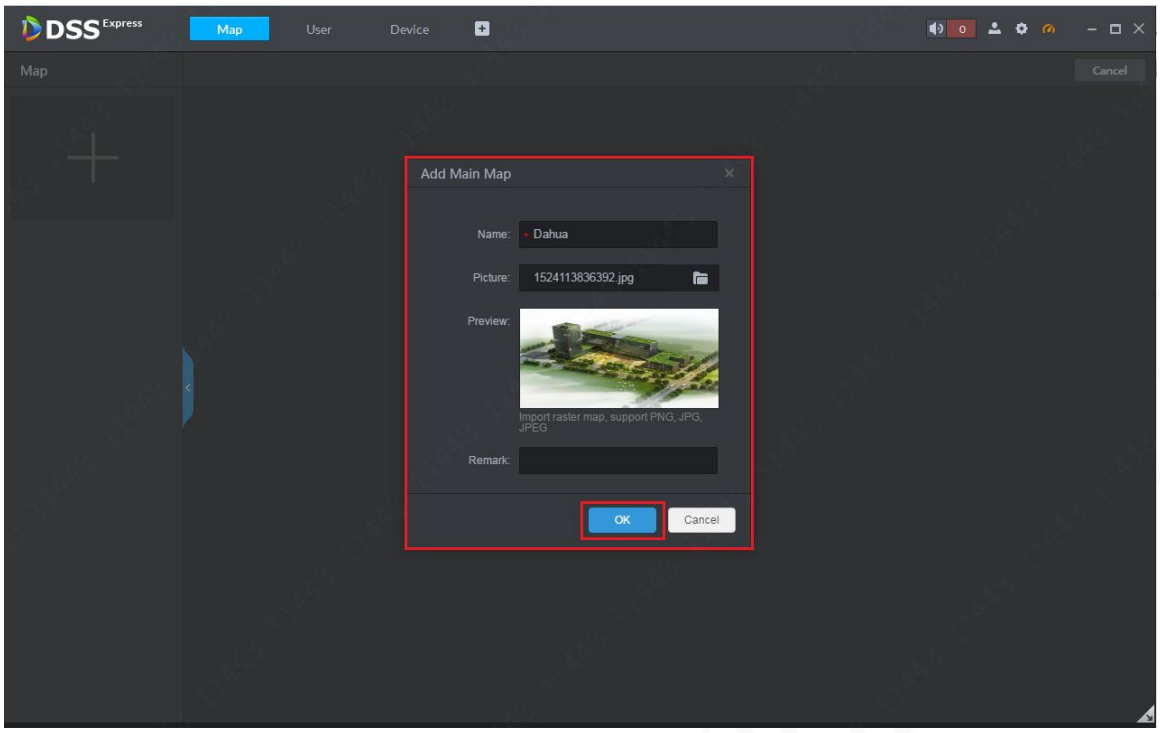
DSS Express supports the config of raster maps. The config steps are as follows:

Step 1 After entering the map application module for the first time, there is no map information. The system will prompt the user to add map information as shown below. Click **here** to add a map following the guide of the system.

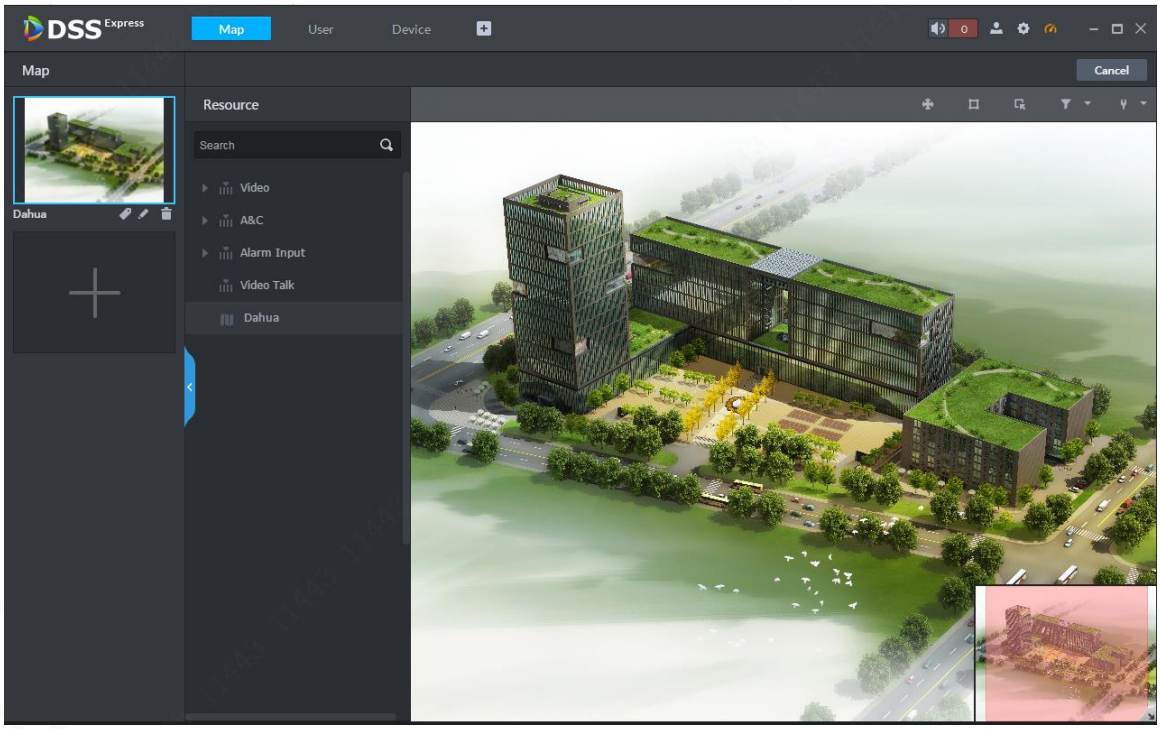


Step 2 The **Add Main Map** page is as shown below. Set the map name as required, select the picture and then click **OK** to add the picture.

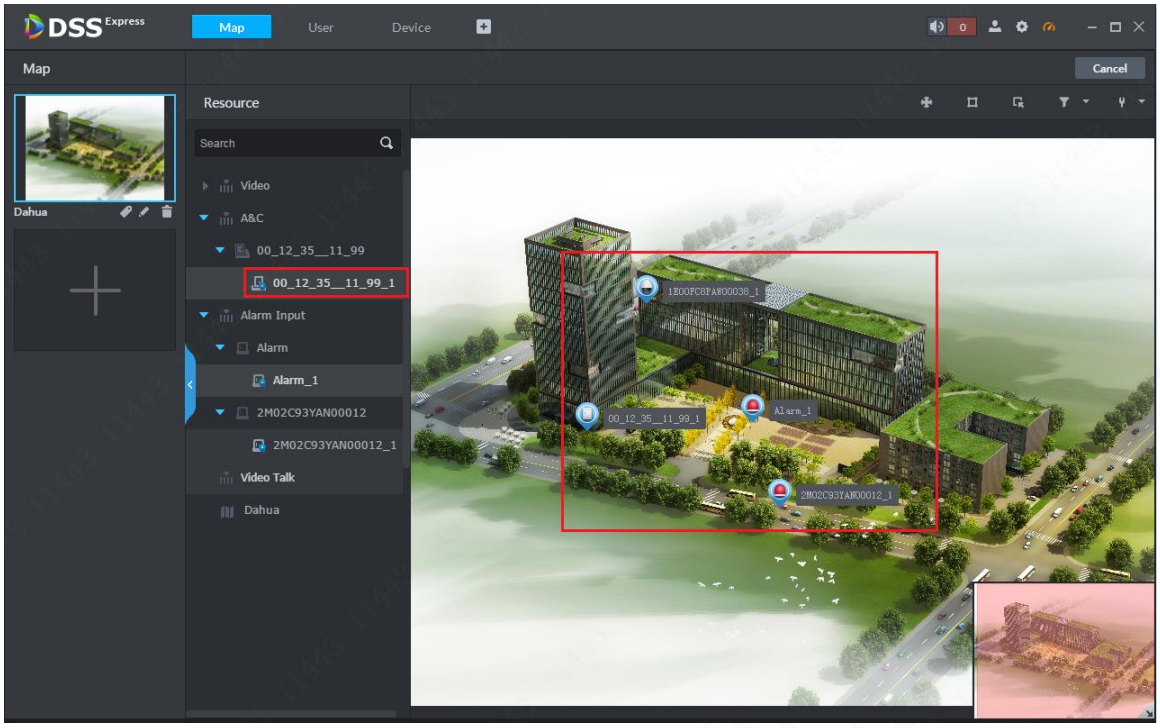




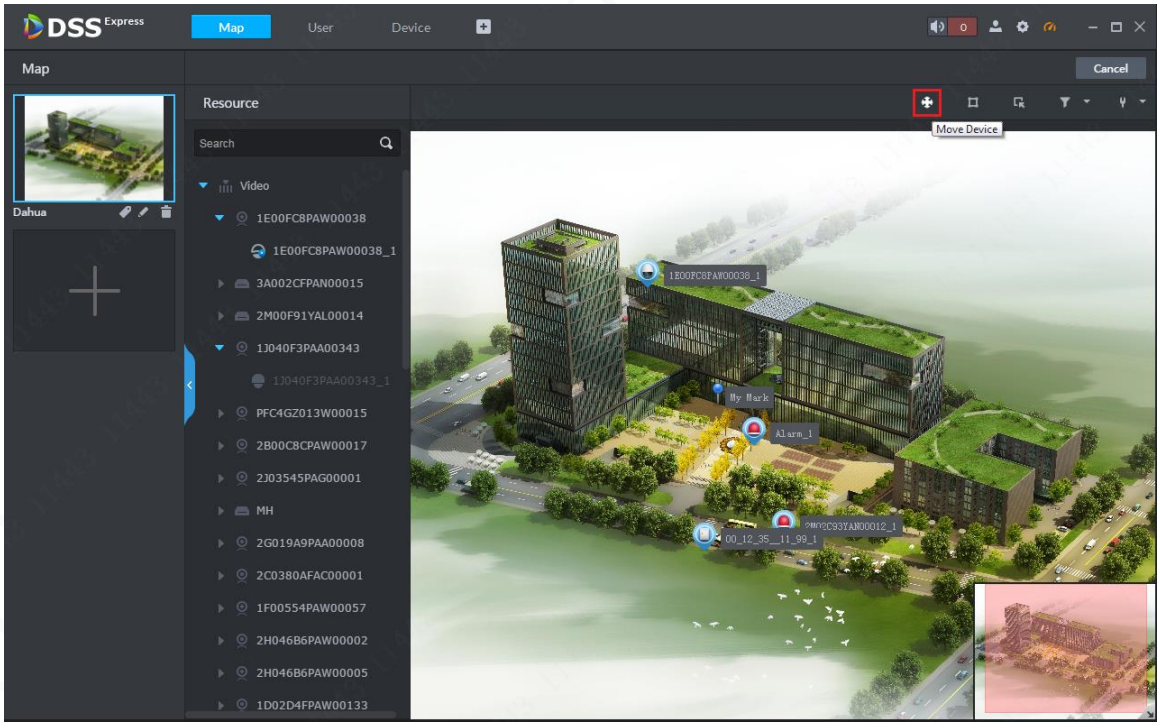
Step 3 For the added map, see the figure below. You can zoom in or out on the map by using the mouse wheel.

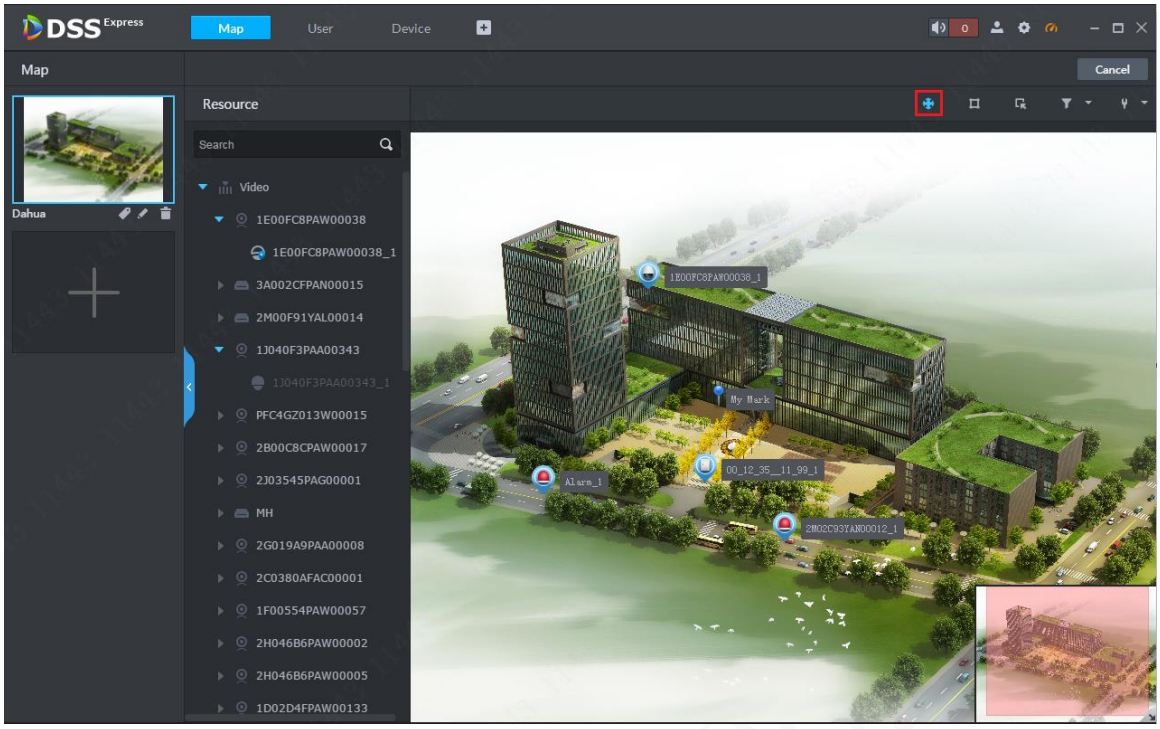


Step 4 Expand the device information in the device list and drag the video channel, access control channel, and alarm channel to the map as required. See the figure below. All operations in map edit mode take effect in a real-time manner.



Step 5 If it is required to adjust the positions of the channels on the map, click button first to enable the drag function. See the first figure below. When this button is in blue, the positions can be changed. See the second figure below. After the position adjustment, click this button again to disable the function.



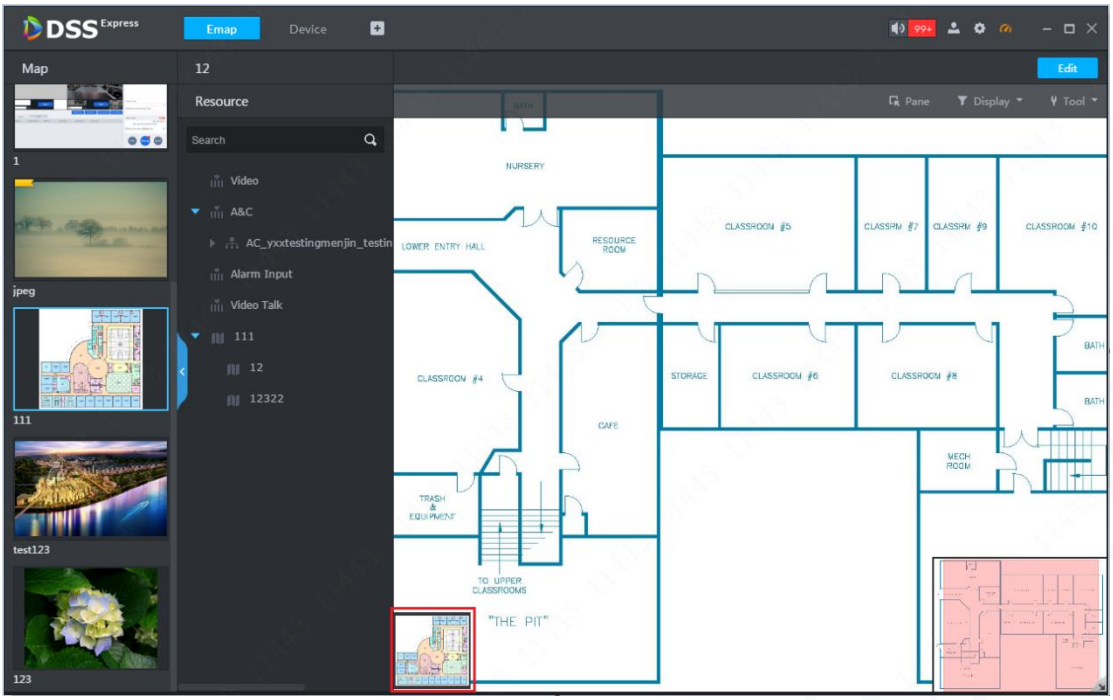


- The enable switch for device position change: Enable the switch to move the channels on the map.
- The sub map adding button: Click to select a position for the sub map on the map first, and then click the mouse to add.
- The box selection button: Click to box select a device on the map, thus to form a temporary device tree for preview, playback and deletion.
- The device type filter button: Click to select the device type to display on the map.
- Mark and reset.

9.3 How to return from the sub map to the main map?

A:

Select a map to return to from the maps at all levels displayed on the bottom left of the map display page. See the figure below.

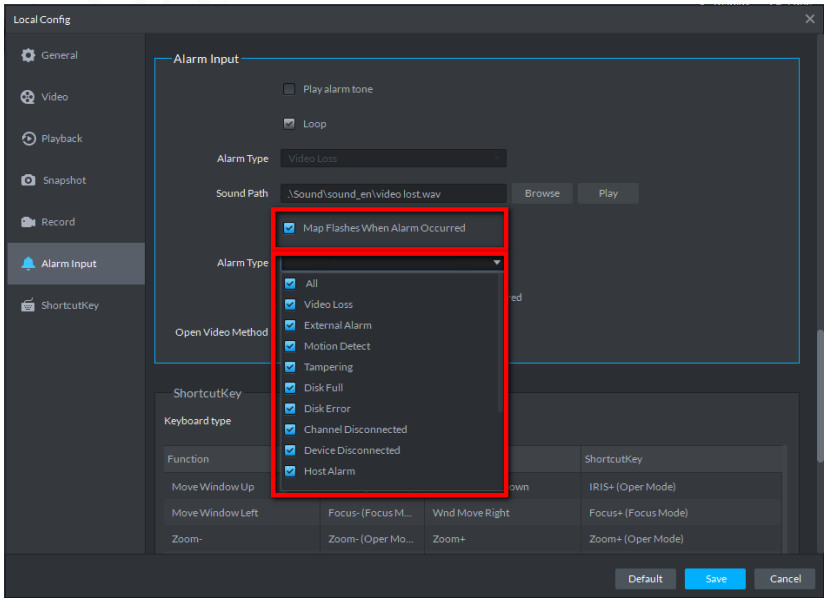


9.4 How to configure the Emap to flash in case of alarms?

A:

You can configure the map to flash in positions with alarms. Configure the alarm flash on the map as per the following steps:

Step 1 Enter **Local Config** in the Control Client, find the following config options and tick all alarm types. See the following figure:

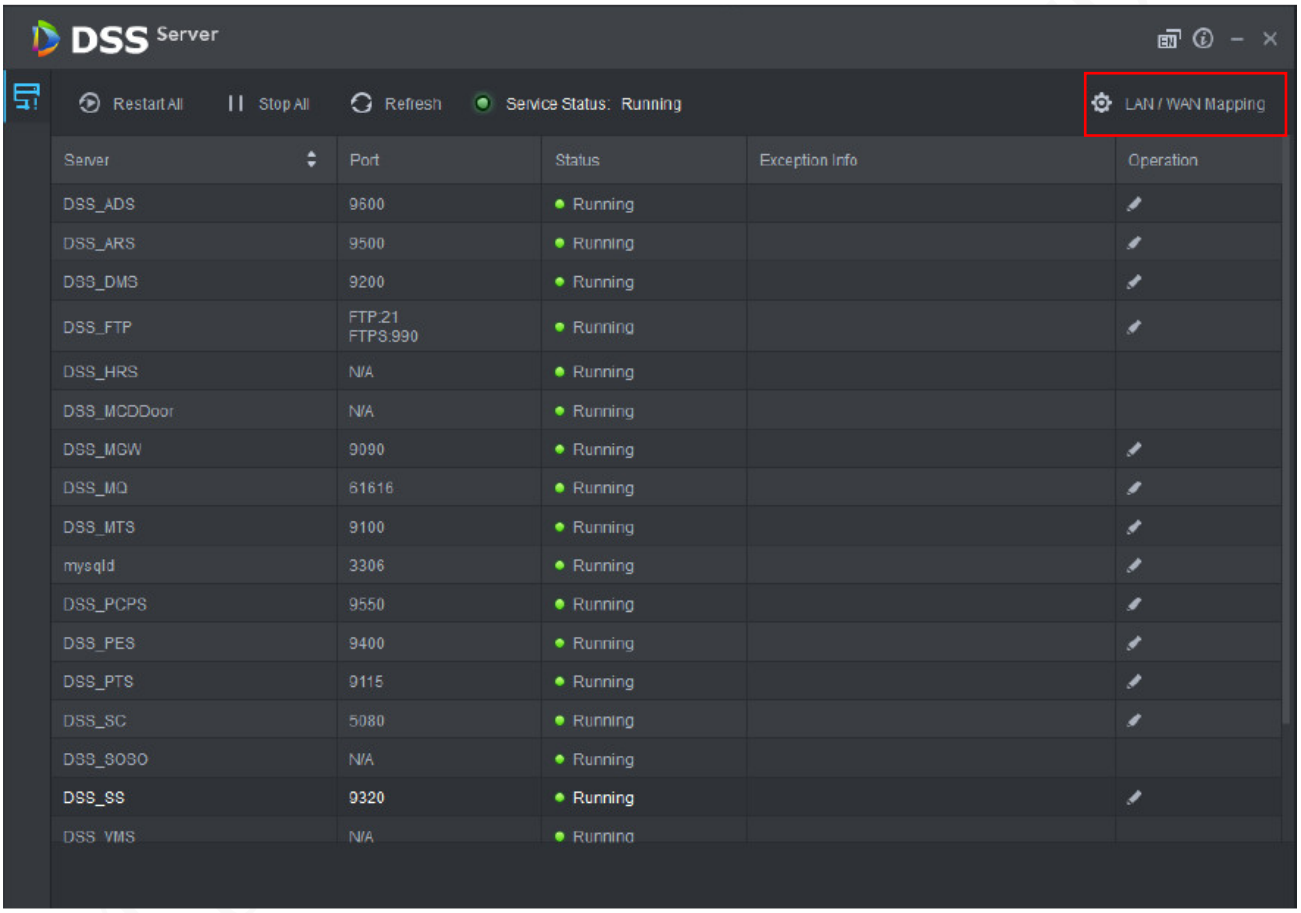


Step 2 Open the Emap. When an alarm occurs at the alarm point, it will flash.

10 Access Control

10.1 The access control device keeps going offline and displays “unknown” causes. What are the possible causes?

First, check if the account (admin by default) and password (123546 by default, different from that of other video devices) are correct; check whether the DSS Server of DSS Express has correctly got the server IP address; if not, manually modify the IP address to keep consistency. The following figures shows the correct IP address:



10.2 Why cannot the uploaded face pictures be distributed to the face access control device?

A:

The face pictures distributed to the face access control devices must be uploaded in the face comparison section on the authorization page.

10.3 How to distribute room numbers to the VTO device?

A:

Basic information of staff includes the room numbers which shall be filled following the Enable status of buildings and units in the residential block settings; also, make sure the VTO devices and the platform are consistent in enabling buildings and units; when choosing authorization via the VTO devices, the room numbers are distributed to VTO devices.

10.4 Why cannot people use the configured password to directly open the door?

A:

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.

10.5 Why is the person management permission overridden after the door rule authorization?

A:

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

10.6 Why does distributing three fingerprints to some devices fail?

A:

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

10.7 Why does the batch distribution of cards override the old card information?

A:

The batch card distribution logic of the platform is about updating and replacing all card numbers.

10.8 Why does the multi-door interlink set up for the integrated controller not take effect?

A:

In addition to setting up the multi-door interlock rule, the integrated controller also needs to select the multi-door interlock mechanism in door settings to make this happen.

11 Video Intercom

DSS Express V1.000.0000003 supports the new SIP baseline for the visible intercom system. The use of the new baseline needs the support of devices. The specific operation procedures are as follows:

Building No. Enable Config → Local Device Config → Add Device to DSS Express → Use System Account to Configure Device Group and Administrator Group → Manage Other Transactions

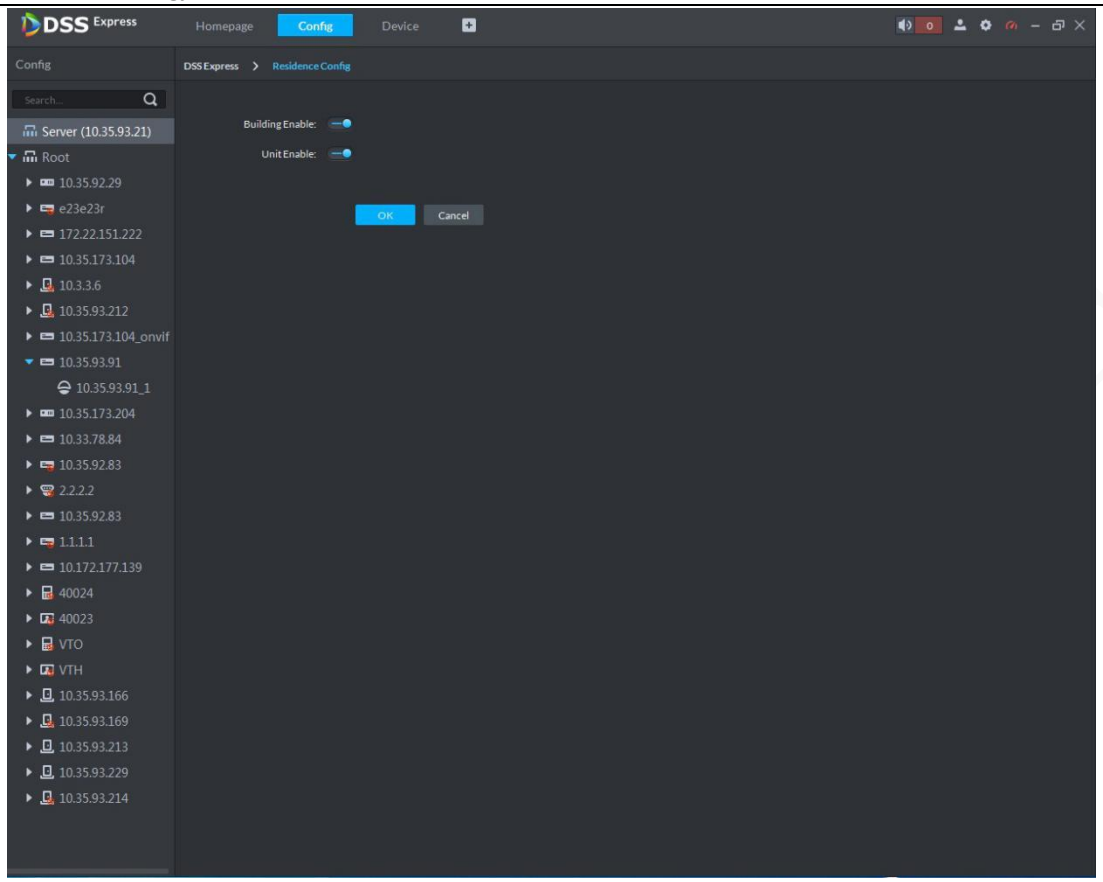
11.1 How to quickly add video intercom devices?

Use the Excel template in the quick config tool for video intercom to import the devices in batch.

11.2 After adding the video intercom device, it goes offline and prompts **Building and Unit No. not matched**. Why?

To make a device added in DSS Express online, it must be consistent with the residence globally configured on the platform. If the building and unit are enabled on the device, they have to be enabled on the platform to be online. For this problem, check whether the enable status of the building and unit on the device is consistent with that on the platform.

Check the unit enable status on the platform: Enter the **Config** page, and click the server node to select **Residence Config**.



11.3 After adding VTO and VTH, they go online. Why is only VTO automatically generated in the device group, no VTH exists? And why cannot VTO and VTH be called through?

Confirm whether the room number configured for VTH contains an extension number or whether the extension number is correct. In order to automatically generate the device group link, the extension number configured for VTH should be 0~99 according to the SIP white paper rules.

11.4 The video intercom devices are online, VTO and VTH can be called through, but why cannot the devices call the management center?

a. First, check whether the device group is correctly bound to the administrator group.
b. Confirm that the management center is logged in by a non-system account. Since the system account can be reused, several client logins might cause calling the management center to be abnormal. Therefore, the program at this stage requires using a non-system account to login the management center. Later, after the dynamic number is assigned, the system account can be used to login the management center.

c. Check whether the center number is configured correctly on the device. The center number should be 888888.

12 Face Recognition

12.1 What face recognition devices does DSS Express support?

DSS Express only supports front-end face recognition devices, including IVSS and FR camera. It does not support IVS-F intelligent face recognition server. For such requirements, please use DSS Pro.

12.2 The face library issued by DSS fails all the time. What are the possible causes?

It is necessary to confirm whether the face database of the front-end devices has reached the upper limit. After confirming that the face database of the devices has not reached the upper limit, obtain and deliver msgs_service.log under the following directory to R&D and technical support for help.

Installation Directory \Servers\WEBCLIENT\webclient\apache-tomcat\logs\admin

12.3 Why does the face interface frequently lag, but the face snapshots can still be queried?

A:

When placing the mouse under the face frame or inside the face frame on the right, the preview won't update. Please move the mouse away from the frame. This design is for the operator to check the details of a suspicious face picture.

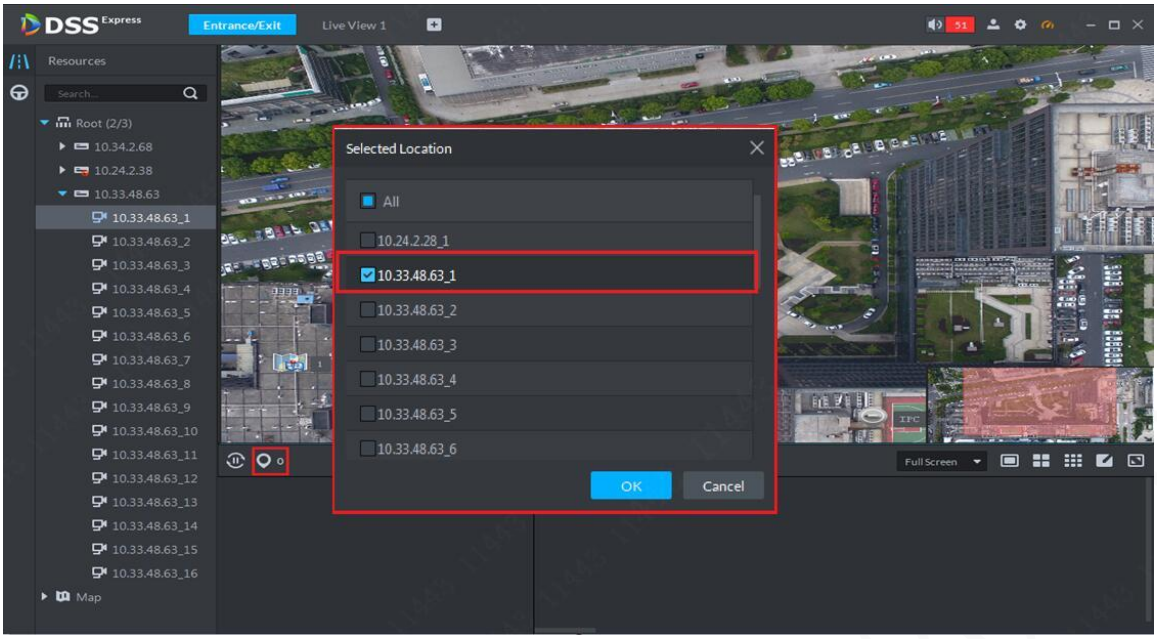
13 Traffic Junction

13.1 Why there is no picture in the picture scrolling area?

A:

Reason 1: No ANPR channel is selected.

Solution: Click above the scrolling section to select the ANPR channel. See the figure below:



Reason 2: No picture storage disk is configured.

Solution: Add a disk and format it to an ANPR picture type.

14 Entrance & Exit

14.1 The parking site is bound with ANPR devices, but why does the system always prompt lifting failure when a car passes?

A:

Please make sure the barrier controlling function has been enabled on the webpage of the device.

14.2 Why can a blacklisted vehicle be automatically recognized and released?

A:

1) Check if the vehicle blacklist has expired.

2) Confirm the parking lot permission settings of the vehicle.

14.3 The ANPR cameras at the entrance/exit directly installed on the software platform can report data of passing vehicles, but why can't they do the same when connected to the NVR?

A:

Check if the ANPR cameras have been deleted from the platform. The NVR logic is if the ANPR cameras are bound to the platform and the NVR simultaneously, NVR does not report the data of passing vehicles.

14.4 Why no recordings found when clicking on the vehicle-passing record?

A:

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

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

14.5 Why does the card of passing vehicle records have no pictures in license plate recognition?

A:

Check if the platform has set up the ANPR picture netdisk.

14.6 The platform distributes whitelisted vehicle information to the ANPR cameras, but why cannot we appoint an NVR channel for the distribution?

A:

NVR can be bound with different types of device, such as ITC and IPC. The platform does not know the exact type, and thus cannot distribute through an appointed channel. Instead, the distribution is based on device and completed through all channels. In other words, NVR self-syncs distributed blacklists and whitelists to all connected ITC Cameras.

14.7 The platform distributes the whitelist to the NVR device, but occasionally the platform prompts a successful distribution, when the ITC whitelist does not include corresponding data.

A:

When the platform distributes a whitelist to NVR and NVR confirms a successful receipt, it means nothing but the whitelist's distribution to the NVR. The NVR then auto syncs the whitelist to all connected ITCs. However, the NVR cannot guarantee successful sync across all ITCs. Possible causes include network connection problems or an ITC not supporting the sync.

14.8 The platform has added the video intercom device (entrance machine, unit entrance device), but why cannot the parking site be bound with the system?

A:

In the entrance machines or unit entrance devices, only the access control channel supports card swiping and face snapshot. In other words, the video intercom device must be built with the access control channel before being bound to the parking site.

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