

FAQ for Hik IP Receiver Pro

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Failed to log into the IP Receiver Pro.

Question

Failed to log into the IP Receiver Pro.

Answer

Make sure the DeviceGatewayService is running properly in the Task Manager. If the DeviceGatewayService is in stopped status, right-click it and start it. If you fail to start the DeviceGatewayService, make sure that you have installed the IP Receiver Pro conforming with the following rules:

- a. You have has the permission of Administrator.
- b. You have installed the IP Receiver Pro as an Administrator.
- c. Only English characters are allowed in the installation directory.

P				T	ask Manager			¢
File Optio	ons View							
Processes	Performance	Users	Details	Services				
N	• A		DID	D		C 1.1	C	
Name			PID	Description	on i c i	Status	Group	Ĥ
W DPS			430	Diagnost	ic Policy Service	Running	LocalServiceN	
dot3svc				Wired Au	toConfig	Stopped	LocalSystemN	
Second Second	ie		388	DNS Clier	nt	Running	NetworkService	
S Dhcp			936	DHCP Cli	ent	Running	LocalServiceN	
Sevicelr	nstall			Device In	stall Service	Stopped	DcomLaunch	
DeviceG	atewayService		5116	Device G	ateway Service	Running		_
C DeviceA	ssociationServi	ce		Device As	ssociation Service	Stopped	LocalSystemN	
🔍 defragsv	/c			Optimize	drives	Stopped	defragsvc	
🔍 DcomLa	unch		720	DCOM Se	erver Process Launcher	Running	DcomLaunch	
CryptSv	c		388	Cryptogr	aphic Services	Running	NetworkService	
COMSys	sApp			COM+ Sy	stem Application	Stopped		
🔍 CertProp	pSvc		964	Certificat	e Propagation	Running	netsvcs	
🔍 Browser				Compute	er Browser	Stopped	netsvcs	
🔍 BrokerIn	frastructure		720	Backgrou	ind Tasks Infrastructure	Running	DcomLaunch	
🔍 BITS			964	Backgrou	ind Intelligent Transfer	Running	netsvcs	
🔍 BFE			436	Base Filte	ring Engine	Running	LocalServiceN	
🔍 Audiosn	v			Windows	Audio	Stopped	LocalServiceN	
🔍 AudioEr	ndpointBuilder			Windows	Audio Endpoint Builder	Stopped	LocalSystemN	
AppXSv	c			AppX De	ployment Service (AppX	Stopped	wsappx	
AppRea	diness			App Read	liness	Stopped	AppReadiness	=
🔍 AppMgi	mt			Applicati	on Management	Stopped	netsvcs	-
Appinfo				Applicati	on Information	Stopped	netsvcs	
AppIDS	/c			Applicati	on Identity	Stopped	LocalServiceN	\sim
Fewer	details 🍳 C)pen Se	ervices		4			

FAQ for Hik IP Receiver Pro

		Task Manager		>	¢
File Options View					
Processes Performance Users	Details	Services			
Name	PID	Description	Status	Group	
© DsmSvc	964	Device Setup Manager	Running	netsycs	
Q. DPS	436	Diagnostic Policy Service	Running	LocalServiceN	
G dot3svc		Wired AutoConfig	Stopped	LocalSystemN	
Q. Dnscache	388	DNS Client	Running	NetworkService	
Q. Dhcp	936	DHCP Client	Running	LocalServiceN	
Q DeviceInstall		Device Install Service	Stopped	DcomLaunch	
Q DeviceGatewayService	5116	Device Gateway Service			1
Contraction Service		Device Association Service	Start	stemN	1
G defragsvc		Optimize drives	Stop	vc	
ComLaunch	720	DCOM Server Process Launcher	Restart	aunch	
🔍 CryptSvc	388	Cryptographic Services	Open Services	kService	
COMSysApp		COM+ System Application	Search online		
CertPropSvc	964	Certificate Propagation	Search online		
🔍 Browser		Computer Browser	Go to details		
RokerInfrastructure	720	Background Tasks Infrastructure	Running	DcomLaunch	
🔅 BITS	964	Background Intelligent Transfer	Running	netsvcs	
🔅 BFE	436	Base Filtering Engine	Running	LocalServiceN	
Audiosrv		Windows Audio	Stopped	LocalServiceN	
🔍 AudioEndpointBuilder		Windows Audio Endpoint Builder	Stopped	LocalSystemN	
AppXSvc		AppX Deployment Service (AppX	Stopped	wsappx	≡
AppReadiness		App Readiness	Stopped	AppReadiness	
🖓 AppMgmt		Application Management	Stopped	netsvcs	
🔍 Appinfo		Application Information	Stopped	netsvcs	\sim
🔿 Fewer details 🍇 Open S	ervices				

The device added by ISUP is offline.

Question

The device added by ISUP is offline.

Answer

Something is wrong with the network, which causes the failure of accessing to the IP Receiver Pro's registration port. Log into the device via a Web browser, check the server address and server port you entered and make sure they are correct. In addition, you should make sure the device is connected to the network properly.

	Live View	Playback	Picture	Configuration	
Local	Platform Acces	ss Wi-Fi W	Vi-Fi AP Other		
System	Enable				
Network	Platform Acce	ess Mode Eh	nome Platform	~	
Basic Settings	Server Addres	ss Type	Address	~	
Advanced Settings	Server Addres	ss 10.	.19.166.129		
Q. Video/Audio	Server Port	76	61		
Image	Device ID	tes	td∨r		
Event	Register State	us Onl	ine		
Storage					
G Vehicle	8	Save			

The IP Receiver Pro cannot receive alarm notifications after

setting port mapping.

Question

The IP Receiver Pro cannot receive alarm notifications after setting port mapping. **Answer**

Something is wrong with the network. Check whether the parameters of port mapping on the router are the same with those configured on the IP Receiver Pro.

The IP Receiver Pro installed in Windows Server 2008 R2

Enterprise does not work.

Question

The IP Receiver Pro installed in Windows Server 2008 R2 Enterprise does not work.

Answer

Make sure you have installed the vs 2008/vs 2013 runtime library in the system. If not, install it and reinstall the IP Receiver Pro.

How to get the logs for debugging?

Question

How to get the logs for debugging?

Answer

Perform the following steps to get the logs.

- a. Go to Configuration -> System Maintenance -> Log. In the Log Management area, select the log level as Debug in the Select Level field and save.
- b. Repeat the operation which generates the issue.
- c. Finally, click Export to save the logs in your PC.

How to configure port mapping for the IP Receiver Pro?

Question

How to configure port mapping for the IP Receiver Pro?

Answer

Perform the following steps.

- a. Configure the external ports of the IP Receiver Pro.
- b. On the NAT page -> Device Port Mapping page of the IP Receiver Pro, enter the external port and external address.
- c. Check the Enable box to enable the function of port mapping.

Notes:

- Make sure the device port mapping on the IP Receiver Pro is configured correctly.
- Make sure the firewall does not stop information related to the ports.

н	KVISION	Device N	Managem	ent Configuration	Protocol M	anagement					
٢	System Settings		Dort	Assass Natwork	NAT	UTTRE					
۵	System Maintenance		Polt	ALLESS NELWOIK	INAL	нирэ					
٥	Network Settings		Platfo	orm Port Mapping	Device Port	Mapping					
H	Storage Settings		Ŀ	Enable							
				Port Name		Port Type	Internal Port	External Port	Internal IP Addre	External Address	
				ISUP Registration Port		TCP/UDP	7660	7660			
				ISUP2.0 Alarm Port		UDP	7662	7662	Ø		
				ISUP2.0 Stream Port		TCP/UDP	15000 - 17000	15000 17000			
				ISUP5.0 Alarm Port of VI	deo Dev	TCP	7663	7663	10 10 10 3	92.45.195.210	
				ISUP5.0 Live View Port		TCP	7664	7664	10.10.10.0		3
				Save]		

After adding a device to the IP Receiver Pro, the device turns

offline.

Question

After adding a device to the IP Receiver Pro, the device turns offline.

Answer

The hibernation of your PC can cause the restart of the NIC, which will lead to the failure of getting a real device status, so make sure you have disabled the hibernation of your PC.

The IP Receiver Pro works properly on the Web browser, but

failed to respond to the request sent by postman.

Question

The IP Receiver Pro works properly on the Web browser, but failed to respond to the request sent by postman.

Answer

Check the following parameters and make sure they are correct.

- a. The Method and URL.
- b. The request.
- c. The user name and password used for digest authentication.

When starting the IP Receiver Pro via HTTPS protocol, a

notification will show saying the page is not safe. How to

disable the notification?

Question

When starting the IP Receiver Pro via HTTPS protocol, a notification will show saying the page is not safe. How to disable the notification?

Answer

Import a signed certificate to the IP Receiver Pro.

HIKVISION	Configuration					
Hik-ProConnect						
System	Port	Port Mapping	HTTPS	Email		
A Maintenance	Installation	n Method	⊖ Create	e self-signed certificate.		
Network			 Signet 	d certificate is available, start the installatic	on now.	
🖹 Storage			◯ Create	e the certificate request first and continue t	the installat	ion.
	Install Sig	ned Certificate			Browse	Install

The ARC cannot receive the device status events.

Question

The ARC cannot receive the device status events.

Answer

Check if you have enabled the events on IP Receiver Pro as follows.

HIKVISION Device	Configuration	Automation Output				A ه	fmin ⑦ Help -> [→ Log Out
Protocol	Security (antral Device Encoding Device	Device Status				
B Event Monitor	No.	Event Type	Event Description	CID Code	SIA Code	Enable	Operation
Event	1	devicedeleted	devicedeleted	3444	tr	•	Ľ
	2	deviceoffline	offline	M350	DD	•	Ľ
	3	deviceonline	deviceonline	N350	NN	•	Ľ

The HeartBeat Alarm codes on IP Receiver and IP Receive

Pro are not the same.

Question

The HeartBeat Alarm codes on IP Receiver and IP Receive Pro are not the same. **Answer**

For HeartBeat Alarm on IP Receiver, the Original Code is 3602, and the CID Code is R602. For Periodic Report Test on IP Receiver Pro, the Original Code is 1602,

the CID Code is E602, and the SIA code is RP.

The ARC fails to receive Periodic Report Test (HeartBeat

Alarm) or receive alarms too frequently.

Question

The ARC fails to receive Periodic Report Test (HeartBeat Alarm) or receive alarms too frequently.

Answer

• If you disable Period Test on the Device Configuration page, you can set the heartbeat interval on the following page.

HIKVISION		Automation Output				
Protocol			Faabla			
Event Monitor			Enable	~		
Event Code			* Protocol Type	Sur-Gard		~
			Interface	• TCP/IP	ORS-232	
			Mode	 Server 	Client	
			* Port	1025		
			Compatibility	MLR2000		~
			* Receiver Number	01		
			* Linecard Number	001		
			Enable Hik IP Receiver Pro Heartbeat	>		
			* Hik IP Receiver Pro Heartbeat Interval	10		S
			* Device Heartbeat Interval	30		s 🕐
			Automation Status	8 Not C	onnected	
				Save		

 If you enable Period Test on Device Configuration page, you can configure related settings on the page. There are two connection modes:

 a. When the connection mode is HPC, you can configure periodic test interval as follows:

Hik-Connect Connection Status Online Custom Server Address Iitedev.us.hik-connect.com	
Custom Server Address Server Address Iitedev.us.hik-connect.com	
Server Address litedev.us.hik-connect.com	
Communication Mode Wired Network & WI-Fi Priorit	y -
Verification Code	> ₇₇ ¢ ⁴
The code should contain 6 to 12 c	haracters
(it is recommended to be more that	in 8
characters and the combination of	f numeric
and letter) .	
Periodic Test	

b. When the connection mode is ISUP, you can configure periodic test interval as follows:

Alarm Receiving Center	2	-
Enable		
Backup Channel		
Protocol Type	ISUP	-
Address Type (Alarm	IP	-
Server Address (Alarm	103.96.26.18	
Port No. (Alarm Receiv	7662	
ISUP Protocol Version	v5.0	-
Address Type (Registr	IP	-
Server Address (Regis	103.96.26.18	
Port No. (Registry Ser	7661	
Registration Status	Offline	
Device ID	1158	
Communication Mode	Wired Network & Wi-Fi Priority	-
ISUP Login Password	•••••	م میرد
Periodic Test		
Period Test Interval	600	s

What are the differences between device heartbeat alarms and the heartbeat of IP Receiver Pro?

Question

What are the differences between device heartbeat alarms and the heartbeat of IP Receiver Pro?

Answer

Device HeartBeat Alarm is a kind of alarm which is sent to the ARC regularly if the device is online. The alarm aims to regularly inform the ARC that the device is still online. The heartbeat of IP Receiver Pro is used to make sure it remains connected with the ARC.

How to add devices via dual connection on IP Receiver Pro?

Question

How to add devices via dual connection on IP Receiver Pro?

Answer

a. Log into IP Receiver Pro and go to the following page. Enter Hik-ProConnect Address, ARC ID, and ARC key. Click Save, wait until the connect status becomes Connected, and click Go.

HIR	VISION	Device	Configuration	Automation Output	
R.	Hik-ProConnect		Doramatere		
0	System	-	Parameters		
۵	Maintenance			Hik-ProConnect Address *	https://ieu.hik-proconnect.com
0	Network			User Name (ARC ID) *	X3AJiRc8sV
	Storage			Password (ARC Key) *	
				Connect Status	Connected
					Go Configure device port mapping to enable dual-connection.
					Save

b. You will then be redirected to the Device Mapping page, check Enable, enter external port numbers and the external address, and click Save to reboot IP Receiver Pro.

HIKVISION Device	Configuration Automation Output			
 Hik-ProConnect System 	Port Port Mapping HTTPS	Email		
& Maintenance	Platform Port Mapping Device Por	t Mapping		
Network	Enable			
E Storage	Port Name	Port Type Intern	nal Port External Port	External Address
	Cache Port	TCP 7091	7091	
	ISUP Alarm Port	TCP 7662	7662	10.19.166.125
	ISUP Registration Port	TCP 7661	7661	
	Save			

c. Configure the connection mode on Hik-ProConnect as Connect Directly or by Hik-ProConnect Server.

Hik-ProConnect		< Site > New Site_20210521					
n Hone			Configuration				
Batch Device Config		Device ARC Service of Exception* of Linkage Rule of People Counting of Temperature Screening	ARC Service				
🕑 Site		You haven't enabled health monitoring service of the device and Alarm Receiving Center cannot receive any exceptions from the device, such as HCO full. HCO	Ways to Connect to Hik IP Receiver Pro				
Hualth Monitoring		error, etc. After enabled, you can also new the facator monitoring of the denice, set ansage rules, etc.	Connect Directly or by Hik-ProConnect Server ~				
		APC service is poly pulpyoind by Hikmann emology devices and security control parels added on Hik-Contect (929).	Connect by Hik-ProConnect Server				
Company		Alarm Receiving Center (ARC)	Connect Directly or by Hik-ProConnect Server				
Business* > Tools Tutorial Center		AVX. London If meth/doctor.com/server/ If doctor.com/server/ If <tdo< td=""><td>connection a absormati the advace will be accorded to the IP Research Trans was NA-Redorment server. When the direct according to a method to the way will automatically anoth back to almost according to Connect by Trick-PeriConnect Server. The device all the accretised to TAB IP Rependent Trans via His PeriConnect server constantly.</td></tdo<>	connection a absormati the advace will be accorded to the IP Research Trans was NA-Redorment server. When the direct according to a method to the way will automatically anoth back to almost according to Connect by Trick-PeriConnect Server. The device all the accretised to TAB IP Rependent Trans via His PeriConnect server constantly.				
		Device(s)					
		MC Server Support					

d. Add devices managed on Hik-ProConnect to IP Receiver Pro. In the column of Support Dual-Connection, you will see Yes. This means that you have successfully added a device connected by Dual-Connection.

HIKVISION Device	Configu	uration Automation Out	put					유 admin	⊙ Help ~	⊖ Logout
C Device List										
Device Type	Devic	ces on Hik-ProConnect	ISUPS.0 Security Control Pare	el 🔘 Third-Party Device						
Choose Device	Selected	Device(s): 1 X Delete	C Refresh					Dev	ce Name	Q
	(y)	Device Name	Device Serial No.	Device Model	Version	Supervision	Time Added to Hik-ProConnect	Supports Dual-Connection (?)	Operati	on
		AX PRO	Q62252692	DS-PWA96-M-WE	V1.2.3 build 210407	Online	2021-05-21T02-55-47Z	Yes	×	
	Total 1	20 /page 👻						1	11	Go
	Ne	Cancel								

What is a Dual-Connection?

Question

What is a Dual-Connection?

Answer

• In dual-connection mode, ISUP connection is prioritized.

Device Number: 1 +	Add X Delete @ R	ofrosh									vice Serial/Name/Accourt
Device Name	Device Serial	Account ID	Device Model	Device Version	Connection Mode	Supervision	Alarm Times	First Alarm Time	Last Alarm Time	Active Status	Operation
AX PRO	Q02252692	2692	DS-PWA96-M	V1.2.3 build 2	Dual-Connection	Online(ISUP)	1	2021-07-12109.45.0	2021-07-12T09:45.0	Activate	is is ×
(a) 1 20 /oace V											1 /1

• When ISUP is disconnected, HPC connection will be used.

HIKVISION Derke	Configuration Automation	Output							А	admin 🎯 Help -	⊖ Logout
Device Number: 1 +	Add $ imes$ Delete $egin{smallmatrix}$ Refresh								De	evice Serial/Name/Acco	unt Q
Device Name	Device Serial Accourt	t ID Device Model	Device Version	Connection Mode	Supervision	Alarm Times	First Alarm Time	Last Alarm Time	Active Status	Operation	
AX PRO	Q02252692 2692	DS-PWA96-M	V1.2.3 build 2	Dual-Connection	Online(HPC)	11	2021-07-12T09:45.0	2021-07-06T10.59.4	Activate	Z ä ×	
Total 1 20 /page V										1 /1	Go

• Once ISUP connection is resumed, the connection mode will automatically be changed to ISUP.

HIKVISION Devi	c Configuration J	Autometion Output								R	admin (() Help ~	D Logout
Device Number: 1	⊢Add × Defete Ø	Rohosh								De	vice Serial/Name/Acco	unt Q
Device Name	Device Serial	Account ID	Device Model	Device Version	Connection Mode	Supervision	Alarm Times	First Alarm Time	Last Alarm Time	Active Status	Operation	
AX PRO	Q02252692	2692	DS-PWA96-M	V1.2.3 build 2	Dual-Connection	Online(ISUP)	12	2021-07-12109:45:0	2021-07-06111.00.5	Activate	Z ñ ×	
Total 1 20 /page V											1 /1	Go

IP Receiver Pro fails to connect with the ARC.

Question

IP Receiver Pro fails to connect with the ARC.

Answer

Make sure the protocol type and interface on IP Receiver Pro are the same as the ARC.

IP Receiver Pro is disconnected with the ARC frequently.

Question

IP Receiver Pro is disconnected with the ARC frequently.

Answer

Check if the protocol types selected on IP Receiver Pro and ARC are the same. For example, there are two types of the Sur-Gard protocol, and they are MLR2 and MLR2000. Make sure the type you select on the ARC is the same as that on IP Receiver Pro.

The ARC fails to receive alarms although it is connected with

IP Receiver Pro.

Question

The ARC fails to receive alarms although it is connected with IP Receiver Pro. **Answer**

Check if IP Receiver Pro receives alarms on the Historical Event page. Go to the Historical Event page to make sure there are alarms triggered. If there are no

alarms on IP Receiver Pro, you need to check if the alarms were triggered on the Device Configuration page. If you can receive alarms on IP Receiver Pro, check if the ARC is connected properly with IP Receiver Pro.

Alarms are not displayed on the Historical Event page

though a device has reported several alarms.

Question

Alarms are not displayed on the Historical Event page though a device has reported several alarms.

Answer

The default time range of searching historical events on the Event Monitoring page is from 00:00:00 to 23:59:59 in the time zone same as the PC. If the time zones of the device and the PC are different, you can set the time range one day earlier or later to search historical events.

There is no video for verification when there is an alarm

triggered in a zone.

Question

There is no video for verification when there is an alarm triggered in a zone. **Answer**

Check if there are any cameras linked with the AxPro on IP Receiver Pro. If so, check if there are any videos recorded by the linked cameras. If there are no cameras linked with the AxPro, check if there are any cameras linked with the zone on the Device Configuration page.

The video for verification cannot be played.

Question

The video for verification cannot be played. Answer

Upgrade IP Receiver Pro to version 1.3 or newer.

How to upgrade IP Receiver to IP Receiver Pro?

Question

How to upgrade IP Receiver to IP Receiver Pro?

Answer

Refer to *How to Upgrade IP Receiver to IP Receiver Pro Quick Start Guide*. Please contact the technical support team for the guide.

Are ARC ID and ARC Key are required?

Question

Are ARC ID and ARC Key are required?

Answer

No. If there are no ARC ID or ARC Key, you can add devices to IP Receiver Pro via ISUP.

The event name is Undefined Event on IP Receiver Pro.

Question

The event name is Undefined Event on IP Receiver Pro.

Answer

If the event triggered on the device is not defined on added to IP Receiver Pro, the event name will be Undefined Event by default. You can add the undefined event to IP Receiver Pro and define the event manually.

What	are	the	differences	between	the	two	files
start_l	PRece	eiverP	ro.bat				and

start_IPReceiverPro_NoInfo.bat in the installation directory?

Question

What are the differences between the two files start_IPReceiverPro.bat and start_IPReceiverPro_NoInfo.bat in the installation directory?

Answer

- If you start the video plugin by the file start_IPReceiverPro.bat, you need to first edit the file and enter the gateway, zone, and alarm information.
- If you start the video plugin by the file start_IPReceiverPro_NoInfo.bat, you need to first edit the file, enter the zone and alarm information when you edit the file, and enter the gateway information after starting the video plugin.
- If the file start_IPReceiverPro_NoInfo.bat is not in the installation directory, the reason might be that the version of the video plugin is too low. You can contact the technical support to get the newest version.

The video plugin cannot be started by start_IPReceiverPro.bat or start_IPReceiverPro_NoInfo.bat.

Question

The video plugin cannot be started by start_IPReceiverPro.bat or

start_IPReceiverPro_NoInfo.bat.

Answer

Right click either of the file, and click Run as Administrator to run the video plugin.

