



DSS7016D/DR-S2 DSS4004-S2

FAQ



Foreword

General

This manual provides the answers to DSS questions during daily use.

Attention

This manual is for reference only. Not all the DSS problems are included.

- You can contact us for any unknown problems, and we will add them into the manual to perfect it.
- You can contact your local retailer or after-sale engineer directly for more help.

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.

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.

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- 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.

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1 Installation and Deployment

1.1 Browsers that can be used to log in to the DSS configuration interface

Answer:

You can use IE 11, and Chrome 70 or later.

1.2 Failed to switch DSS hot standby

Answer:

- The forced start of the hot standby might cause the switch failure.
- Occasional problems of hot standby occur because data copying is incomplete.
- When you need to use the hot standby, contact technical support to build environment. Contact technical support to recover when there are any problems.

1.3 DSS is not working properly

Answer:

Log in to the DSS configuration interface, select **System Status > Service Status**, and then check whether the service is normal.

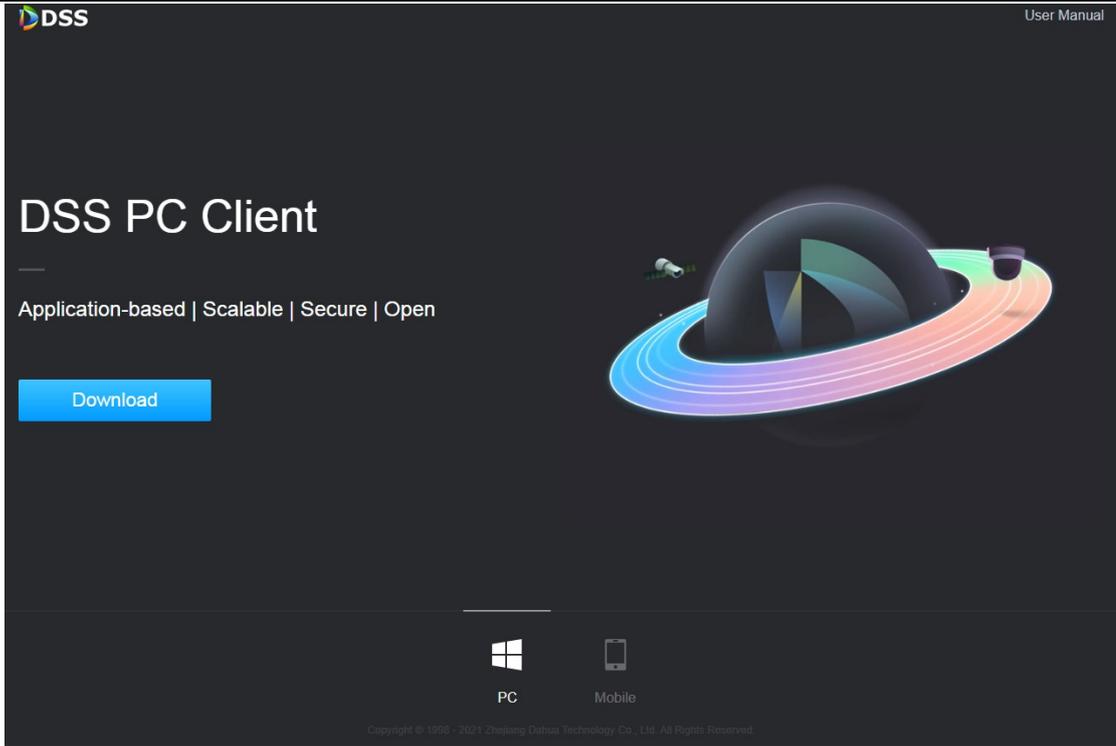
1.4 After installing DSS, failed to get the installation package of DSS client

Answer:

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

Step 1 Open browser and enter IP address of the platform.

Step 2 Click Download.



Step 3 Save the file to PC.

1.5 DSS takes a few minutes to start

Answer:

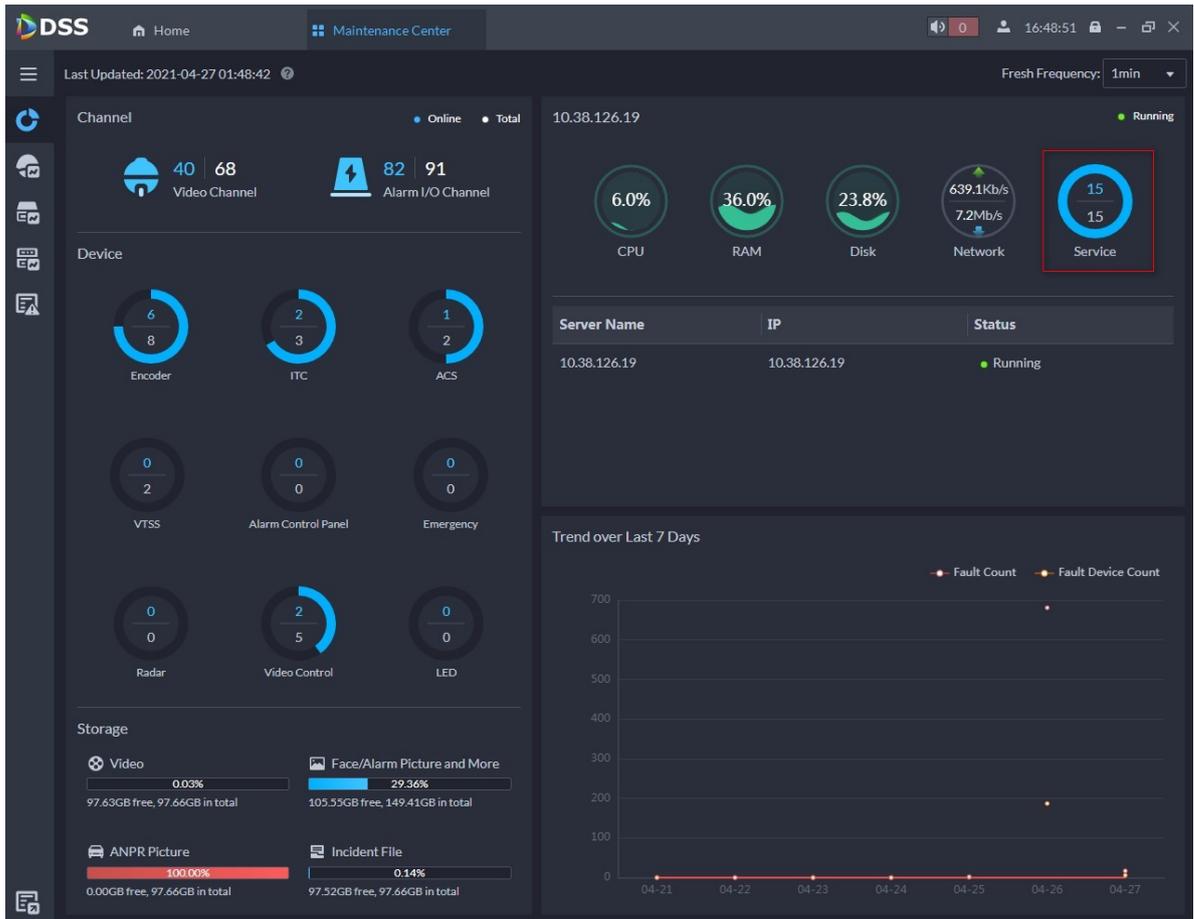
It takes a few minutes or more than 10 minutes to start the DSS service, because it might take a while to initialize the database at the last stage. The delay depends on the time of current server implementing script initialization of the database.

1.6 View if a distributed service is working properly in the case of distributed deployment

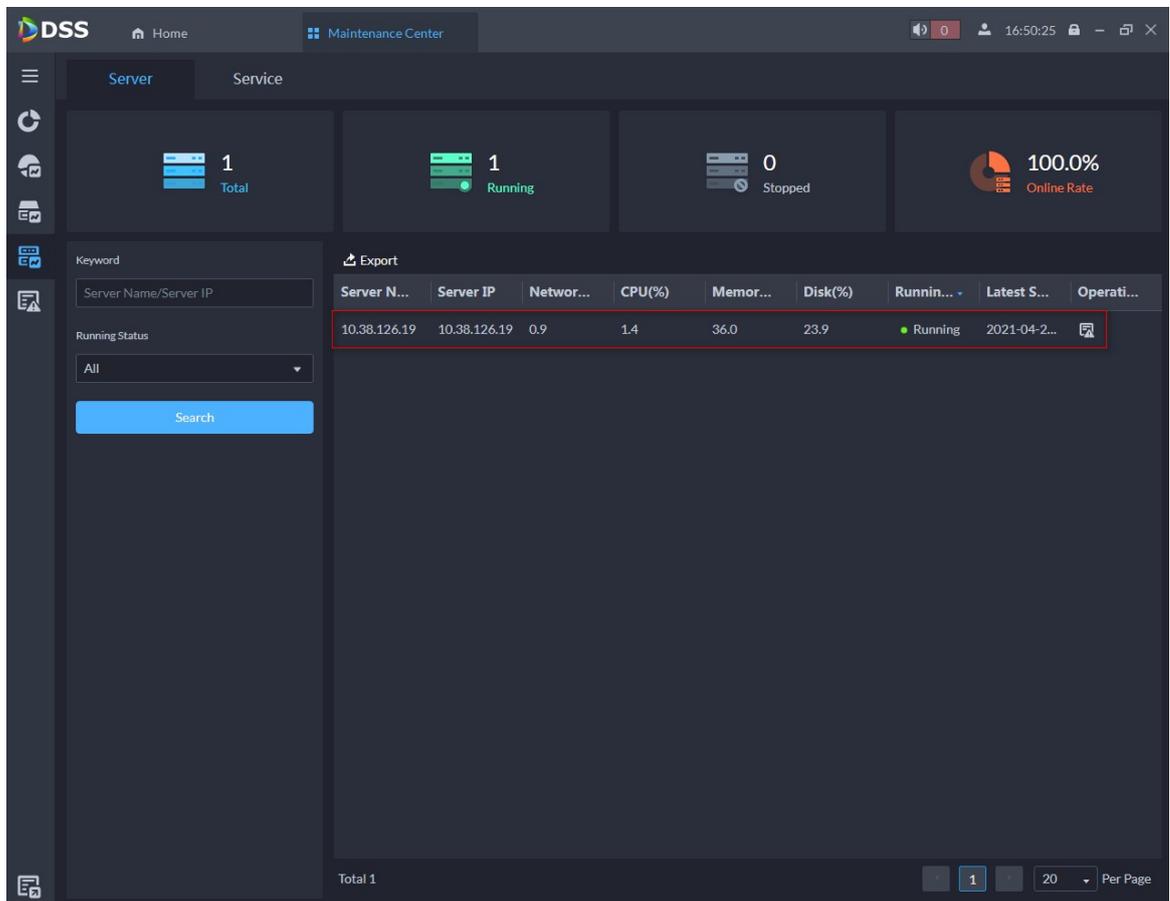
Answer:

The server registration and running status need to be viewed on the administrator of the main server. The specific view path is: Main server client— operation and maintenance (O&M) Center. See the following steps:

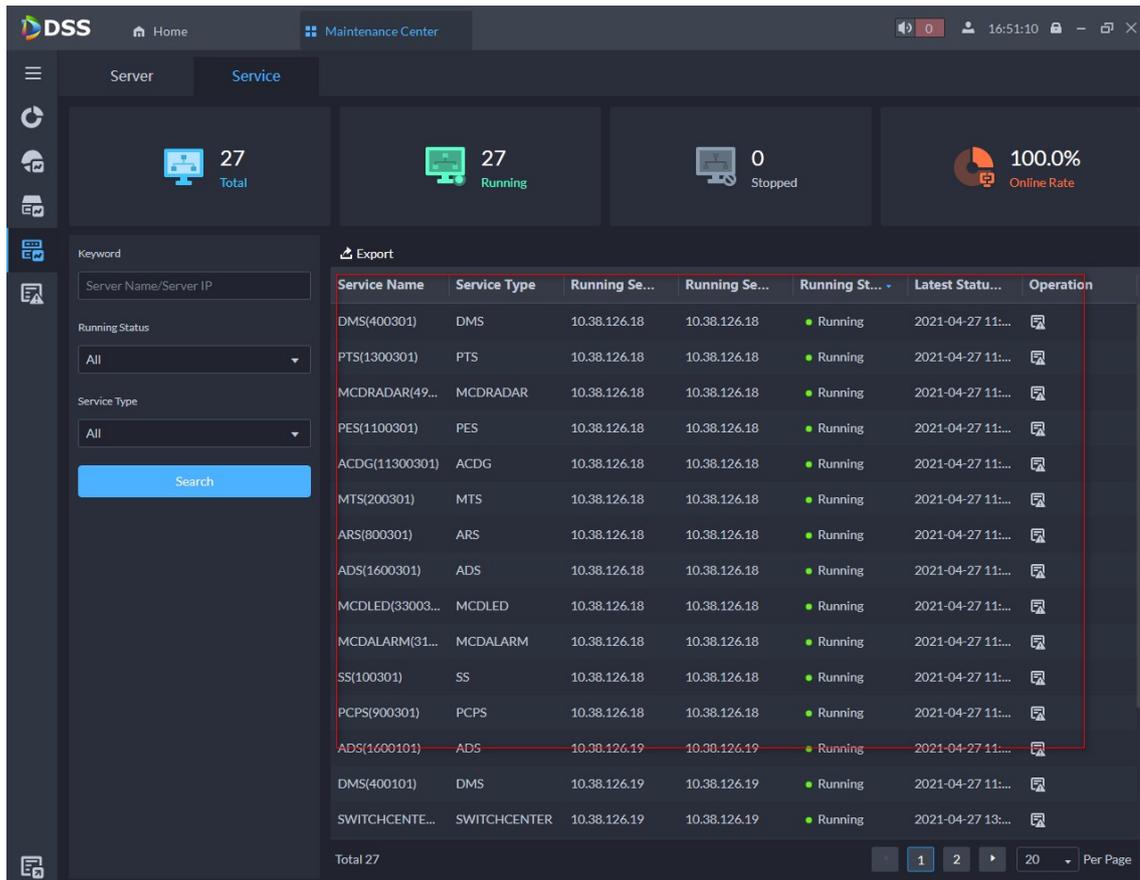
Step 1 Login as main server client, and enter the O&M Center. You can see the number and status of all services in the Overview module, as shown in the following figure.



Step 2 Click service status module to view the service details, as shown in the figure below.



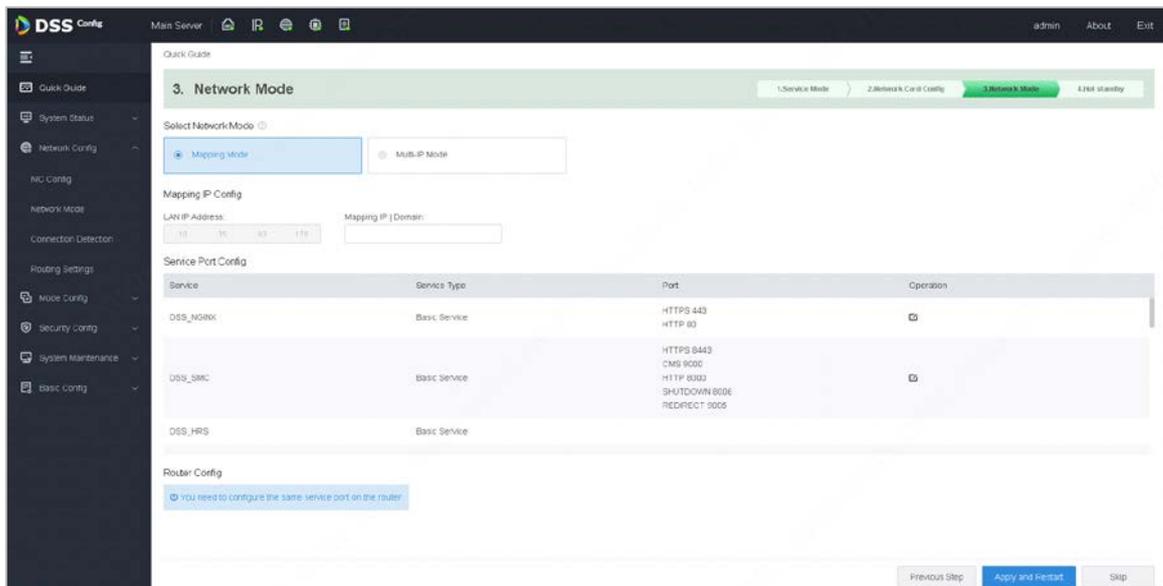
Step 3 Click service submodule to see the service details of this server, as shown in the figure below.



1.7 Method to configure LAN/WAN mapping for DSS

Answer:

Step 1 Log in to the DSS configuration interface. Select **Quick Guide > Network Mode**, and then enter the mapping IP or domain.



Step 2 Change port in the port configuration module if there is port conflict.

Step 3 Perform the virtual mapping of the configuration port on the router. Note that the service port configured on the router needs to be consistent with the configuration on the interface.



If there is a sub server, the port configuration on the sub server cannot be the same as that of the central server.

1.8 The time of each sub server is different

Answer:

Check whether the server time, time zone and corresponding DST are consistent.

1.9 Sub server cannot be online

Answer:

V8.0.2 will check the version when you register sub servers to avoid potential problems. If their versions are not the same, you cannot register them.

2 Product Update

2.1 Notes for updating from DSS V7 to latest V8

Answer:

For details, see corresponding product update guide.

2.2 Menus disappear after updating

Answer:

The menu varies with versions. Please refer to the updated menu.

2.3 Changes of DSS data after updating

Answer:

Most of data does not change after update, and some data does not support update.
For details, see product update guide.

2.4 After update, the sub server cannot be online

Answer:

After the sub server is updated, it needs to be remounted to the main server.

3 Device Management

3.1 Add device manually when no device is found in the automatic discovery devices

Answer:

The automatic search function is realized by UDP multicast, and the IP segment search function is realized by UDP unicast. If UDP group/unicast messages between platforms and devices are unreachable, devices cannot be discovered.

3.2 Failed to add device

Answer:

- Device connection failed.
- The device account number, password, port information was entered incorrectly.

3.3 Device is offline when network is working

Answer:

Check that your device's login account, password, and port are correct.

3.4 Device information automatically obtained by the platform does not match

Answer:

There is an error on the device.

3.5 The functions displayed in the smart plug-in on the device configuration interface is inconsistent with the device

Answer:

The smart plug-in is independently developed for device configuration. Considering the compatibility and upgrade of the device, the functions displayed might be different from the device.

3.6 When adding Hikvision or ONVIF devices, the device information cannot be obtained automatically

Answer:

Only information of devices added through Dahua protocol can be automatically obtained. For devices added through other protocols, you need to manually edit and add device information.

4 User Management

4.1 Failed to add Super Admin

Answer:

Only the system account can create users for Super Admin account.

4.2 Failed to give permissions such as storage management and service management to newly created role

Answer:

Pro manages role permissions in a more refined way. Super administrator, administrator and custom role have different menu rights; Among them, the custom role does not have storage management and service management rights.

4.3 Corresponding relationship between roles and permissions when users have multiple roles

Answer:

When having more than one role, users have permissions of all the roles. For example, role 1 has playback permission and video viewing permission for device 1, and role 2 has video intercom and video locking permission for device 2. When users have the permission of both Role 1 and Role 2, they will have the permission for playback, visual intercom, video viewing of Device 1, and video locking of Device 2.

4.4 Failed to import domain users

Answer:

To import domain users, you need to configure the active directory first. The configuration path is: Home-> Configuration-> System-> Active Directory

5 Backup and Restore

5.1 Database did not work when the server is abnormally powered off during backup and restore

Answer:

To ensure the stable power supply of the server, do not restart the server during backup and restore, If the database is abnormal, contact technical support to solve the problem.

5.2 Backup and restore take so long

Answer:

Backup and restore are operations to save and restore data, which depends on the performance of database and disk I/O. The larger the amount of data, the longer it takes.

5.3 Manual backup takes too long and failed.

Answer:

You can only back up basic business data either by manual or automatic backup. You cannot back up records, logs and other large data such as alarm information and face capture records. If the backup takes too long and fails, it may involve some large data, and you need to contact technical support.

6 Live Video

6.1 Situation for video to use video sub stream

Answer:

Enter local config interface of client, select **Video** and then you can configure Stream Type 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.

6.2 Failed to get live video

Answer:

- LAN/WAN mapping config is 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;
- Device trouble. The device login info is possibly tampered or login user has reached upper limit;

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

6.3 Live video does not play smoothly

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 server uses a 100Mbps cable, but the actual forwarding volume exceeds 100Mbps.
- 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 Notes for GPU decoding

Answer:

- Intel 3 generation with NVIDIA GTX750 or higher is recommended to avoid blurry screen.
- AMD graphics cards are not recommended,, because the measured performance is weak.
- The graphics driver needs to be matched, otherwise it is easy to cause the crash of the client.

7 PTZ Operation

7.1 Failed to operate PTZ when icon displays the PTZ camera

Answer:

The video channel might be locked by user with higher PTZ permission.
 Contact technical support for help when the PTZ is out of control.

7.2 Failed to operated PTZ when PTZ camera is added

Answer:

The operating video channel has PTZ function, but it is not enabled in device manager configuration; you need to select the **Speed Dome** as shown in the following figure.

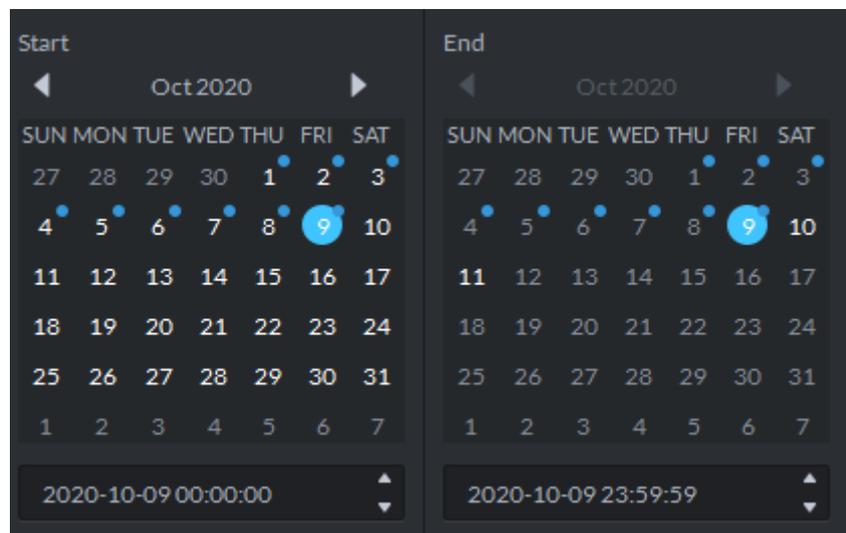
Basic Info		Channel Number: 8	(0-1024)	Stream Type: Sub Stream 2	Zero Channel Code
Video Channel	Name	Camera Type	Features	Unique ID	
Alarm Input Channel	10.33.68.49_1	Speed Dome			
Alarm Output Channel	10.33.68.49_2	Fixed Camera			
POS Channel	10.33.68.49_3	Speed Dome			
HDCVI External	10.33.68.49_4	Dome Camera			
Alarm Box Channel	10.33.68.49_5	Speed Dome			
	10.33.68.49_6	Speed Dome			
	10.33.68.49_7	Speed Dome			
	10.33.68.49_8	Speed Dome			

8 Recording Playback

8.1 Recording icon does not show on the calendar tab when there is a device recording

Answer:

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. In addition, Hik and Onvif devices do not have such function at present.



8.2 Failed to query video when there is a video on the video channel

Answer:

- If it selects the video on the recorder, then it needs to make sure the recorder is online and there is video within the period.
- If it selects the video on the server, then it needs 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.

8.3 Failed to playback video

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;
- Device login parameter is tampered. If device login info is tampered while it is not updated in DSS Express, 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.

8.4 Video record does not display on the time progress bar when playing video

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.

8.5 Failed to play backwards

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 Hikvision device can realize the function of playing backwards.

8.6 Error exists in video channel recording 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.

8.7 Failed to download video

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 users general user to log in the operating system with high security level.

8.8 The reason why the effect is not achieved when the video is played at high speed

Answer:

- Poor read/write performance.
- The network bandwidth is limited. For example, if the 8 Mbps code stream is played at 64x speed, 512 Mbps bandwidth is required.

9 Operation & Maintenance Center

9.1 Statistical information such as CPU and network of the operation and maintenance center is inconsistent with the display of the server resource manager

Answer:

The shortest statistical sampling period of the dashboard in operation and maintenance center is 1 min, which is not the real-time data. There are also some differences between the specific statistical algorithm of operation and maintenance center and resource manager.

10 Video Wall

10.1 Channels prompt "Cross device decode-to-wall is not supported" when binding video sources

Answer:

Local signal of the display and control device support the display on wall after the video source binding operation in the device.

10.2 Live video on wall failed in direct decoder connection mode

Answer:

In direct decoder connection mode, the display and control device will log directly into the video source-owned device to pull the stream decoding on the wall. You need to check whether the video source-owned device allowlist configuration contains the display and control device.

10.3 Priority of live video on wall, playback on wall, and alarm linkage on wall

Answer:

Priority from high to low: live video on wall, alarm linkage on wall, and playback on wall.

10.4 Window list is null when the display and control device channel is selected for playback on the wall

Answer:

Open window or split corresponding TV wall channel after selecting the corresponding TV wall channel on the client TV wall module or the video control device web interface, and then playback on the wall.

12.5 Sometimes video on wall fails

Answer:

This might occur with matrix devices. The platform adds video walls through the matrix, and the number of

video walls stored in the matrix device might have reached the maximum value. You need to log in to the device web interface, delete the useless video wall in the video wall management interface, and finally save the video wall to be used on the platform.

11 Map

11.1 GIS map opened on client is blank

Answer:

The common failure to open a map is found in vector maps. The main reason is that the computer network where the control client is located cannot access the Google Maps link. If it is offline maps, it is possible that the offline data is not imported.

For other reasons, contact technical support.

11.2 Alarm is configured, but cannot flash on the electronic map when alarm is generated

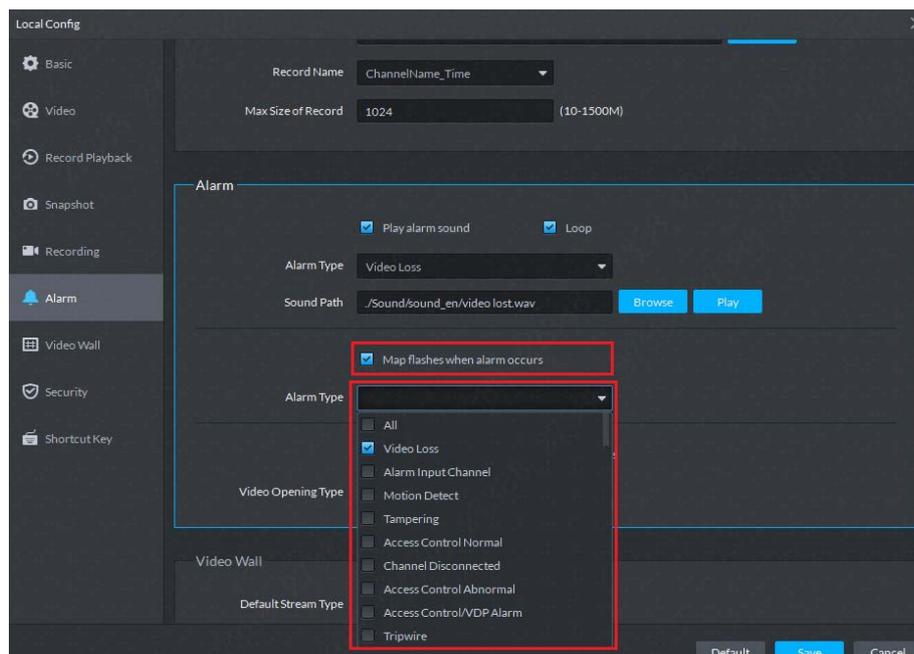
Answer:

You need to turn on map flashing function on client local config and select alarm types. The steps are as follows:

Step 1 Configure the early alarm scheme at the administrator.

Step 2 Open the **Map**, and place the device or channel in the correct location on the map. You can refer to **How to configure a raster map**.

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



12 Face Recognition

12.1 Face recognition camera is added, but cannot be displayed in face recognition business

Answer:

In Resources module of basic configuration on client interface, you need to check whether the corresponding Face Recognition Feature is selected in Features.

12.2 Face recognition module at live view interface does not display real-time snapshots

Answer:

In the Storage module of basic configuration on client interface, check whether picture storage disk with face and alarm type is configured on the distributed disk of the face recognition device.

If the picture storage disk has been configured, but still does not display real-time snapshots, you can log in to the web interface to check whether the operation of device is normal.

12.3 There are multiple face recognition devices, but some devices do not support search face by image

Answer:

The platform distinguishes the method of searching face by image according to the capabilities provided by the device program version. If multiple devices have different capabilities, the one with an older program version will not be able results of searching face by image. We recommend updating the device program version.

12.4 A face recognition camera is added, but cannot be displayed in the face recognition business

Answer:

In basic configuration section of the client, select **Device**, and then locate and edit the device. Click **Video Channel**, and then select **Face Recognition** under the **Feature** list.

12.5 Face recognition module at live view interface does not display real-time snapshots

Answer:

In the storage module, check whether a picture disk with a type of "Face/Alarm and More" is configured on the server to which the face recognition device belongs. If the picture storage disk has been configured, but still does not display real-time snapshots, you can log in to the web interface of the device to check whether the configuration is correct. (Common cause: Face capture or face recognition of the channel corresponding to the face recognition device is not enabled).

12.6 The model and version of all IVSS devices should be the same in the environment

Answer:

For IVSS devices, there are two versions of search by image:

- The image is sent to the device for search, and the device returns matching data;
- The image is sent to the device to extract the features, and the platform searches the records according to the features.

The two are mutually exclusive. You can only use either one at the same time.

13 Plate Recognition

13.1 Failed to search for plate information in arming record.

Answer:

Confirm whether the license plate number is armed on platform.

14 Video Metadata

14.1 Video metadata camera is added, but cannot be displayed in Video metadata business flow

Answer:

In Resources module of basic configuration on client interface, check whether Target Snapshot is selected in Video Metadata Features.

14.2 Live video metadata module does not show real-time snapshots

Answer:

In Storage module of basic configuration on client interface, check whether picture disk with face and alarm type is configured on the distributed disk of the video metadata device.

If the picture storage disk has been configured, but still does not display real-time snapshots, you can log in to the web interface to check whether the operation of device is normal.

15 Access Control

15.1 Method to distribute room numbers to the VTO device

Answer:

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; 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.

15.2 Cannot use the configured password to directly open the door

Answer:

The platform supports 2 types of passwords: unlock password and card, and personnel password. For the first generation of access control devices, after setting unlock password, you can open the door directly with the password. 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.

15.3 Failed to distributing three fingerprints to devices

Answer:

Different access control devices have different fingerprint capacities. Some only allow for 2 fingerprints, and thus prompt failure when trying to distribute 3.

15.4 Batch distribution of cards to operating staff overrides their card information

Answer:

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

15.5 Multi-door interlock set up for the integrated controller does not take effect

Answer:

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.

15.6 The access control device cannot open the door through face recognition, and the device cannot respond

Answer:

There are several situations:

- The face algorithm license of the device expires.
- Check whether unlock by face recognition is enabled.
- If the methods above failed, try to restore the device to factory settings..

15.7 A person has 5 access cards, but only 1 card can open the door

Answer:

The first-generation access control devices only support 1 card (main card); the second-generation access control and VTO devices support 5 cards.

16 Video Call

16.1 Method to quickly add video intercom device

Answer:

Use the template of the video intercom export excel in the platform to import devices in batches

16.2 "Mismatch of building number or unit number" prompts when an added video intercom goes offline?

Answer:

To keep a DSS added device online, the device must be consistent with the residential block settings of the platform. If the device has enabled buildings and units, the platform must do the same. So when this problem comes up, check if the Enable status of the buildings and units are the same as the platform.

Go to homepage-> Config->Video Intercom ->Residential Block Settings to do the setup.

16.3 After adding VTO and VTH online, there is only VTO generated automatically in the device group, and VTO and VTH are disconnected

Answer:

Check 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.

16.4 Failed to call management center when video intercom device is online, and VTO and VTH can call each other

Answer:

- The correlation between the device group and management group is incorrectly bound.
- Check whether your account is reused. System account can be reused, which can put the call management center in an abnormal status. In light of this, login with a non-system account is recommended at this stage.
- The center number at the device terminal should be 888888. Check if this is followed.

17 Entrance and Exit

17.1 Parking site is bound with checkpoint devices, but system always prompt lifting failure when a car passes

Answer:

Check whether the barrier connected to the web config interface of the checkpoint devices has its Enable switch turned on.

17.2 Vehicles in blacklist can be automatically recognized and released

Answer:

- Check whether the vehicle blacklist has expired.
- Check the parking lot permission settings of the vehicle.

17.3 Checkpoint of the entrance/exit directly installed on the platform can report data of passing vehicles when configured, but cannot report when bound to the NVR

Answer:

Check whether the entrance and exit checkpoint devices have been deleted from the platform. If the checkpoint devices are bound to the platform and the NVR simultaneously, NVR does not report the data of passing vehicles.

17.4 Video recordings are viewed via the card, but there is no recordings at return

Answer:

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 checkpoint devices have storage cards and have been set up with a recording plan, and whether the storage device (NVR) connected to the checkpoint has set up a

recording plan for the checkpoint channel;

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

17.5 Card of passing vehicle records have no pictures in license plate recognition

Answer:

Check whether the platform has set up the checkpoint picture netdisk.

17.6 Platform can distribute vehicles in allowlist to the checkpoint devices, but cannot appoint an NVR channel for the distribution

Answer:

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 can automatically distribute blocklist and allowlist to all connected ITC platforms.

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

Answer:

When the platform distributes allowlist to NVR and NVR confirms a successful receipt, it only means allowlist is distributed to NVR. The NVR then auto syncs the allowlist 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.

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

Answer:

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.

17.9 There is snapshot record, but no entrance or exit records

Answer:

Check the entrance and exit rules of the parking lot. If the entrance and exit rules of the group to which the vehicle belongs are not configured correctly, the vehicle cannot enter and exit the parking lot. Therefore, only the snapshot record can be found.

17.10 Vehicles with a forced exit record cannot restored to the status of in the parking lot

Answer:

If there is an updated entrance and exit record or forced exit record for the same plate number in the same parking lot, the older force exit record cannot be restored.

17.11 The entrance record shows that the vehicle has exited, but there is no corresponding exit record

Answer:

If the entrance record is forced to exit, no exit record will be generated, and only the entrance record and forced exit record can be found.

17.12 When there is a record of passing vehicle at the entrance and exit, sometimes there is an entry or exit notification, but sometimes there is no notification

Answer:

Only when the video playback of the channel is enabled on the video preview window, the entrance and exit notification of the channel can be displayed.

17.13 The available space detection is configured in the parking lot. After a vehicle exits, the available space is still 0

Answer:

Although available space is 0, vehicles can still enter the parking lot. The available space on the interface is 0, and the actual system records the negative parking space. When a vehicle exits, the negative parking space in the system starts to add 1. When the negative parking space becomes positive, the real parking space can be displayed on the interface, otherwise it will be 0.

18 Event Center

18.1 When the platform is connected to intranet and the ONVIF device is connected to the extranet, the alarm of the ONVIF device cannot be reported

Answer:

The alarm principle of the ONVIF device is that the ONVIF device detects an alarm and pushes it to a certain IP and port of the platform through the push mode. However, the current ONVIF client sends the intranet IP to the ONVIF device, and the device cannot push it to the intranet address.

18.2 Intelligent alarm of ONVIF device cannot be reported

Answer:

ONVIF database currently does not support pushing intelligent alarm. All intelligent alarm will be converted to other alarms (such as motion detection) and then reported to the platform. Therefore, the platform cannot receive intelligent alarm.

18.3 There is an alarm report, but no data can be found in the event statistics

Answer:

Event statistics is based on the time zone of the server, and the alarm time displayed on the client is converted according to the time zone of the client.

18.4 Cannot receive real-time alarms, but can find historical alarms

Answer:

Real-time alarms are only pushed to the linked users configured according to event, and only online linked users can receive real-time alarm.

18.5 No linked snapshot

Answer:

Linked snapshot should be configured; the server of the device should have an alarm picture disk on storage interface; the device is online; the channel can normally pull the stream.

18.6 No linked video

Answer:

Linked video should be configured; the server of the device should have an video disk or network disk on storage interface; the device is online; the channel can normally pull the stream.