



**DSS7016S2**  
**V1.001.9992003**  
**FAQ**



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## 1 Installation and Deployment

### 1.1 What browsers will DSS 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

### 1.2 Why does DSS take a few minutes to boot?

**A:**

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 exact time required depends on that required for the current server to execute the database initialization script.

### 1.3 What if services cannot be started when starting DSS for the first time?

**A:**

Method A: Connect directly to the display, enter the System module and click Reset (Restore Defaults). The system will reinitialize.

Method B: Turn on the device, press F12 to enter the recovery mode, log in to the background system as root user, and then clear configuration and restart the device.

### 1.4 What if the system does not work, but DSS starts normally, the alarm indicator is always on and the buzzer beeps?

1. Check whether the fans are working fine.
2. Check whether the power supply is well connected.

If you cannot confirm those two conditions, contact the technical support.

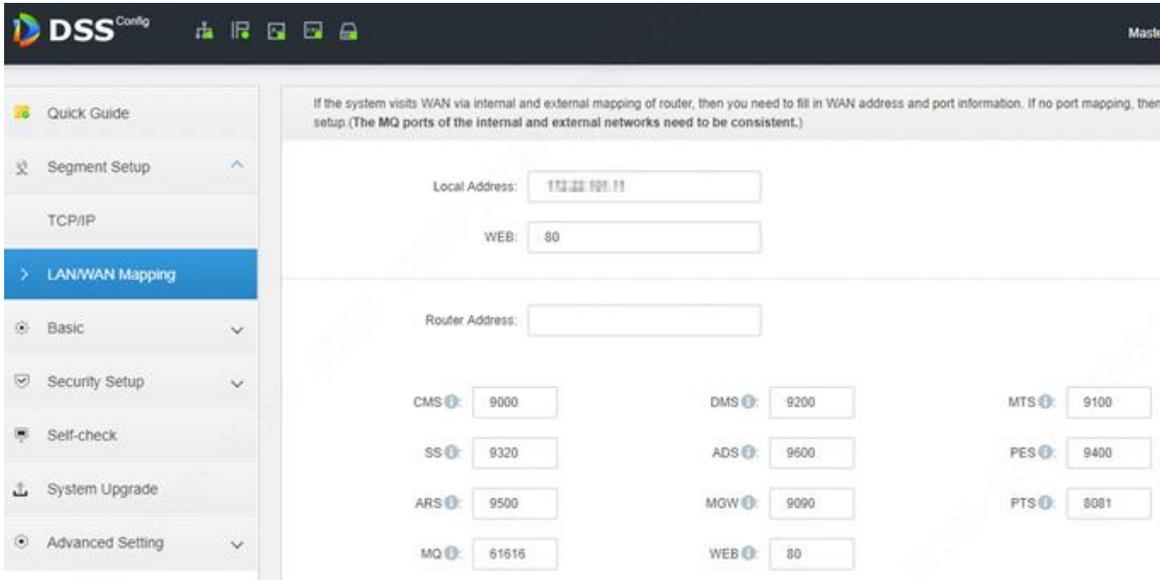
### 1.5 How to configure LAN/WAN mapping for DSS?

**A:**

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

**Step 1** Login the IP/config page in the browser.

**Step 2** Open **Segment Setup -> LAN/WAN Mapping**.



**Step 3** In the **Router Address** box, enter Mapping IP (generally seen as external router IP) and click **Save** (service will reboot).

**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.

1.6 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 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.

### 1.7 What is the impact of modifying the server IP address on DSS?

**A:**

After modifying the IP address of the DSS server, DSS will restart all services. If you have configured the LAN/WAN mapping or router, configure them again.

### 1.8 What might cause the failure of hot standby failover?

**A:**

- 1、 Forced start of hot standby.
- 2、 Occasionally incomplete data replication during hot standby.

Contact the technical support team for assistance before using hot standby. Contact the technical support team if you run into problems.

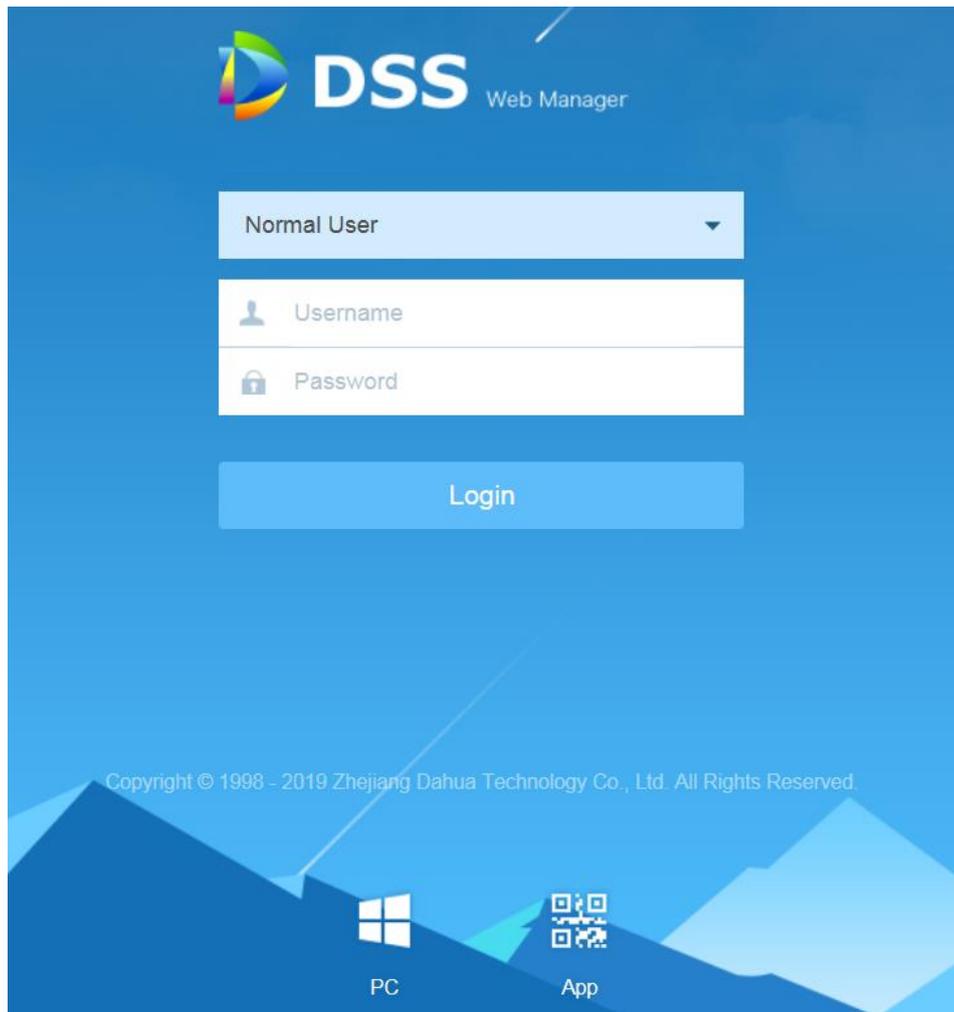
### 1.9 How to obtain the DSS Control Client?

**A:**

DSS Control Client provides a desktop client for DSS services. Installation steps:

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

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



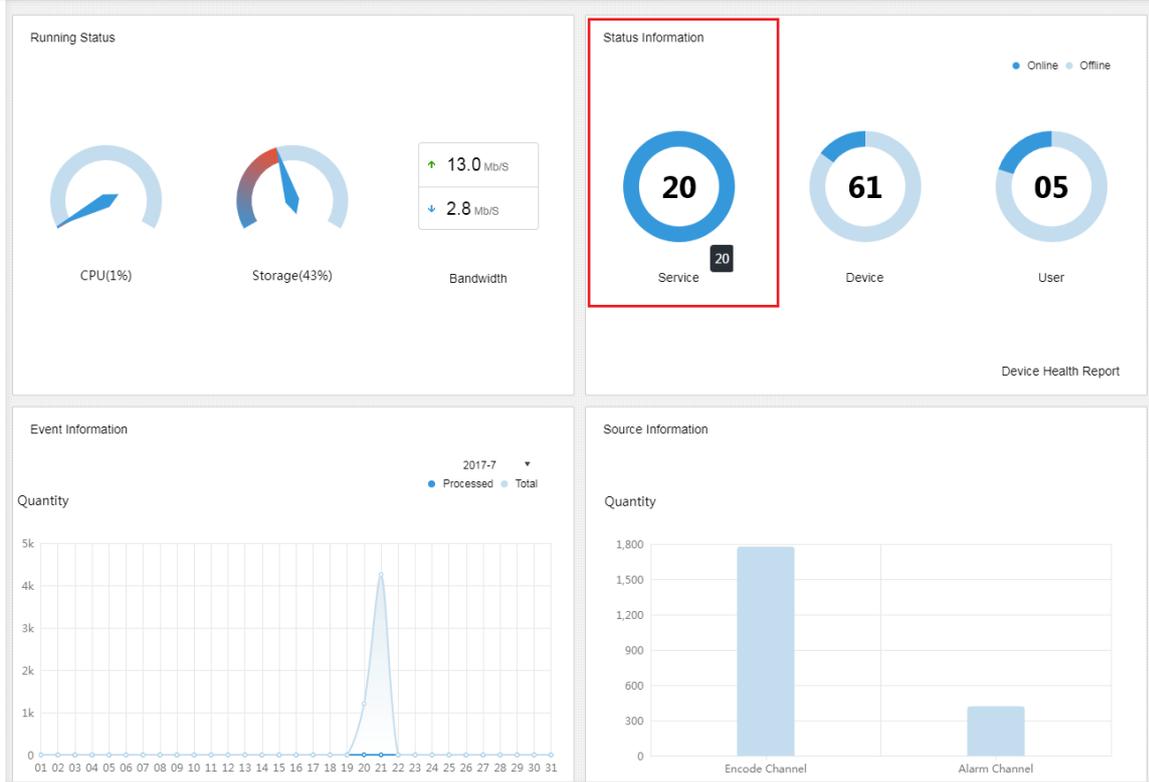
**Step 3** Save the file in PC.

1.10 How to view the running status of the distributed server?

**A:**

For viewing the registration and running status of slave servers, go to the Web Manager of the master server, and see the following procedures:

**Step 1** Go to the **Statistics** tab, and then you can see the quantity and status of all services in the **Status Information** section. See the following figure.



**Step 2** Click **Service** to view details. See the following figure. Device ID is that of the master server, and the others are slave servers.

The screenshot shows the 'Server Status' section of the DSS interface. A table lists server details, with the second row highlighted in blue and enclosed in a red box.

	Name	IP Address	Server Status	Device ID
▶	Center Server	112.10.1.101	Type: Home Server Running Status: Running Enable Status: Enable	master
▶	112.10.1.102	112.10.1.102	Type: Home Server Running Status: Running Enable Status: Enable	488011814130109

Total 2 record(s). Page 1 of 1. Go to page 1. Go

**Step 3** Click ▶ to view service details of the server. See the following figure.

**Server Status**

Name	IP Address	Server Status	Device ID
Center Server	172.10.1.177	Type: Home Server Running Status: <span style="color: green;">▶</span> Running Enable Status: <span style="color: green;">●</span> Enable	master

Video Unit	Name	Service Type	Status
	ARS(8001)	ARS(Active Register Service)	<span style="color: green;">●</span> Online
	MTS(2001)	MTS(Medium Transfer Service)	<span style="color: green;">●</span> Online
	DMS(4001)	DMS(Device Management Service)	<span style="color: green;">●</span> Online
	PCPS(9001)	PCPS(ProxyList Control Proxy Service)	<span style="color: green;">●</span> Online
	MCDRADAR(49001)	MCDRADAR(Radar Management Service)	<span style="color: green;">●</span> Online
	MCDPOS(39001)	MCD_POS(Multi-Control Device)	<span style="color: green;">●</span> Online
	SS(1001)	SS(Storage Service)	<span style="color: green;">●</span> Online
	PTS(13001)	PTS(Picture Transfer Service)	<span style="color: green;">●</span> Online

## 2 Update

### 2.1 Notes for updating the server?

**A:**

- 1) Back up all data before the update to avoid any data loss. Use the **Backup** function on the Web manager for that purpose .
- 2) Make sure the target version is later than the current one.
- 3) Make sure it is possible to update from the current version to the target version. For limitations, contact technical support.
- 4) Stop updating when you are prompted of any limitation. Contact the technical support for backing up data before the update.

### 2.2 SDT has gone invalid after version update

**A:**

After updating the system, you need to re-configure the system parameters on the Config system, and re-enable the SDT option.

2.3 Offline map does not display after the update.

**A:**

Re-enable offline map after updating the system version.

2.4 The picture data saved distributively cannot be searched out after updating the system version.

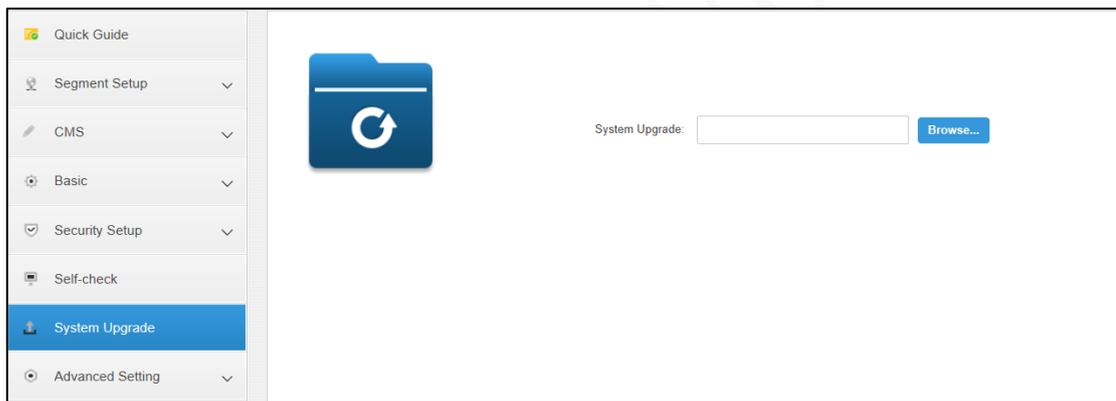
**A:**

To restore the picture data, re-configure the picture storage disk as before.

2.5 Why it failed to update the V1.001.0000001 BIN package using ConfigTool.

**A:**

Method: The BIN package is beyond 2 G, and the old ConfigTool has bugs. Log in to the Config system to update new version. See the following figure:



Method B: If the Config system cannot be accessed and there is no requirement for data backup, log in to the background system using SecureCRT, clear all settings, and then update again after the Config system is available.

3 Add Devices

3.1 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, 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.

### 3.2 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.
- 4) The registration ID of active register device has existed.

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

### 3.3 Why some device config can directly skip to config interface while others can only skip to login interface?

**A:**

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.

### 3.4 What devices can be added in DSS?

**A:**

It supports Encoder, Decoder, Video Wall, Matrix Device, and ANPR Device.

### 3.5 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, such as reaching the upper limit of the memory.

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

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

### 3.6 Why is the information 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.

### 3.7 How to group the devices?

**A:**

Method A: Assign a group when adding a device. See the following figure:

1. Login Information.      1.Login Information   2.Device Information

Protocol: Dahua

Manufacturer: Dahua

Add Type: IP Address

Device Category: Encoder

IP Address: \*

Device Port: 37777

User: admin

Password: \*\*\*\*\*

Org: root

Video Server:

- root
  - 2314322314322314322
  - ...

Buttons: Add, Cancel

Method B: Assign device group on the **Organization** interface after the device is added. See the following figure:

IP Address	Type	Video Server	Port	Status		
10.33.10.4	DVR	Center Server	37999	Offline		
1.2.3.99	DVR	Center Server	37777	Offline		
1.2.3.6	DVR	Center Server	37777	Offline		
1.2.3.64	DVR	Center Server	37777	Offline		
10.33.10.95	EVS	Center Server	37777	Offline		
172.10.33.47	Matrix Device	Center Server	37747	Offline		
9.9.9.1	DVR	Center Server	37780	Offline		
9.9.9.1	DVR	Center Server	37779	Offline		
3	1000033	9.9.9.1	DVR	Center Server	37777	Offline
46	1000010	172.10.3.46	IPC	Center Server	37779	Offline
172.10.2.223	1000009	172.10.2.223	IPC	Center Server	37777	Offline
1024	1000008	1.2.3.4	DVR	Center Server	37777	Offline
1024channels	1000007	2.3.4.6	NVD		37777	Offline
NVDzhichonghe	1000006	2.3.4.5	NVD		37777	Offline
10.33.10.27	1000005	10.33.10.27	DVR	Center Server	37777	Offline

Total 17 record.

#### 4 User Privilege

#### 4.1 What is the relationship between user and privilege?

**A:**

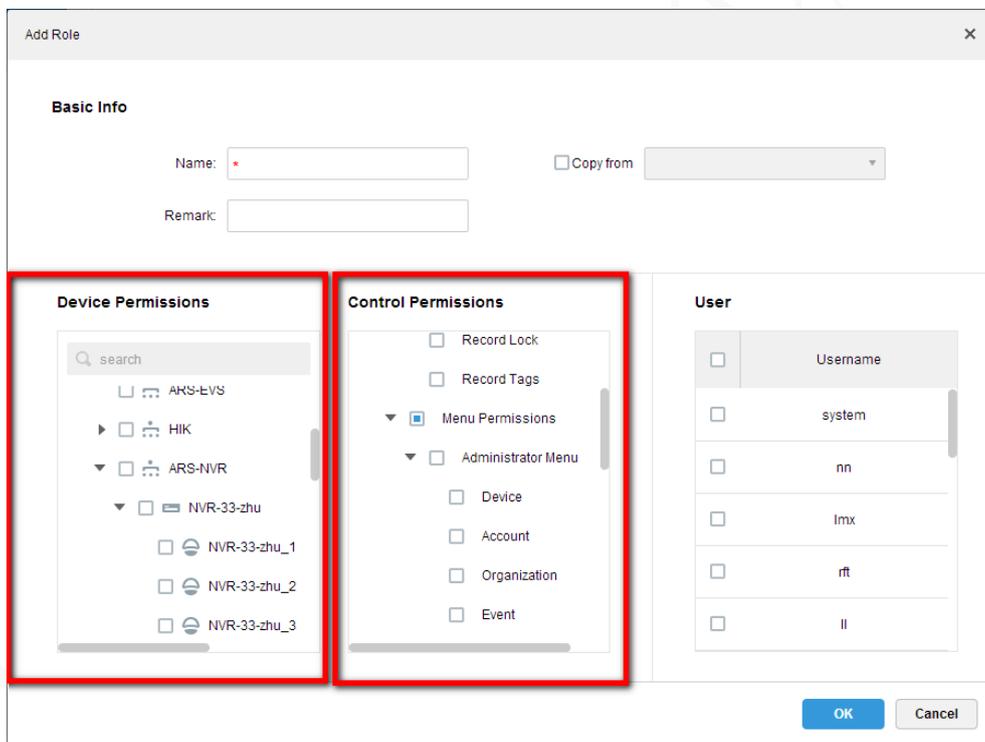
One user can have several permissions and one permission can be used by several users.

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

#### 4.2 How to control the device range of a permission?

**A:**

Add a new role. See the following figure. The device permission and control permission settings are shown in red frames respectively .

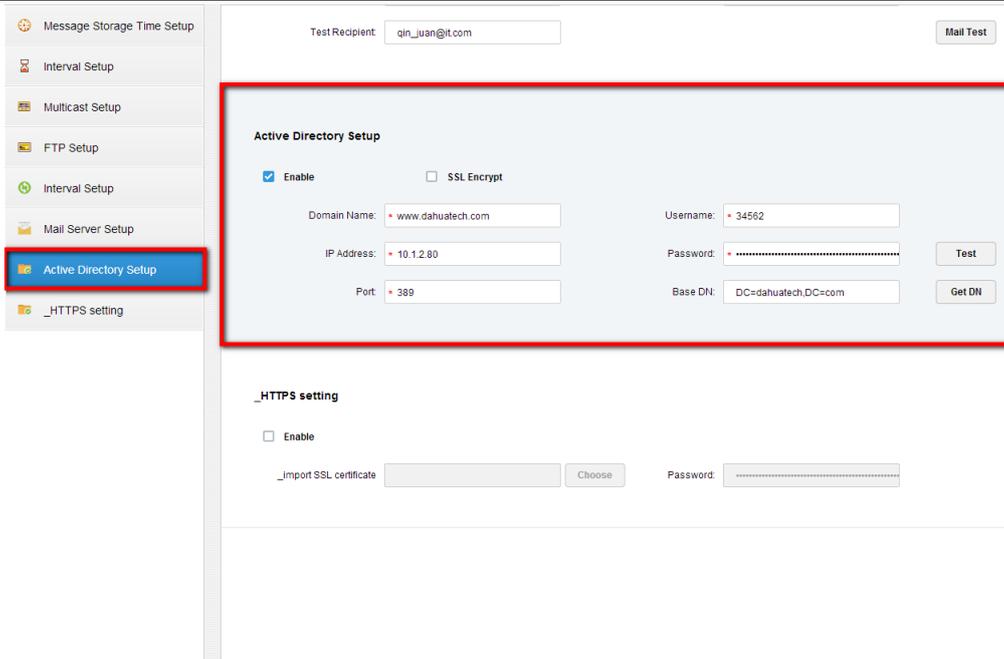


#### 4.3 How to import a domain user and assign permissions?

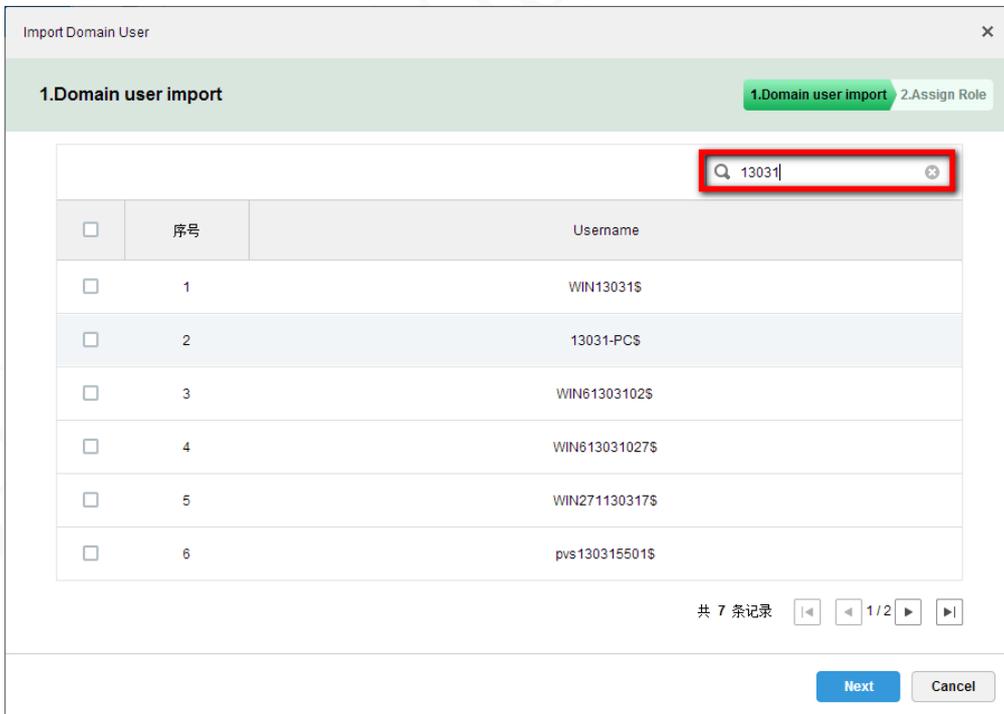
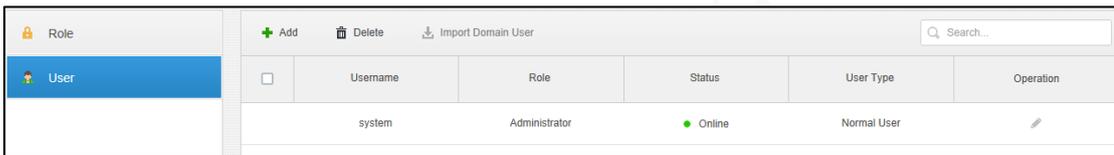
**A:**

For easily, safely and quickly configuring the account system, DSS supports importing domain system.

Step 1: On the **System** interface of the Web Manager, enable **Active Directory**, and then specify the settings. For the parameters that must be configured, contact the administrator.



Step 2: On the **User** interface of the Web Manager, click **Import Domain User**, search for the target domain users by entering keywords, select them, and then click **Next**.



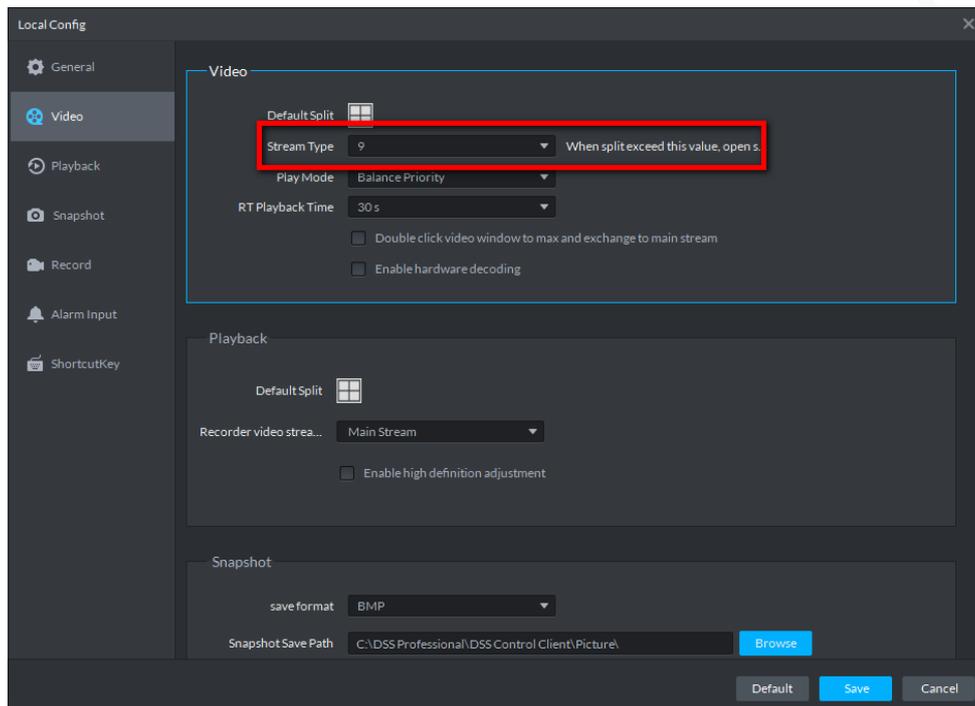
Step 3: Select the corresponding roles for the target users.

## 5 Live View

### 5.1 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.



### 5.2 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 or the number of device login users reaches the upper limit.

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

### 5.3 Why is the video stuck sometimes?

**A:**

**Main reasons are as follows:**

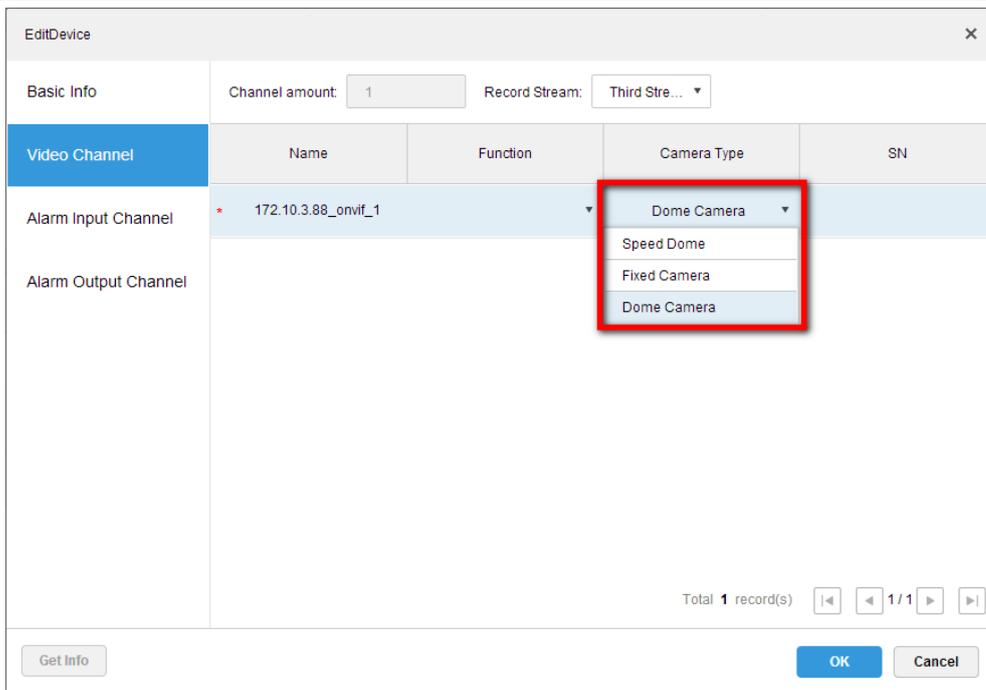
- 1) Network issues. In poor network conditions, the bit stream cannot reach the decoder.
- 2) Exceeding the server forwarding capacity. For example, a single server has a forwarding capacity of 700M, but the actual forwarding volume exceeds 700M.
- 3) The server uses a 100Mbps cable, but the actual 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.

### 5.4 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, but it is not started in the device management config. See the following figure. Select **Dome Camera**;



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.

### 5.5 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.

### 5.6 How to configure stream parameters

**A:**

To do that, you need to go to the device configuration interface. You can visit the device configuration interface by entering the device IP address in the browser and pressing Enter, or clicking the settings icon. See the following figure:

+ Add Refresh			Device Network		Pack Up
<input type="checkbox"/>	IP Address	Type	Port		
<input type="checkbox"/>	172.10.1.30	DVR	37777		
<input type="checkbox"/>	172.10.1.31	DVR	37777		
<input type="checkbox"/>	172.10.1.32	NVR	37777		
<input type="checkbox"/>	172.10.1.34	NVR	37734		

+ Add Delete		Search							
All	Encoder	Decoder							
<input type="checkbox"/>	Encode	IP Address	Device Name	Type	Org	Status	Offline Cause	Operation	
<input type="checkbox"/>	1000026	10.2.36.3	222	DVR	8	Offline	Main connection failed.		
<input type="checkbox"/>	1000019	172.10.1.34	ARS232	NVR	ARS-NVR	Offline	Main connection failed.		
<input type="checkbox"/>	1000006	172.10.1.1	NVR-33-zhu	NVR	ARS-NVR	Offline	Main connection failed.		
<input type="checkbox"/>	1000029	20.2.41.177	EVS-177	EVS	csf	Online			
<input type="checkbox"/>	1000028	172.10.3.75	ipc75	Smart IPC	root	Online			
<input type="checkbox"/>	1000027	172.10.1.129	ONVIF 129	IPC	csf	Online			
<input type="checkbox"/>	1000025	192.168.1.213	NVR123	NVR	root	Online			

Total 20 record. Page navigation: 1 2 3 Go to page 1 Go

5.7 How to view the videos in batches?

A:

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

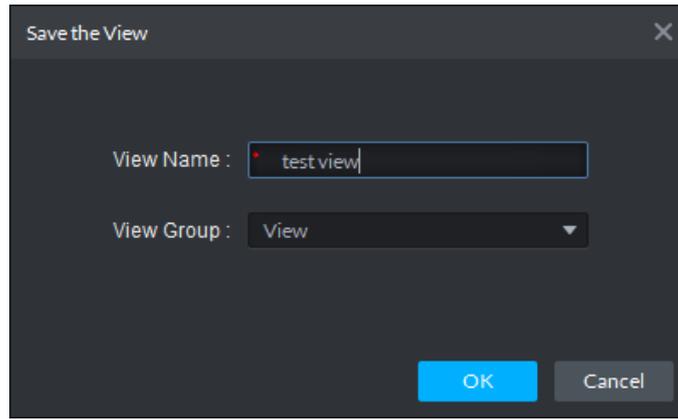
- 1) Double-click or drag the organization or device node that contains multiple video resources.
- 2) Double-click or drag the favorite node that contains multiple video resources.
- 3) Check the view node that contains multiple video resources.

5.8 How to quickly save important video channels for users?

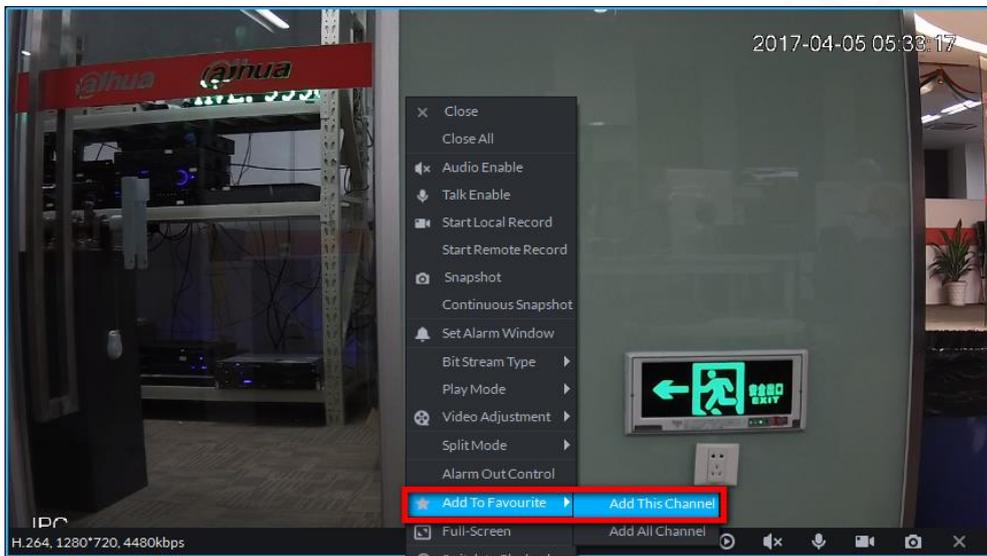
A:

**Users can save important videos quickly as follows:**

- 1) Save the video channels and splits as views.



2) Add the video resources to favorite.



5.9 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.

5.10 Why does the image corrupt when viewing H.265 live video?

**A:**

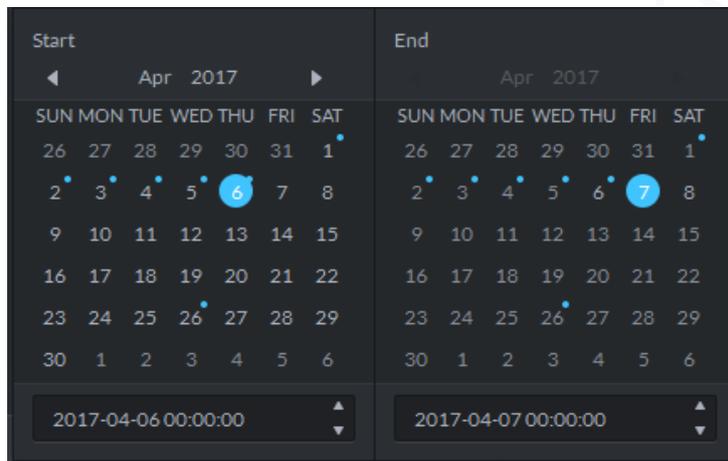
Check whether you have enabled GPU decoding in the local setting interface. The H.265 decoding might fail vary due to the hardware you use. You are not recommended to use GPU decoding.

## 6 Video Recording

### 6.1 Why is there 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.



### 6.2 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.

### 6.3 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 storage service fails. The storage service is a background process that supports video viewing, which shall work normally for video viewing.
- 3) The login parameters of the device are modified. If the login parameters of the device are modified, but not updated in DSS, playback will fail.
- 4) Network issues. In case of network failure, playback might fail.

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

**6.4 Why is there no video recording 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.

**6.5 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.

**6.6 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.

#### 6.7 What are the causes for play backwards 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.

#### 6.8 Why is there deviation in sync playback?

**A:**

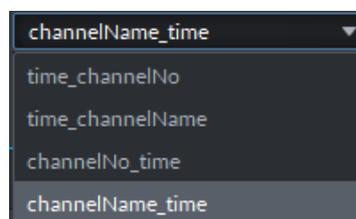
Since the time sequence of each channel is different, the deviation will become more obvious as time goes by to a certain extent. It has been controlled during playback, so that it is sync playback visually.

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

#### 6.9 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.



#### 6.10 What are the methods to download video recordings?

**A:**

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

## 6.11 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.

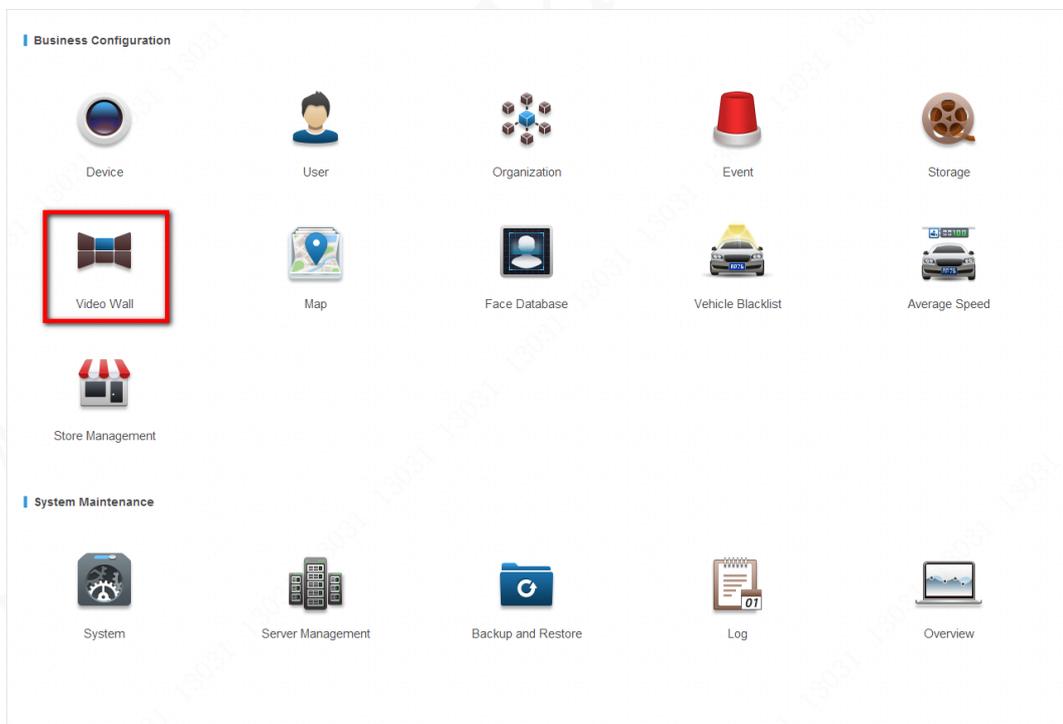
## 7 Decode to Wall

### 7.1 How to configure a video wall layout?

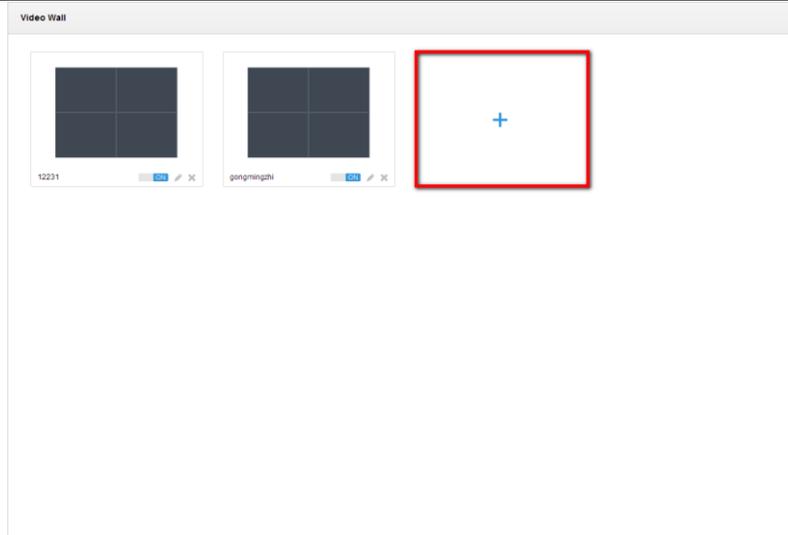
**A:**

On many occasions, users need the decode to wall function. Before that, users have to create a video wall layout as per the steps below:

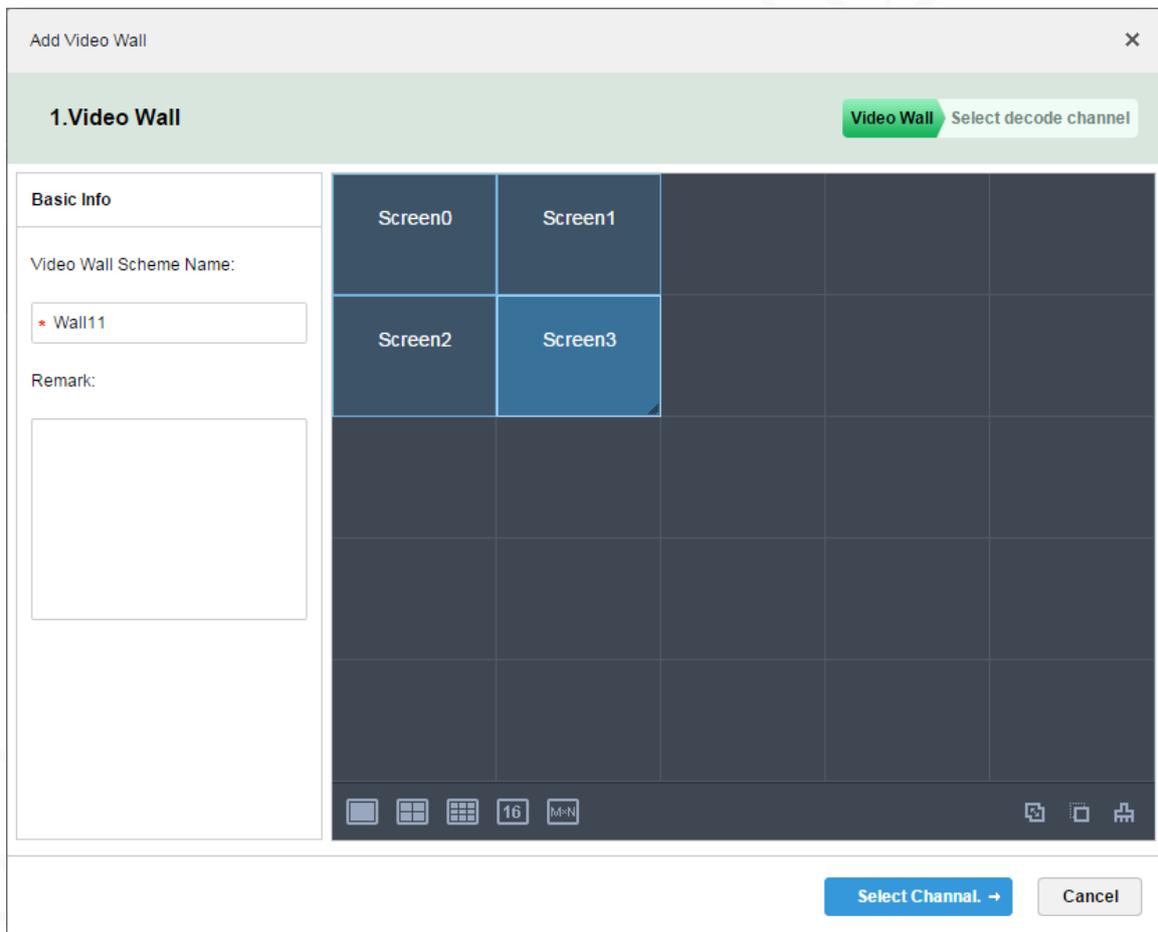
Step 1: Go to Web Manager, and then click the Video Wall tab.



Step 2: Click + to create a new layout.

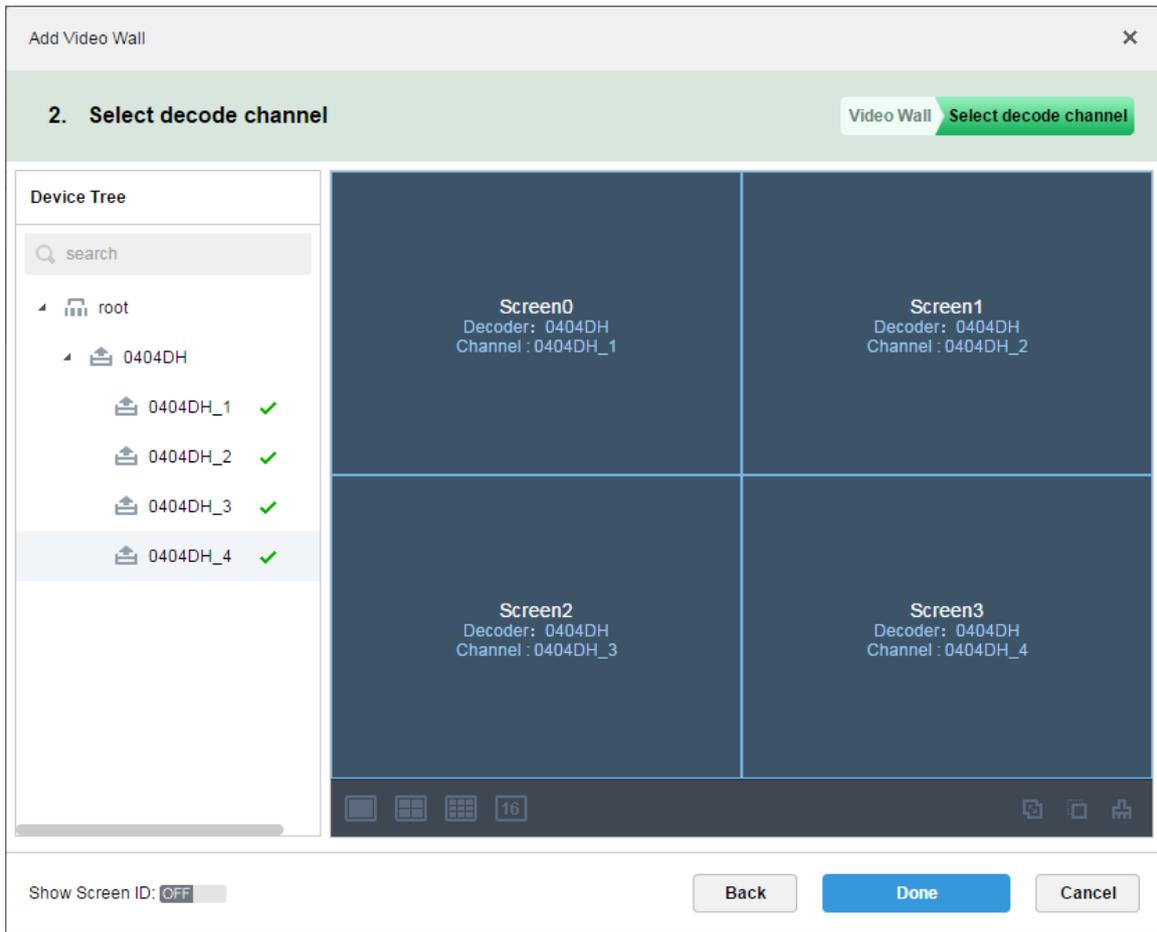


Step 3: Create a virtual split layout according to actual video wall layout, and then name your layout. See the following figure.



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.



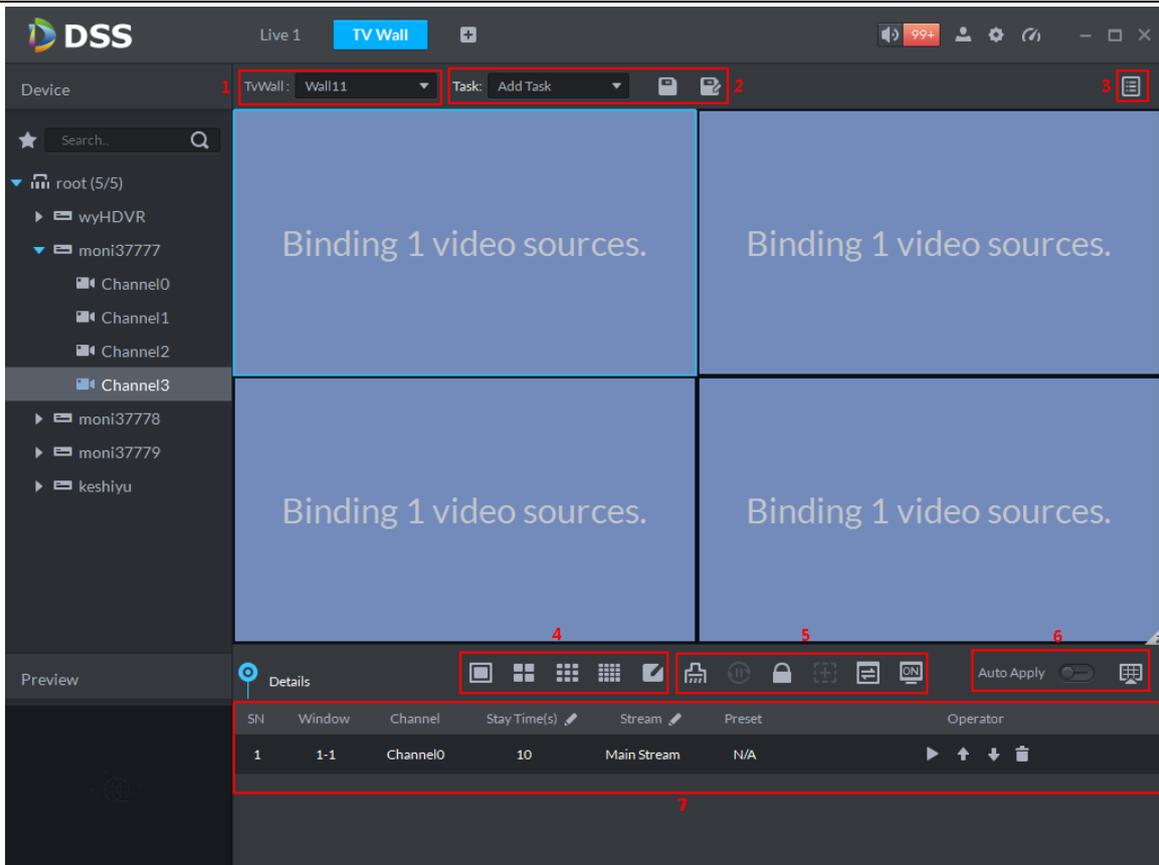
So far, the layout configuration of a video wall has been completed.

## 7.2 How to configure a video wall task?

**A:**

One of the most common scenarios for the video wall is to form a config by using the frequently used videos. This can be done on the client.

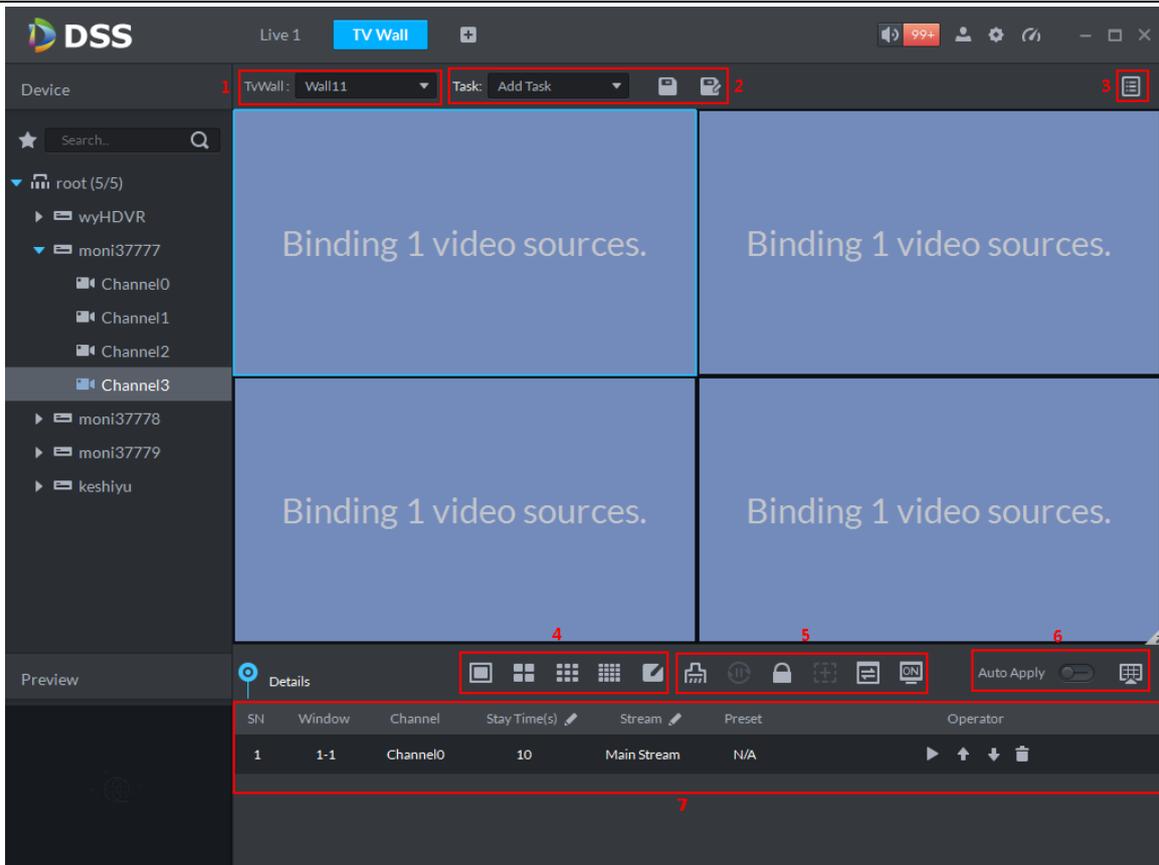
Click **Save** or **Save as** to save the current decode to wall scenario as a task.



### 7.3 How to configure decode to wall?

**A:**

Drag a video source directly to the window of video wall; if **Auto Play** on the bottom right is enabled, decode to wall will be enabled right away. See the figure below.



#### 7.4 How to configure multiple videos taking a tour in the window?

**A:**

- 1) Drag a device (containing multiple video channels) to the window of video wall.
- 2) Drag an organization (containing multiple video channels) to the window of video wall.
- 3) Drag a favorite (containing multiple video channels) to the window of video wall.



**NOTE**

You can drag a maximum of 100 video channels to each video wall window.

#### 7.5 Why does a split fail?

**A:**

The video wall window supports split, thus to display more video channels. A split failure is usually because the split is beyond the split capacity of the decoder.

### 8 Alarm Report and Alarm Config

#### 8.1 How to define an alarm source?

**A:**

In order to better configure the alarm early warning scheme, DSS has added event config in the Web Manager. 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 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) Decode to wall.
- 5) Email notice.
- 6) Access control

## 8.3 What are the causes for failing to upload alarms?

**A:**

- 1) The Link User action is not configured for the alarm.
- 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.
- 5) If the alarm is not triggered.

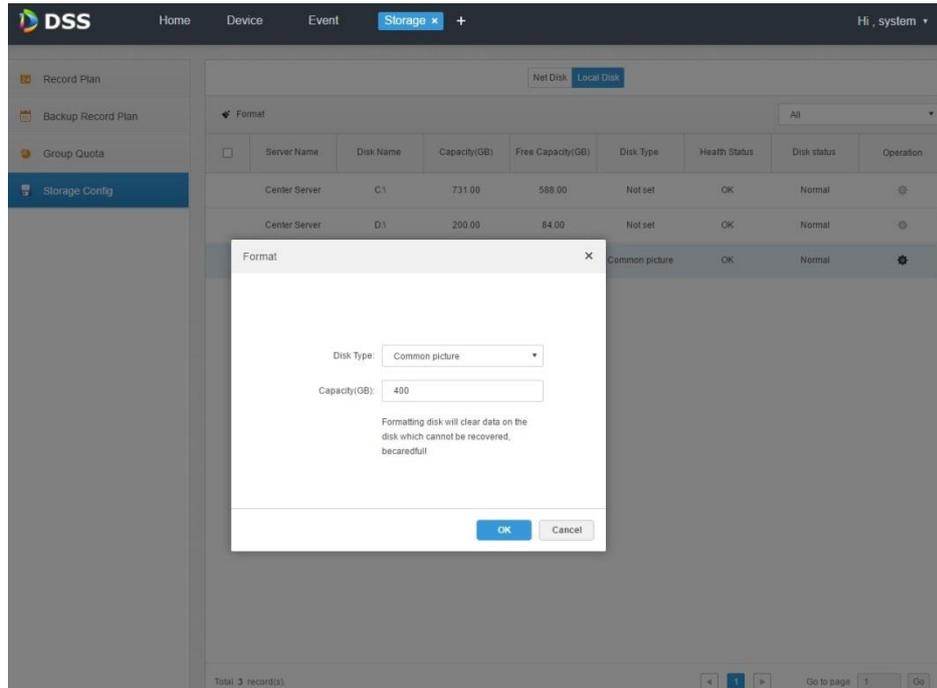
If those possibilities are all excluded, and the alarm is still not triggered, contact technical support.

6)

## 8.4 Snapshot linkage is configured while no snapshot can be seen in the Event Center?

**A:**

- 1) Picture storage settings must be configured for alarm snapshot, intelligent channel, face type alarm, and face recognition alarm. See the following figure:



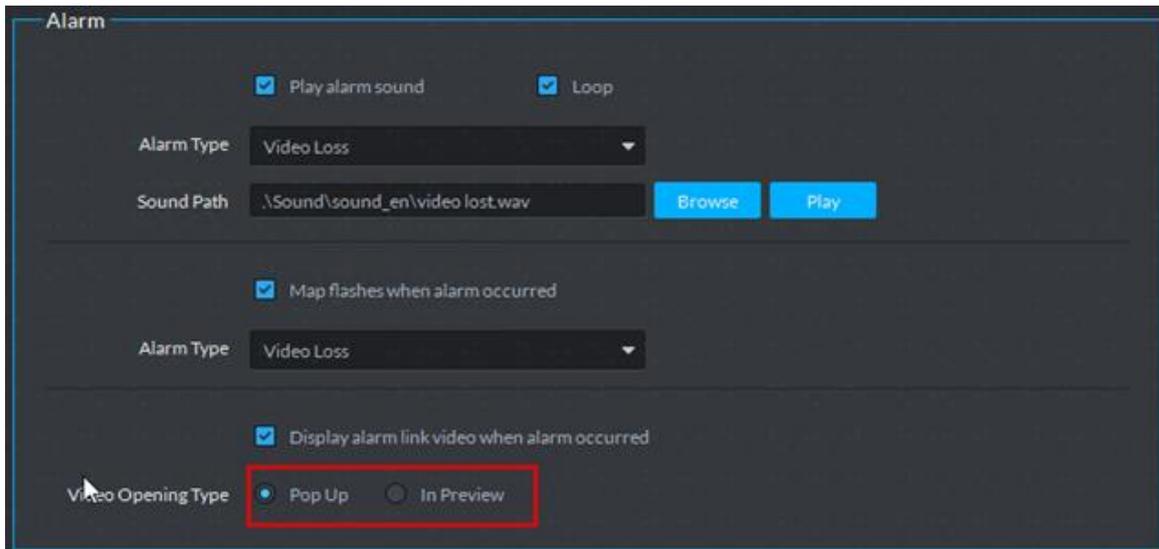
### 8.5 How to enable alarm video pop-up?

**A:**

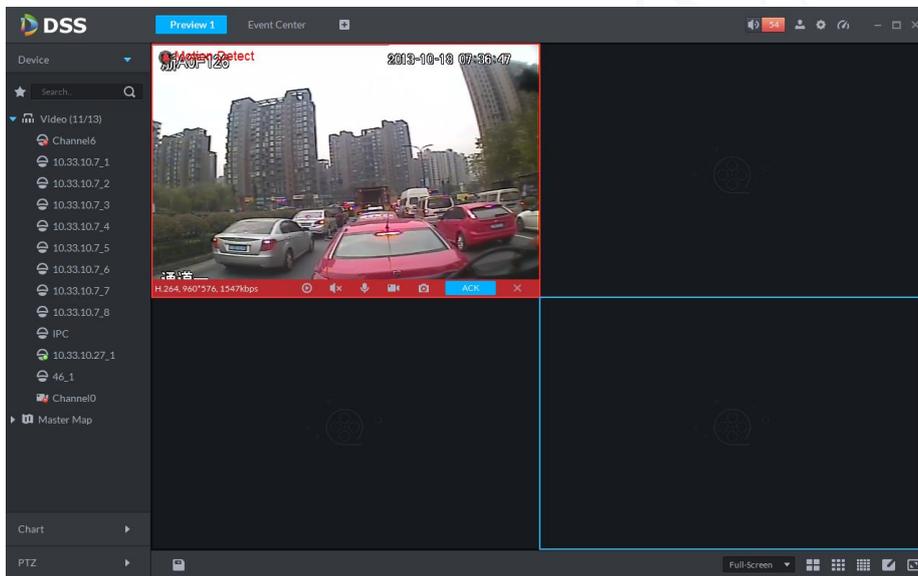
If you have configured alarm video linkage, there are two ways to enable it. See the following figures:

On the Control Client, click  at the upper-right corner to open the **Local Config** interface, and then select the **Alarm** tab.

Select **Pop Up** or **In Preview**.



1) Display it in live view. See the following figure:



2) Display it in the pop-up window. See the following figure:



## 9 Emap

### 9.1 What kinds of Emap does DSS support?

**A:**

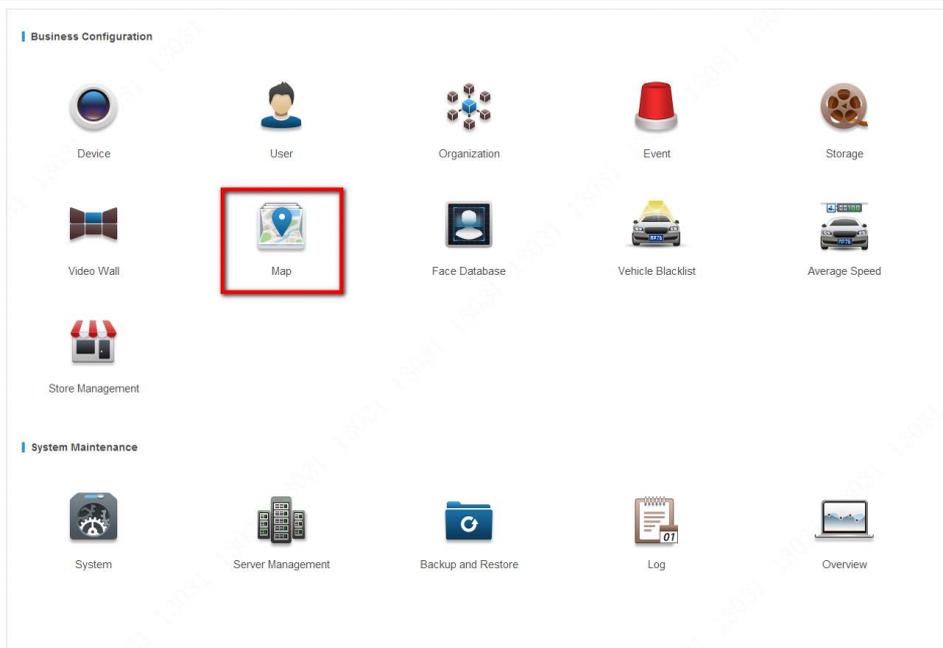
DSS supports Google Map, Baidu Map, Gaode Map, offline map, and raster map.

### 9.2 How to configure Google Map?

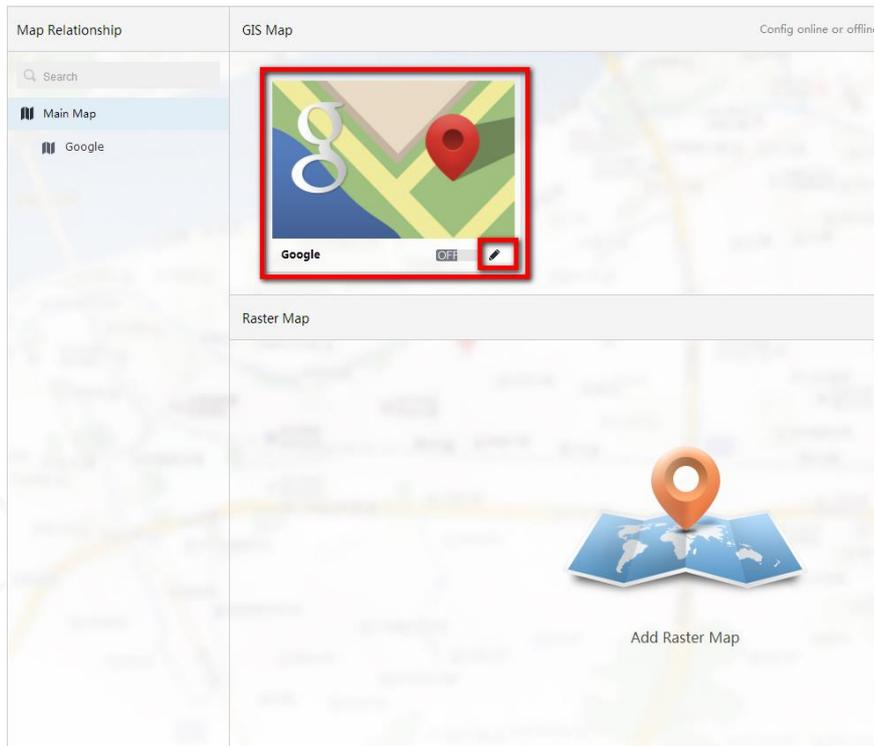
**A:**

DSS supports online and offline Google Map. See the following procedures:

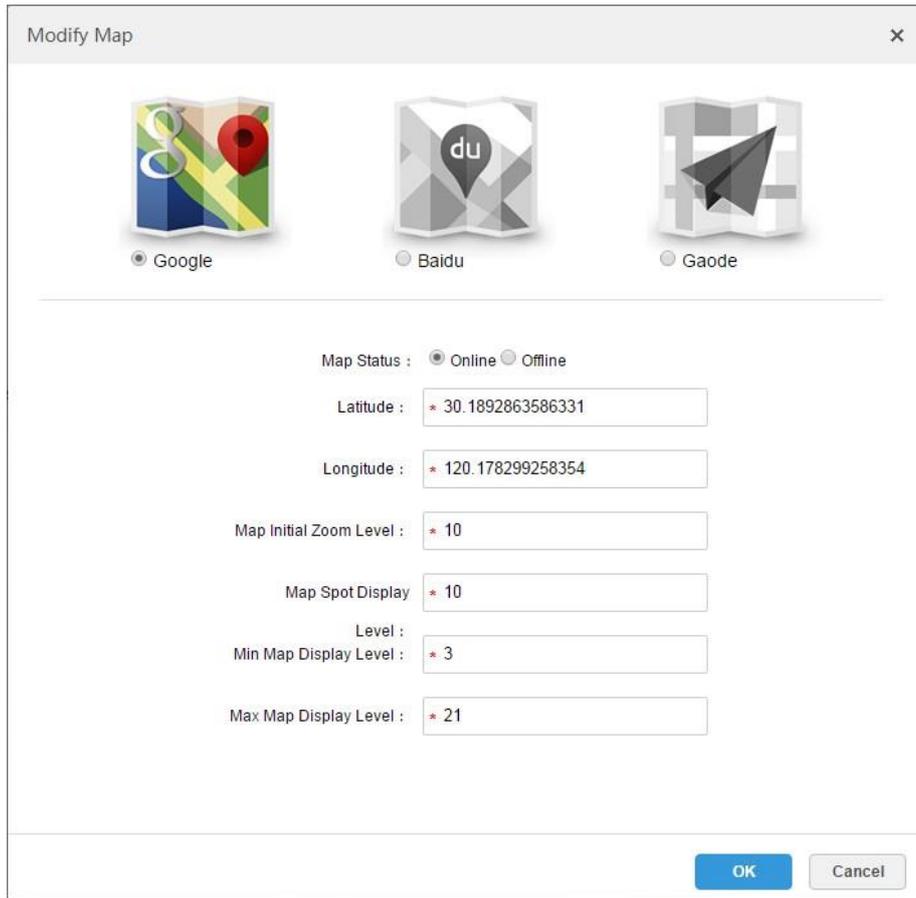
Step 1: Go to the Web Manager, and then click the **Map** tab.



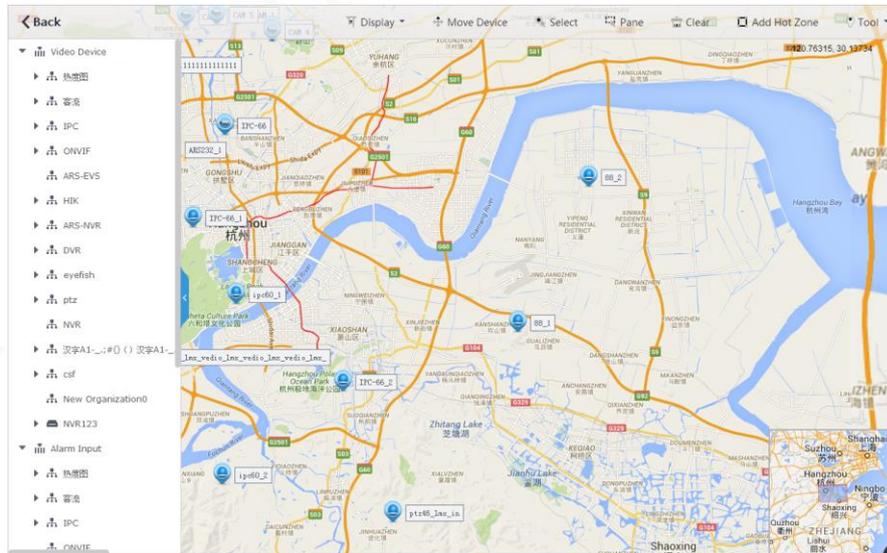
Step 2: Click the edit icon of the Google Map, and specify the parameters. To use the offline map, import your offline map data (See *How to get offline map data*); go back to the map page and then click the **Off** to enable the Google map.



Parameters to be configured:



Step 3: Click the Google map in the above picture to go to the device locating interface, and then drag the devices from the tree on the left on to the map.



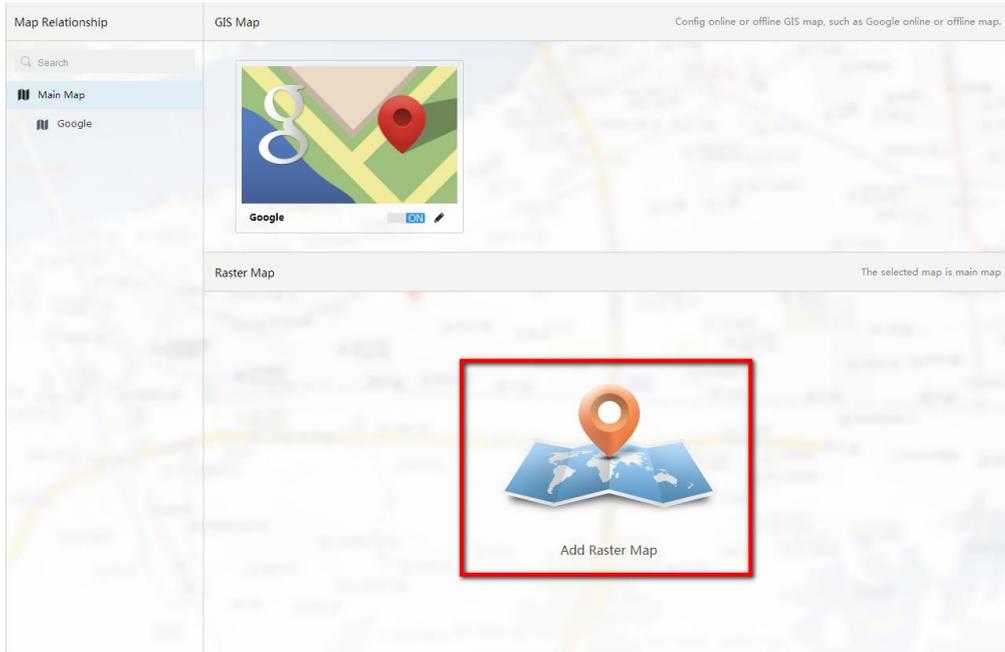
Step 4: Open Control Client to view the map.

### 9.3 How to configure raster map?

**A:**

DSS supports configuring raster map. See the following procedures:

Step 1: Go to Web Manager, open the **Map** interface, and then click **Add Raster Map**.



Step 2: Specify the settings and submit. Go back to the **Map** interface, and then click **Off** to enable the raster map.

Add Main Map
×

Name:

Picture:  Browse

Preview: 

Import raster map, support PNG, JPG, JPEG

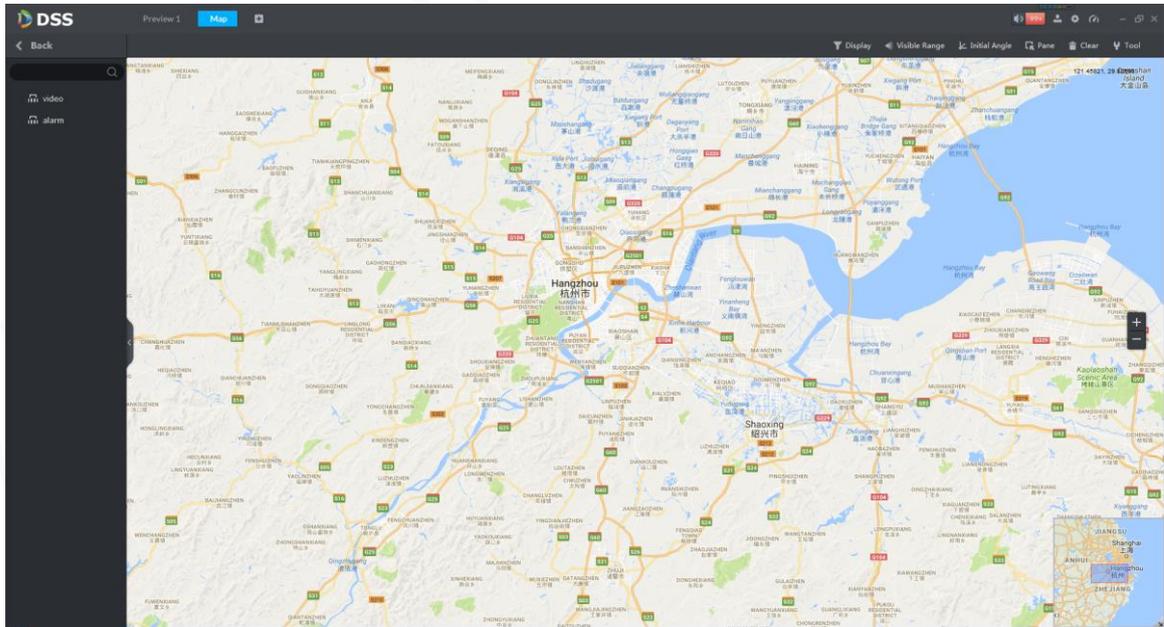
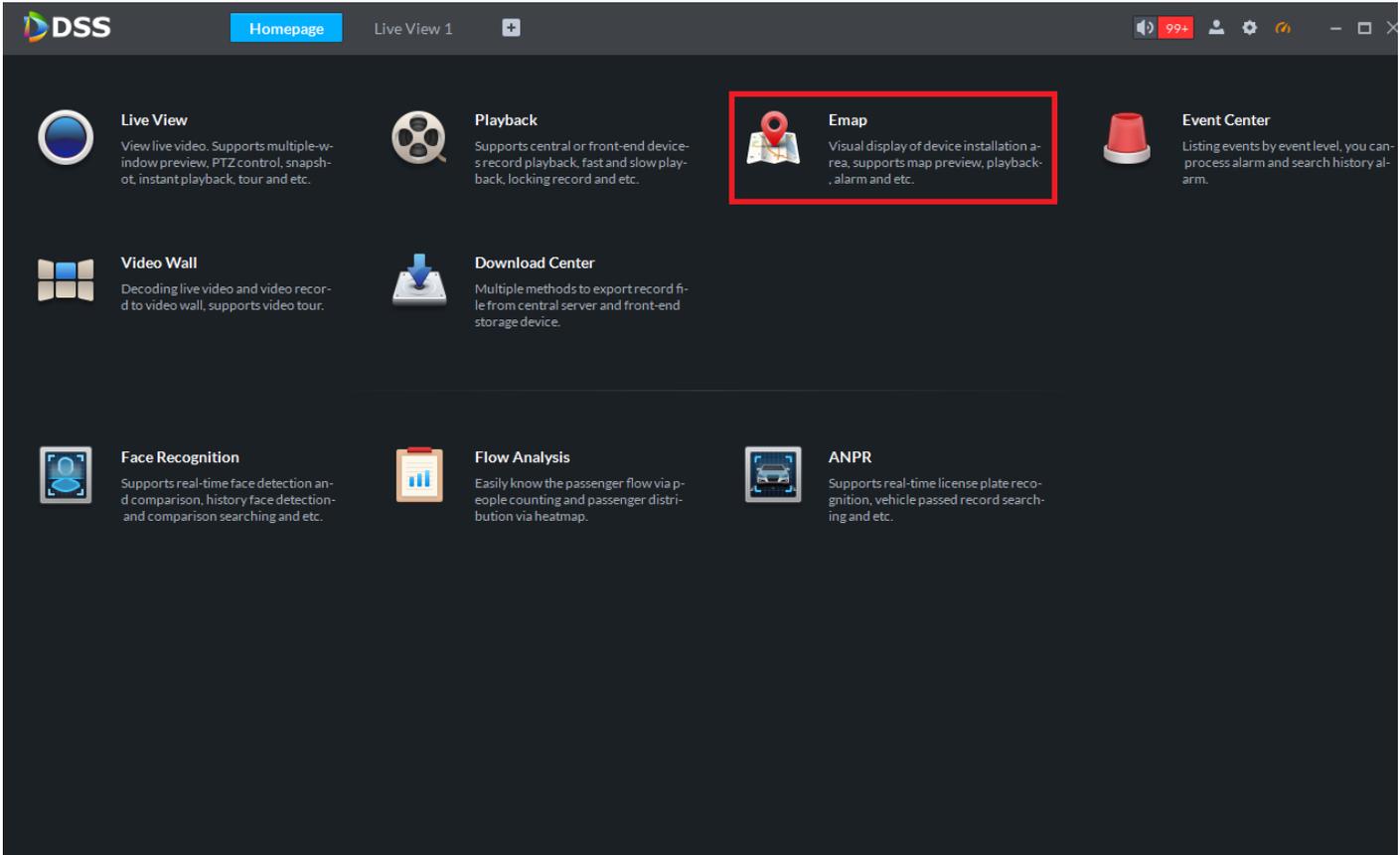
Description:

Submit
Cancel

Step 3: Click the Google map in the above picture to go to the device locating interface, and

then drag the devices from the tree on the left on to the map.

**Step 4: Open Control Client to view the map.**



**9.4 Why does the Control Client fail to display map.**

**A:**

This is common with vector map, and the main cause is that the Control Client PC cannot connect Google map. If it is an offline map, the reason might be that no offline data is imported.

For other reasons, contact technical support.

### 9.5 How to configure the Emap to flash in case of alarms?

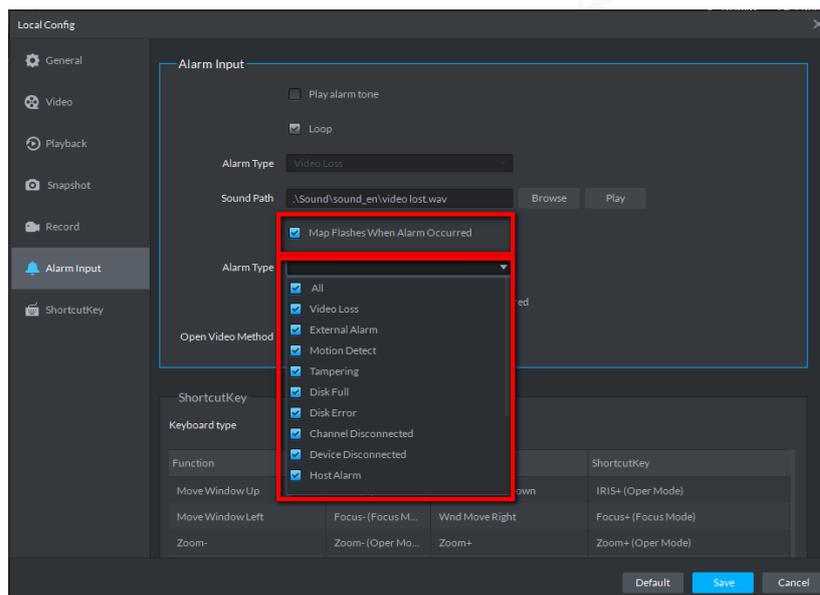
**A:**

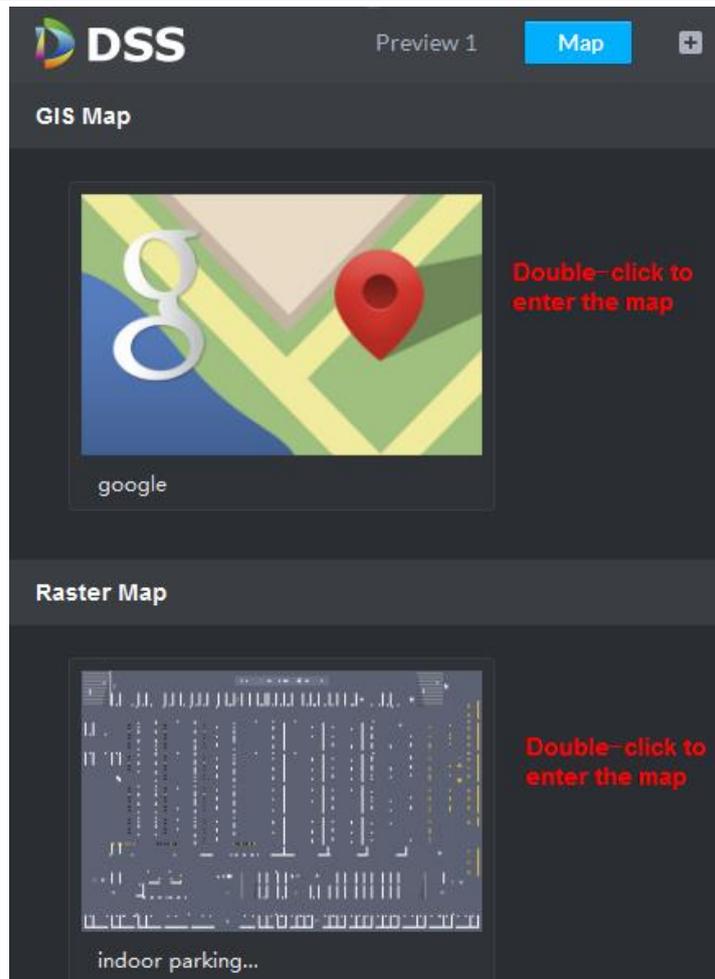
You can configure the map to flash in positions with alarms. Configure the alarm flash on the map as per the following steps:

Step 1: Configure alarm rules on Web Manager.

Step 2: Open the map configuration interface, and then place the devices at the correct locations on the map. For details, see *How to 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:





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

## 10 Face Recognition

### 10.1 What face recognition devices do DSS support?

DSS only supports front-end face recognition devices including IVSS and FR camera.

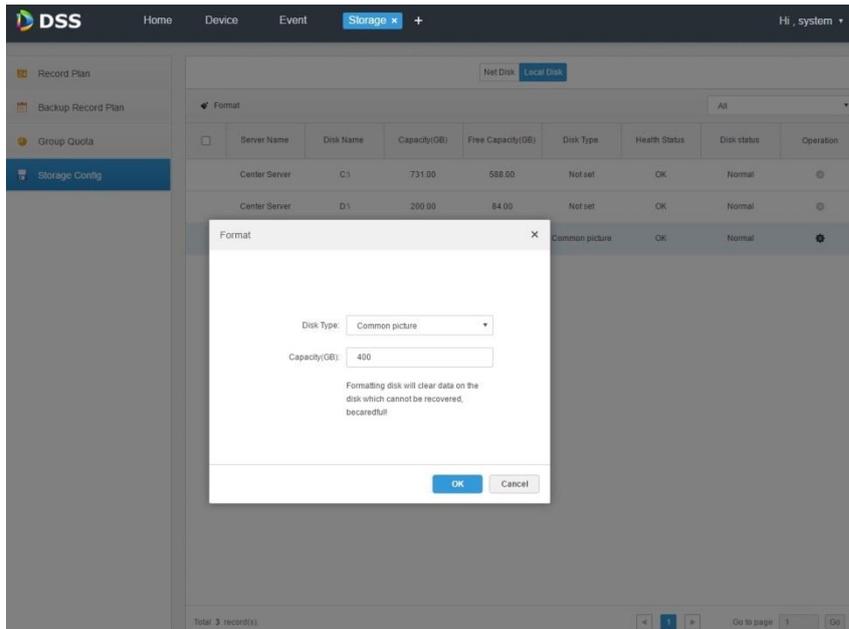
### 10.2 The device tree of the Face Recognition module on the Control Client does not show face devices?

**A:**

Go to the **Device** interface of Web Manager, edit the corresponding devices to enable face detection or face recognition features.

### 10.3 The live view of the Face Recognition module does not show face detection details?

**A:** Picture storage settings must be configured for real-time face detection, face type alarm, and face recognition alarm. See the following figure:



10.4 Alarm source devices are not displayed when configuring face recognition alarm on the Event interface of Web Manager.

**A:**

Only the armed cameras can be configured with face recognition alarms;

10.5 How to configure face database?

**A:**

The following two ways are available:

Method A: When you have face pictures, go to the **Face Database** interface of Web Manager to add face pictures and details.

Method B: Double-click the face detection records on the Control Client to add face pictures into database

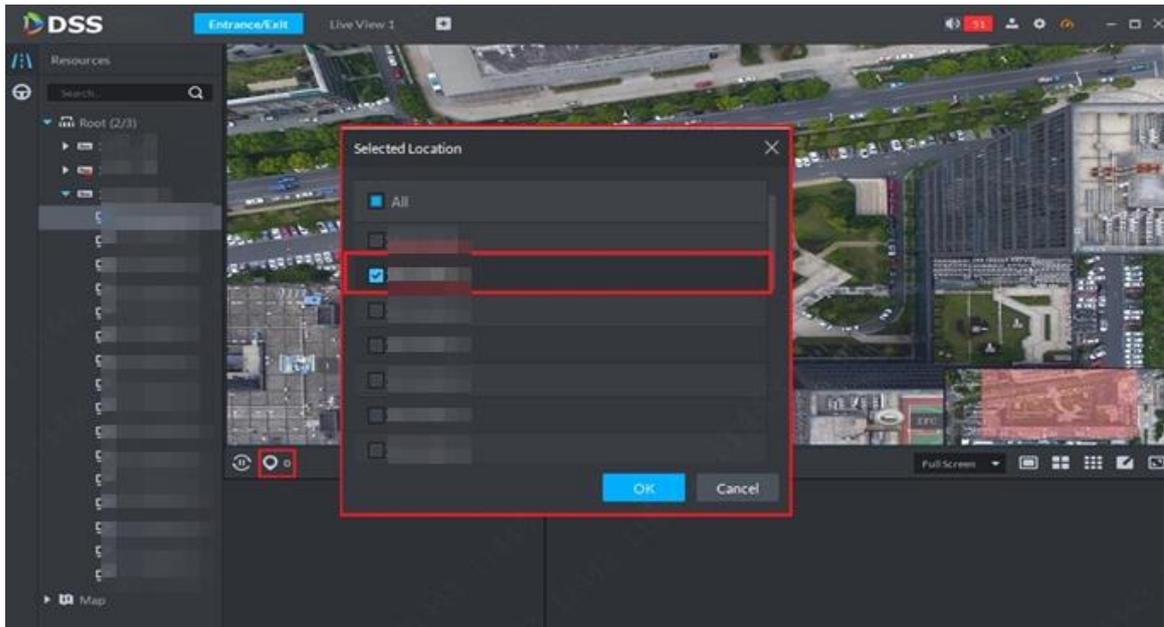
## 11 Traffic

11.1 Why is there 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: Go to Web Manager to add a disk and format it to a picture type.

### 11.2 No records can be searched?

**A:**

Vehicle list is not configured on Web Manager.

### 11.3 Recorded video cannot be searched violation records?

**A:**

Reason A: Client PC time or time zone is not consistent with DSS server.

Reason B: Storage disk is not configured on Web Manager, or the disk is not formatted.

Reason C: Recording linkage is not configured for violation alarms on Web Manager.

## 12 Entrance & Exit

### 12.1 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.

## 12.2 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.

## 12.3 The ANPR cameras at the entrance/exit directly added on the software platform can report data of passing vehicles, but why can't they do the same when connected through 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.

## 12.4 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.

## 12.5 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.

## 12.6 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.

12.7 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.

12.8 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.

## 13 Video Intercom

13.1 How to quickly add video intercom device?

**A:**

Use the video intercom import template to import devices in batches.

13.2 The device is offline after being added and prompts "Building and unit number do not match", why??

**A:**

The building related settings on the device must be consistent with the physical planning of the community. If building and unit is enabled on the device, then you shall enable it again on the the platform. Check if the enable status of building and unit on the device is consistent with the platform.

The configuration route is **Web Manager > Video Intercom Management > Residence Config**.

13.3 VTO and VTH are online while the device group shows only VTO, but no VTH, and VTO and VTH are disconnected. Why?

**A:**

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

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

**A:**

Reason A: The device group is not correctly bound to management group.

Reason B: Check whether management center is logged in by the *system* account. Because the *system* account can be reused, multi-client login will cause error to management center. Therefore, currently you are recommended to use non-*system* account to log in to management center.

Reason C: Check whether center number is correctly configured on the device. The center number is 888888.

## 14 Access Control

14.1 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.

14.2 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.

#### 14.3 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.

#### 14.4 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.

#### 14.5 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.

#### 14.6 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.

#### 14.7 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.