iVMS-4200

Installation

1. Q: iVMS-4200 installation package not coming with storage package.

SQ: iVMS-4200 exe file not coming with storage package?

Dear customer,

Sorry to tell you that you need to download storage package separately.

Please visit below link to download Storage Server:

https://www.hikvision.com/en/support/download/software/ivms4200-series/

2. Q: How to deal with error "unknown developer" when installing iVMS-4200 on my MAC

Dear customer,

Please follow below steps to solve the issue.

1. Enter computer Security & Privacy page.

2. Allow apps download from App Store and identified developers.
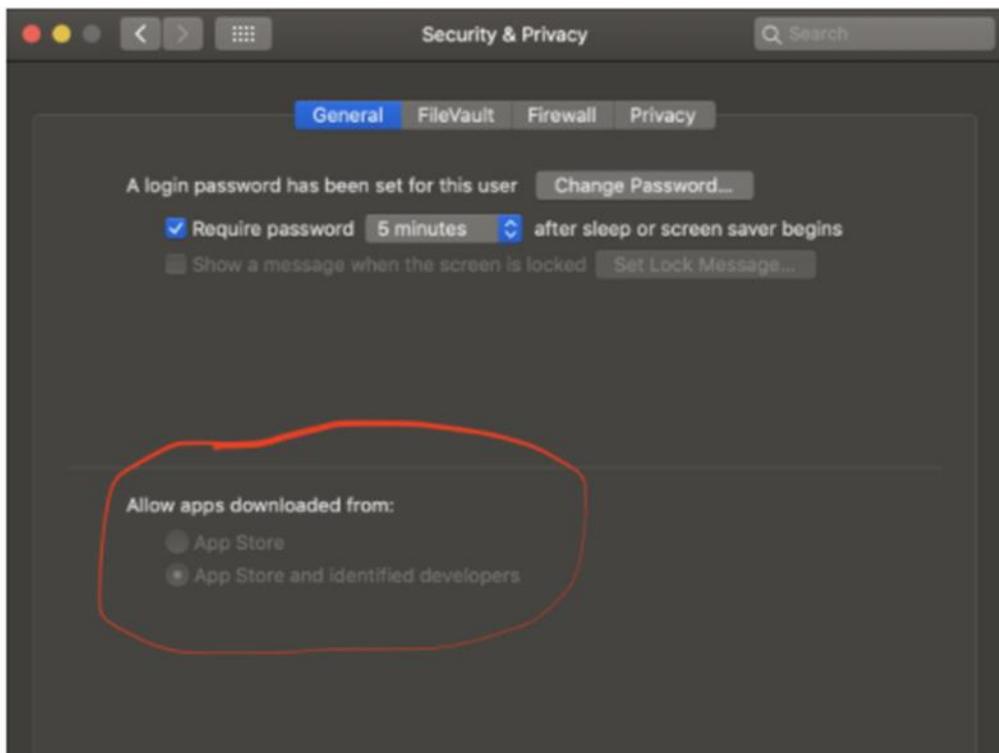
3. **Q: I would like to know where the configuration file of the software is stored on a windows pc?**

A：You can export and import the configuration file of 4200 from below path: 4200-system.
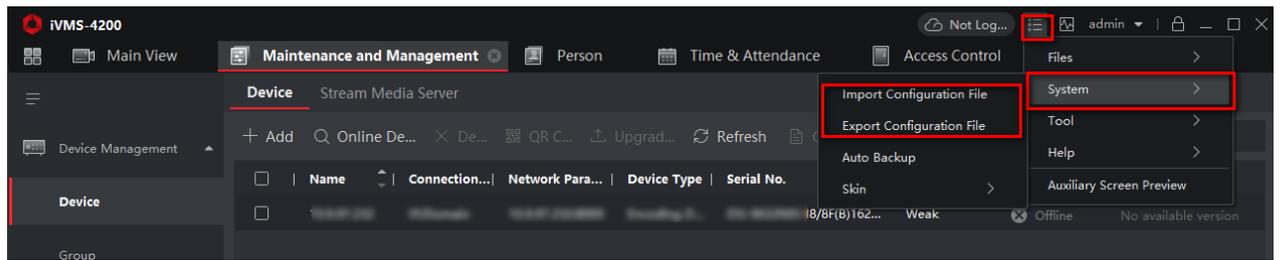
Device Connection

4. Q: When use HIK-Connect account in iVMS-4200, it asks login again every time.

Dear customer: Please kindly update your ivms-4200 to the latest version. It would solve this problem, then do not logout your account, it will save your account information and keep on login status.

5. Q: Can I add the doorbell to NVR?

Dear customer,

You can add doorbell to NVR.

Please make sure the doorbell and NVR in the same LAN.

Then go to Menu- Camera- IP Camera page, click the Custom Adding button to pop up the Add IP Camera (Custom) interface.

Enter the doorbell IP address, protocol（Hikvision）, doorbell username and password, click add button to add device.

6. Q: Does iVMS-4200 Mac support access control and time attendance?

Dear customer,

Sorry to tell you that iVMS-4200 Mac currently does not support access control and time attendance. Sorry for the inconvenience.

7. Q: I cannot find online device button on new IVMS-4200 software?

Dear customer,

Please kindly check below picture for reference:
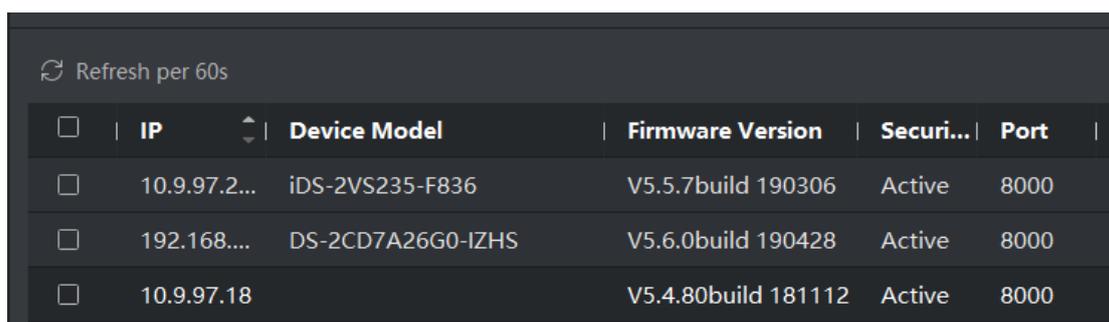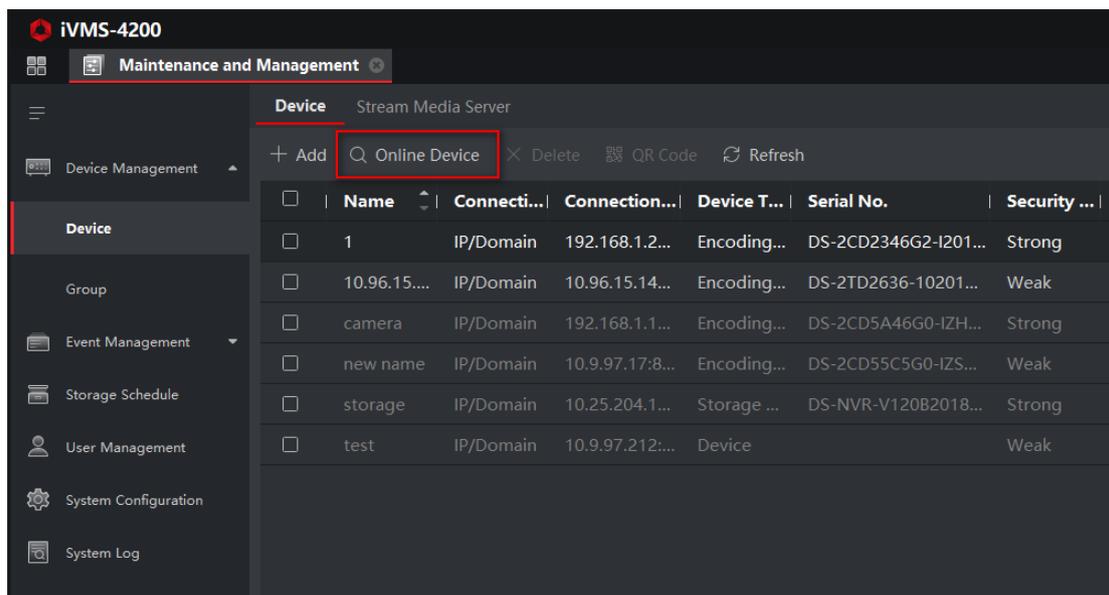
8. Q: Can i add a third party dvr to iVMS-4200?

Dear customer,

Sorry to tell that third party DVR could not be added to iVMS-4200

9. Q: When open device configuration in latest version of iVMS 4200(V2.8.2.2), I am getting two options, general and advanced. General cannot be opened.

Please choose the device, press 'ctrl' button on keyboard and click 'Remote Configuration' at same time, then enter the device configuration page to set time and user parameter.

10. Q: Why the iVMS-4200 pops up Language mismatch?

The error could be prompted when the Client and device have different languages. For example, when the language of software is English while device is Chinese, it will fail to connect.

11. Q: How to deal with Hik-Connect login failure via iVMS-4200?
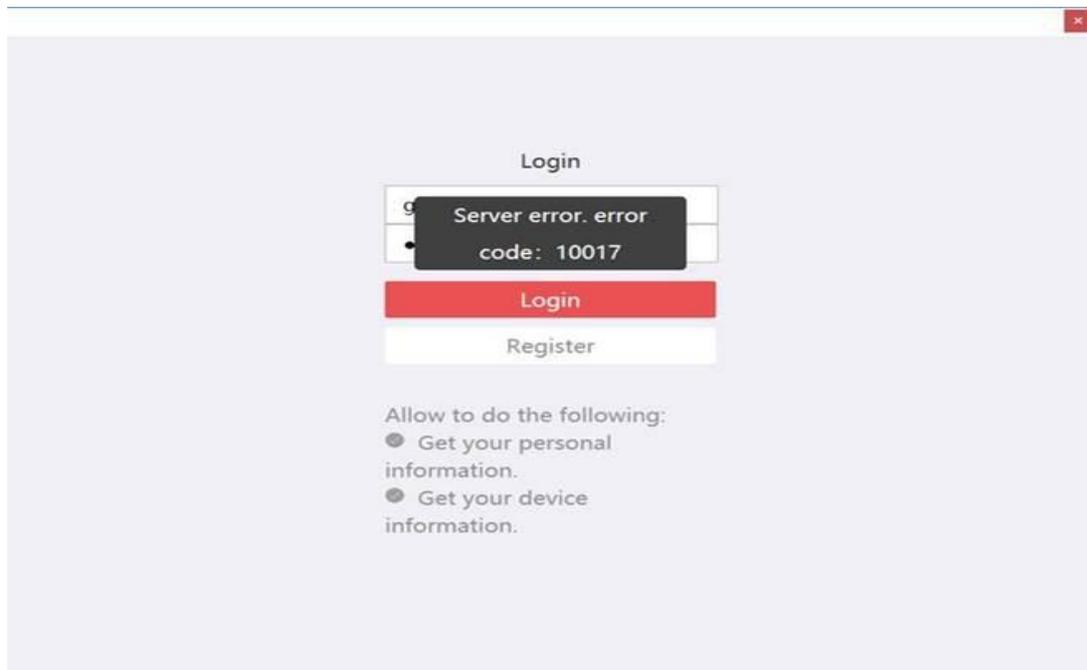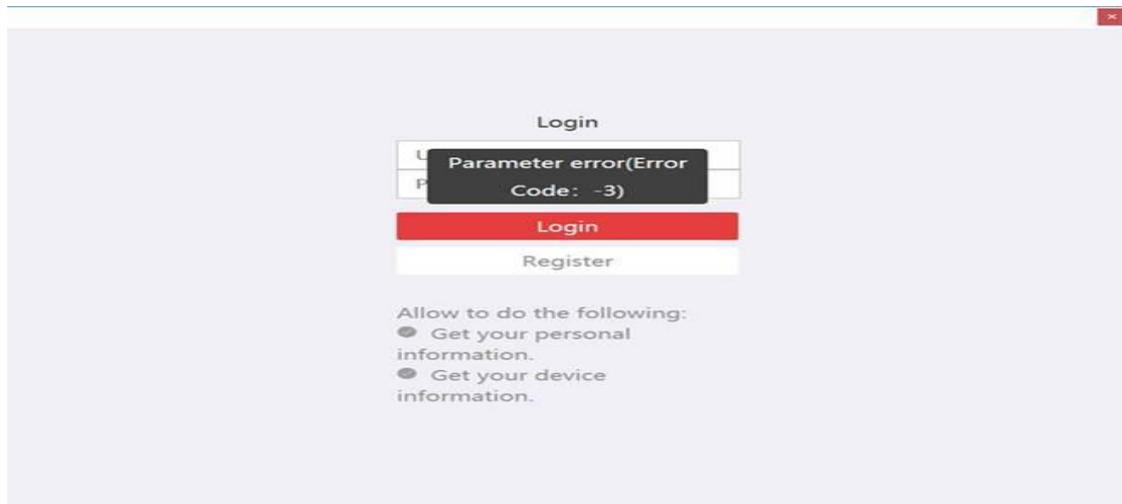
Please delete the **setup.xml** under C:\Program Files\iVMS-4200 Station\iVMS-4200\iVMS-4200 Client and restart the IVMS-4200 to fix this issue.

Live View

12. Q: Is it possible to lower the quality of feed in the iVMS live view but not lower the quality of the recordings?

Dear customer,

Yes, you can view the camera feed using the sub stream.

Path: Live view-camera list- click camera channel-right lick- check sub stream.

It won't affect the recording quality.

13. Q: Where is the button that we can change the camera viewing resolution from fluent to HD?

Dear customer,

Please Run IVMS-4200- Main View- right click camera channel, then you can choose the stream type.
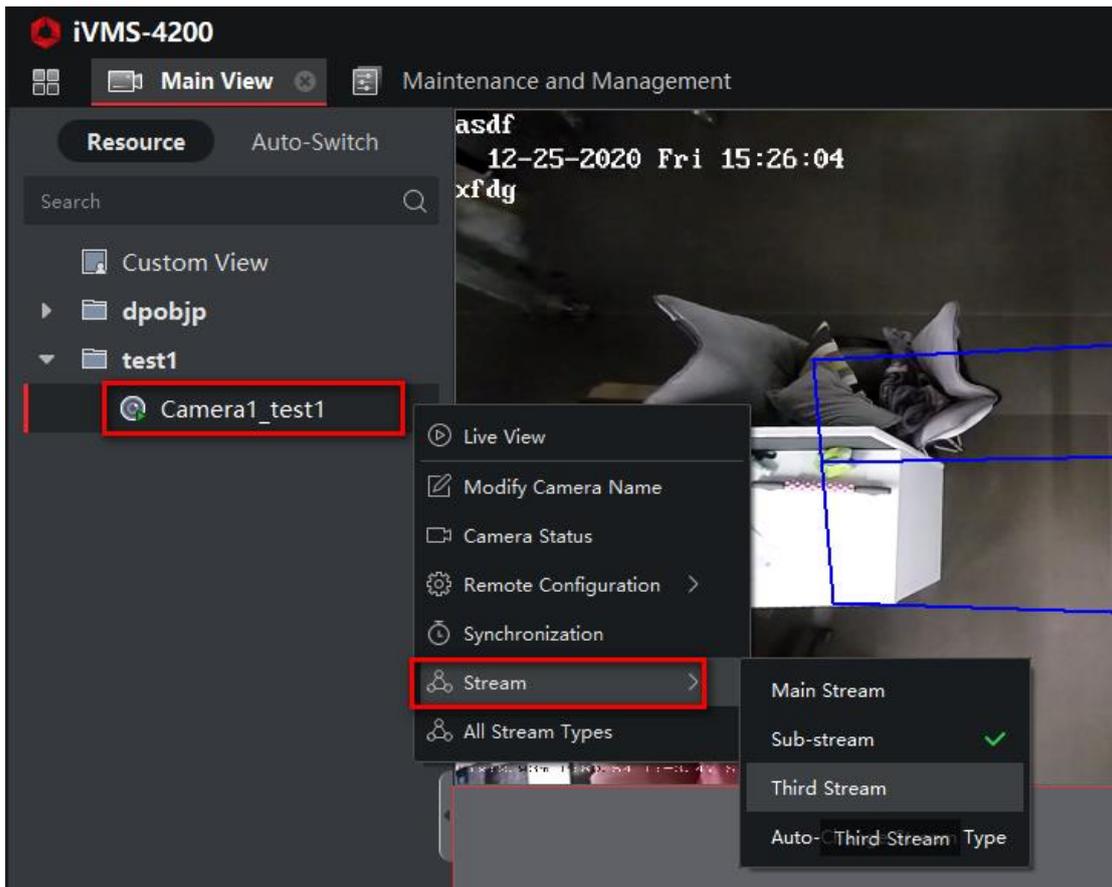
In old version, please kindly go to system configuration-image to cancel the auto change stream type.

Then go back to main view page, find the camera and right click mouse, then choose the main stream as the live view stream.
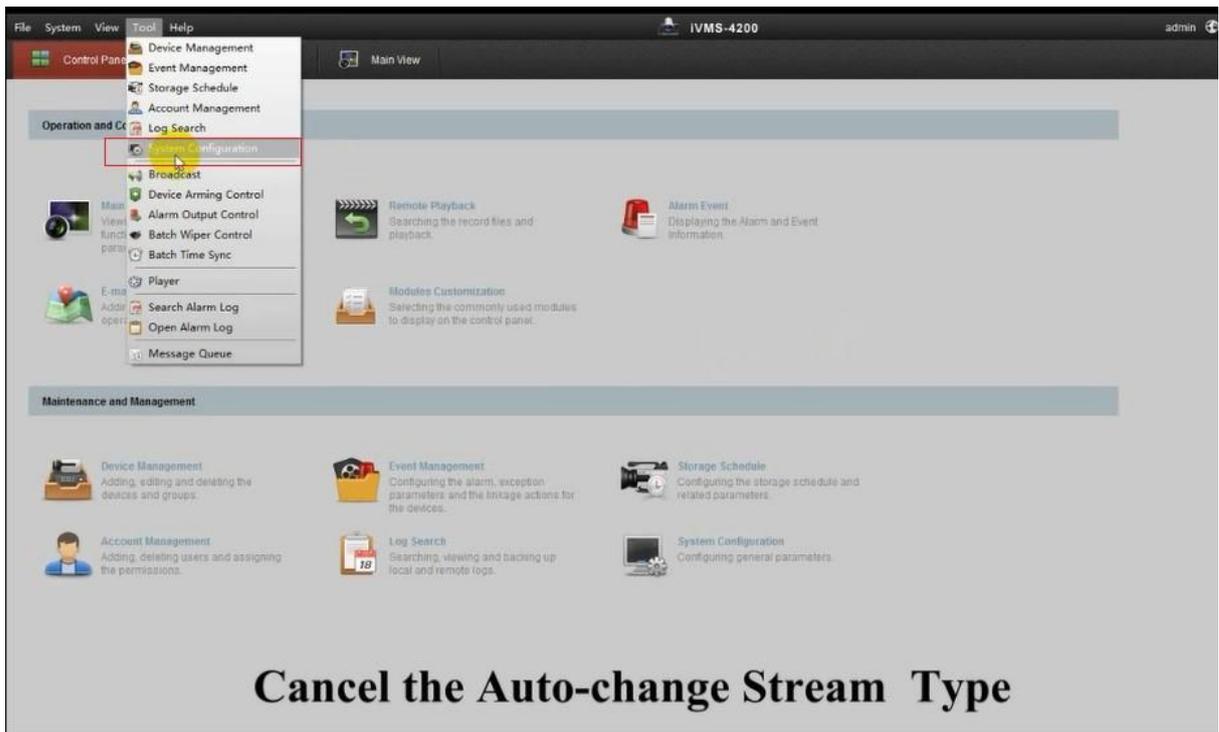
Cancel the Auto-change Stream Type
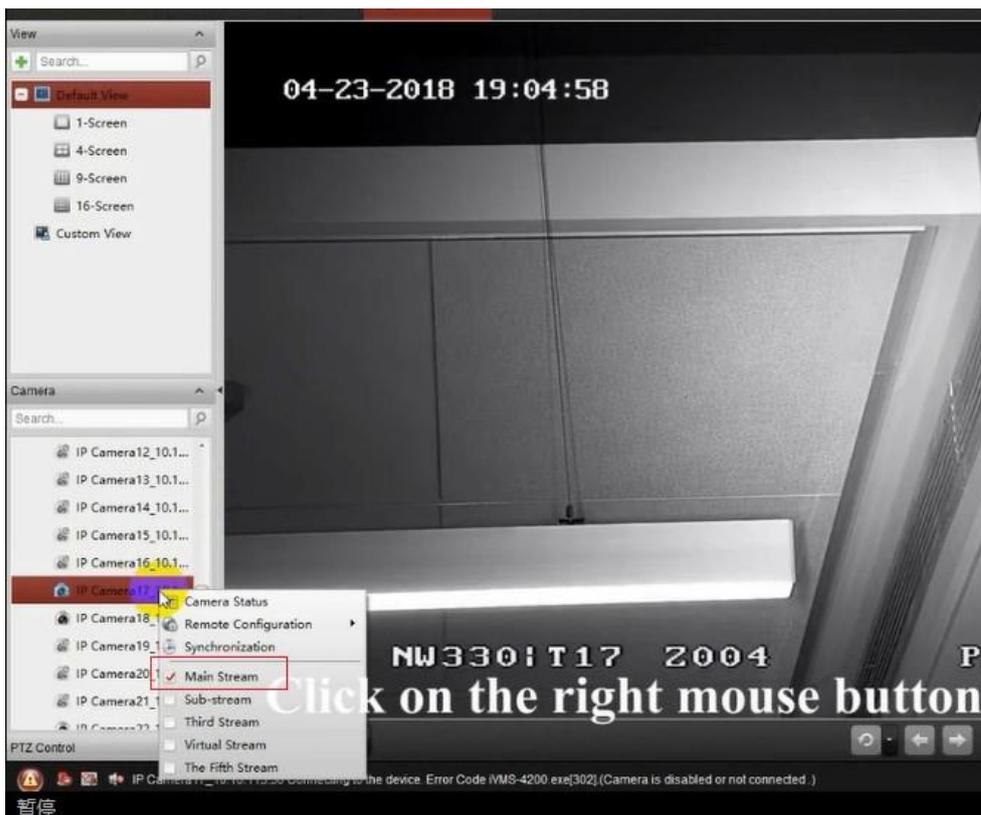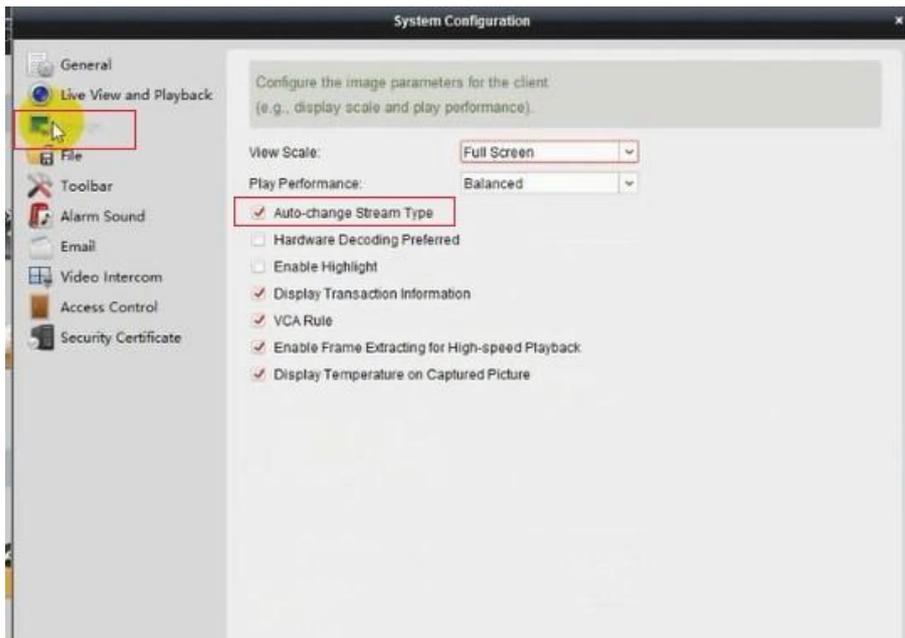
14. Q: How to live view in low bandwidth?

SQ: How to playback in low bandwidth?

SQ: How to get better performance of live view and playback when network bandwidth is low?

SQ: If the network bandwidth is low, how to get better performance of live view and playback?

Dear customer,

This function should be supported by the device. You can perform the following operations to realize live view in low bandwidth:

Firstly, after adding the encoding devices to the client, you need to set the camera's streaming protocol.

1. Enter Device **Management → Group**

2. Select the camera in the Encoding Channel list and click

3. In the Edit Camera window, set the **Protocol Type** (for live view) and **Playback Protocol Type** (for playback) as **Adaptive UDP.**

4. Click **OK** to save the settings.
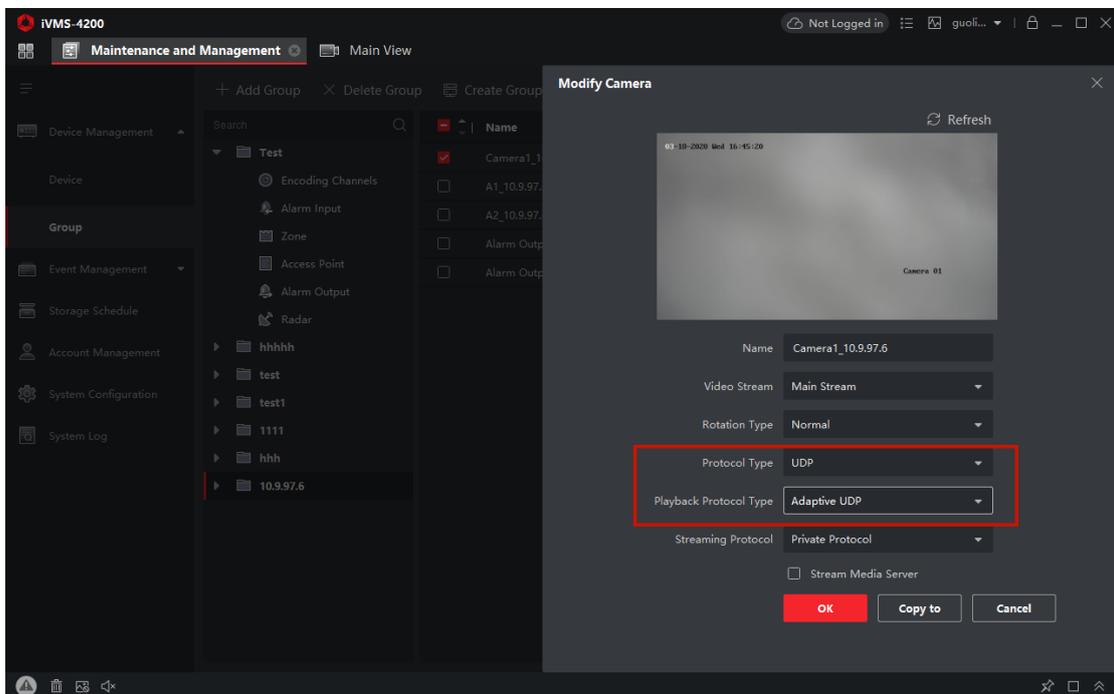
Then you need to disable the Auto-change Stream Type function.

1. Enter **System Configuration → Image** .

2. Disable the switch of **Auto-change Stream Type function**
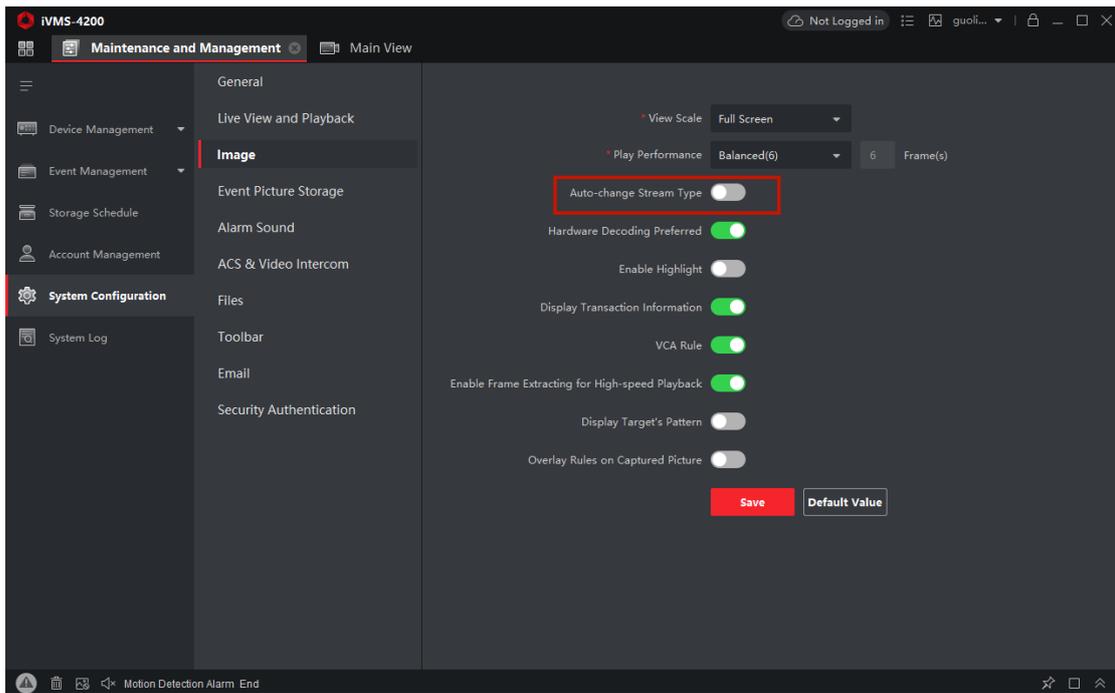
Select stream type for live view.

1. Enter **Main View module**.

2. In the device list on the left, move the cursor to the camera name and click setting **icon – Stream**

3. For network camera, set the stream type as **Third Stream**.

   For DVRs or NVRs, set the stream type as **Virtual Stream.**

4. Start live view.
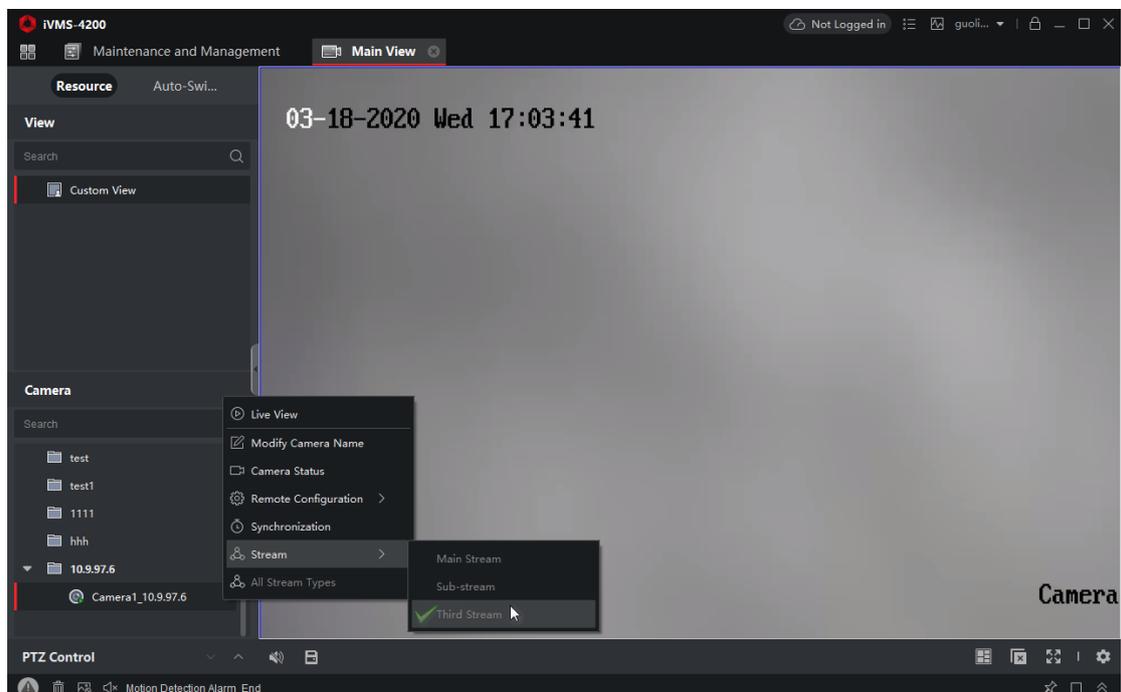
15. Q: I would like to use iVMS-4200 to receive popup 4 screens alarm information.

Dear customer,

Sorry to tell you that 4200 V3.1.0 does not support the function of popup 4 screens alarm information.

16. Q: Not all cameras could display on same screen via iVMS-4200

Dear customer,

One screen could show 64 cameras at most.

You can use cycle view function to display cameras in sequence.

1）Create Group : Maintenance and Management-Group- New-Import, choose cameras you want to display.
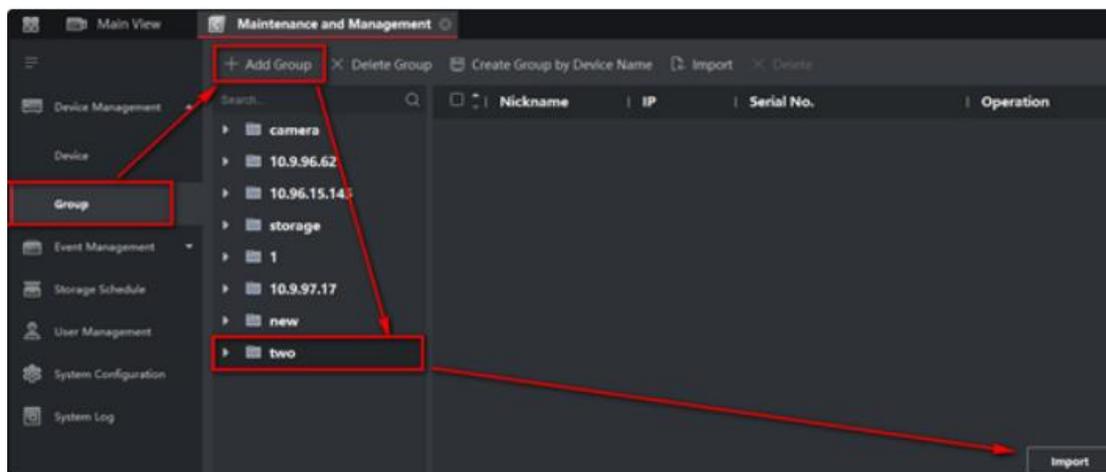
1）Main View – Cycle –click cycle button to run cycle view.
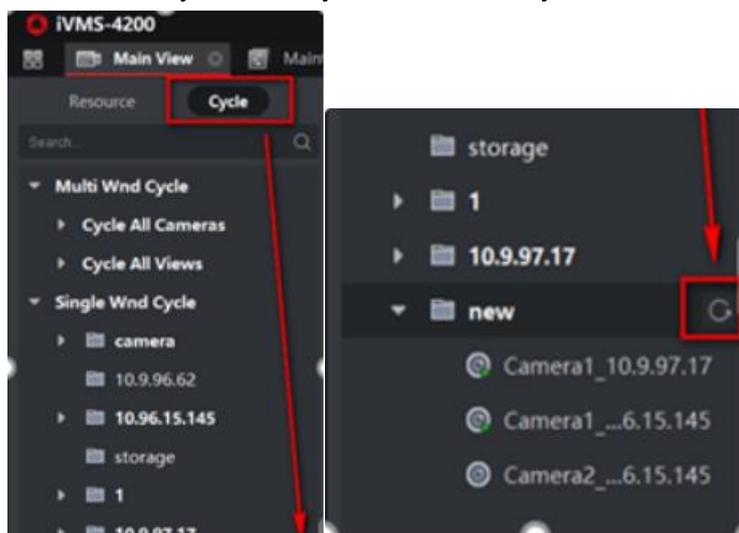
17. Q: The live view page does not show full screen on iVMS-4200 while it is normal on local monitor.

Dear customer,

Please kindly go to System Configuration-Maintenance and Management-View Scale-choose Full Screen.
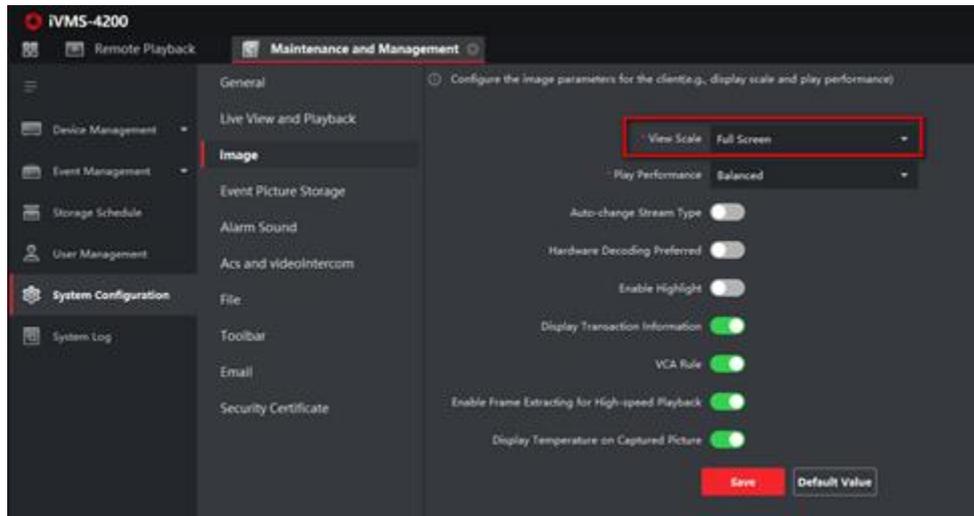
18. Q: How to use IVMS-4200 in multiple screens?

SQ: How do I move my ivms-4200 software window to a different screen in a multi-display setup?

Dear customer, you can select auxiliary screen preview at the right- top corner.
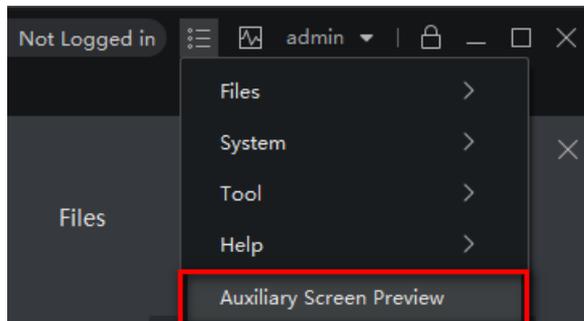
Display the live video on different auxiliary screens for the convenient preview of multiple monitoring scenes. Then you can choose camera channels which you want to show on screen. You can open up to 3 auxiliary screens.
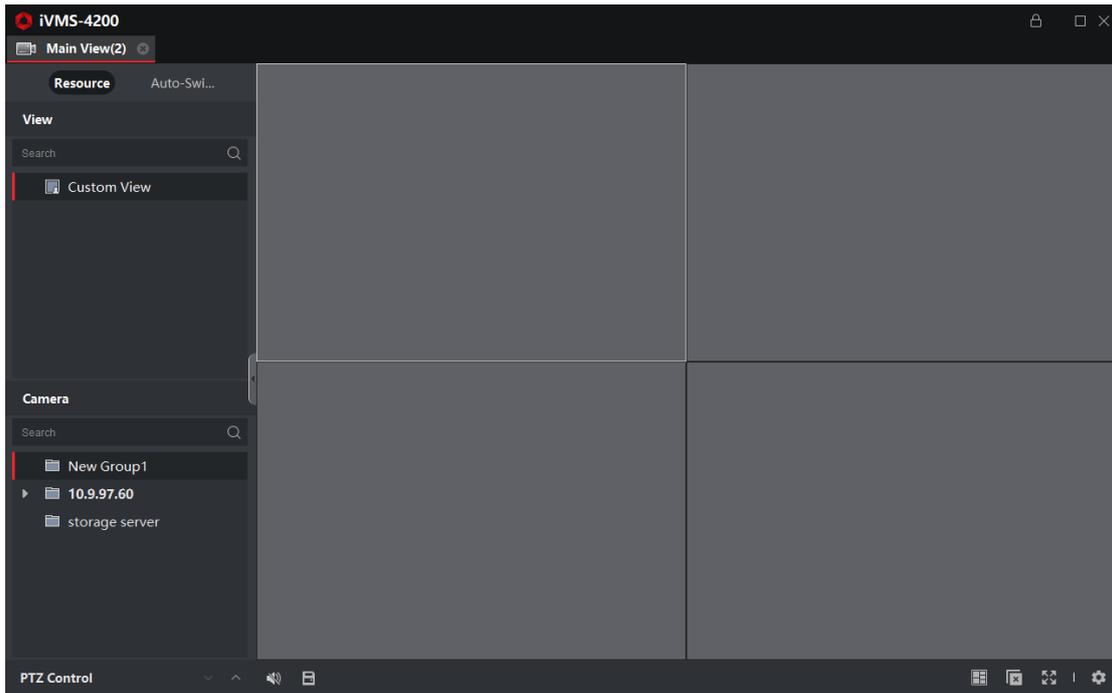
19. Q: I cannot find online device button on new IVMS-4200 software?

Dear customer,

Please kindly check below picture for reference:
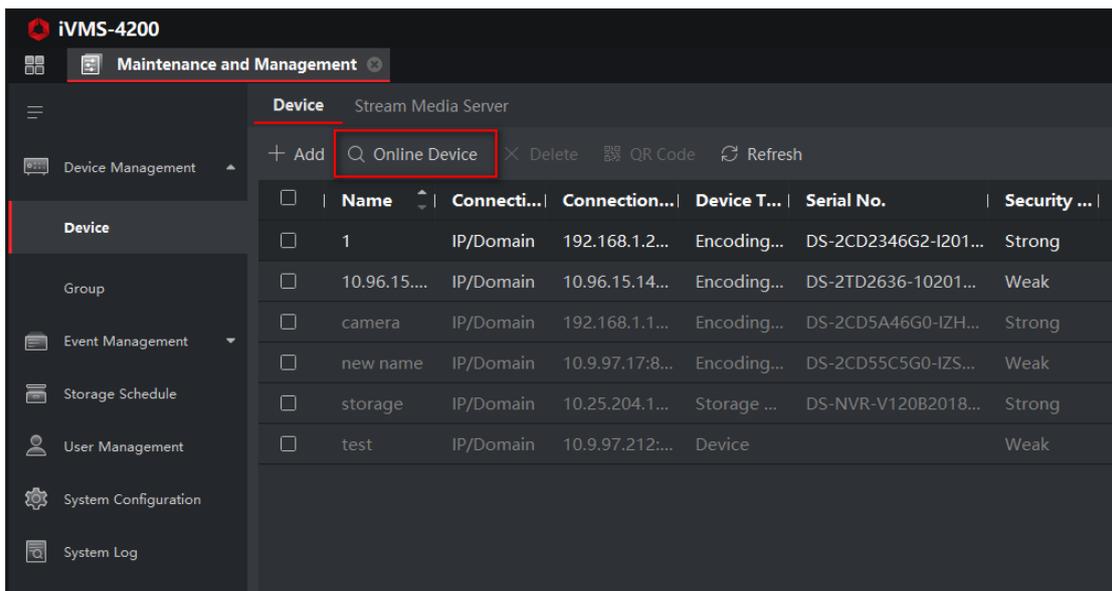
	IP		Device Model		Firmware Version		Securi...	Port	
☐	10.9.97.2...		iDS-2VS235-F836		V5.5.7build 190306		Active	8000	
☐	192.168....		DS-2CD7A26G0-IZHS		V5.6.0build 190428		Active	8000	
☐	10.9.97.18				V5.4.80build 181112		Active	8000	

20. Q：I can't hear audio from my camera.

Dear customer,

If your cameras support audio, It is recommended you to download iVMS-4200 software on PC, and add your device.

You can operate according to the following video:

How to Add a DVR, NVR or IPC to iVMS 4200 Software	https://goo.gl/e2eP2o

then go to device management-Basic Settings as bellows,
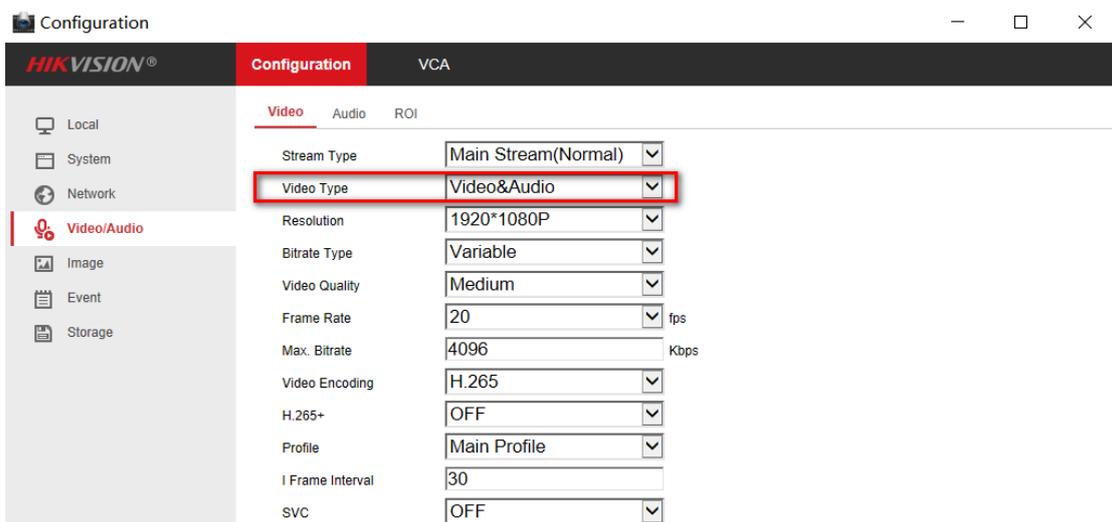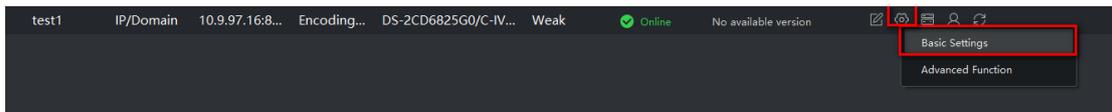
In old version, go to Device Management, choose you IPC, click Remote Configuration – Image – Video& Audio, change the Video Type of Main Stream and Sub Stream to Video &Audio.
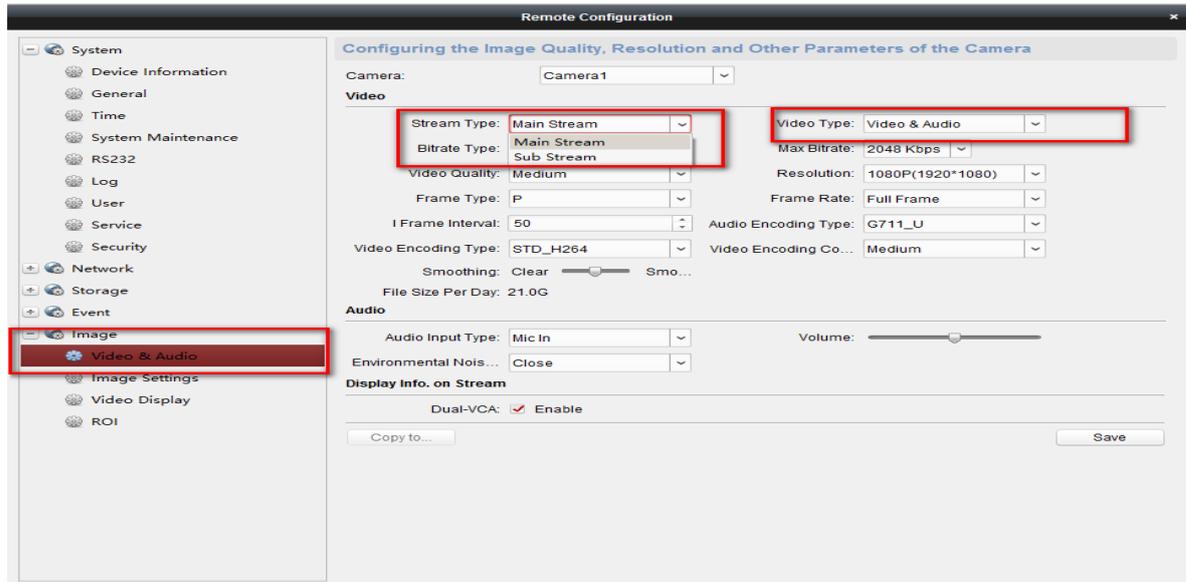
Thanks for your support to Hikvision.

21. Q: When I save a photo with iVMS 4200 can it name the photo only by date and time?

Dear customer,

Sorry to tell you that it doesn't support this function.

When take photo, iVMS 4200 would name the photo by its IP address and other rules.

You can change the name after saving to computer.

Thank you for your understanding.

22. Q: How to solve video delay while in live viewing using iVMS-4200?

Dear customer:

Please check which way to view camera.

In the same LAN: You can connect the device to computer directly with short network cable.

If the live view is normal, it means the device is working properly.

You can try to change another switch or short cable for test.

Remote Live View:

Check the live view in the same LAN is normal or not.

If in the same LAN is normal, please check the uploading bandwidth of the Network is enough to upload data to Internet.

Try to reduce the channels of Live View

Try to drop resolution and bitrate of camera.

23. Q: Why does the video lag while previewing via iVMS-4200?

1) Check whether there are too many accesses in the network environment.
2) Check the CPU usage rate of the computer as well as the bandwidth condition. Or decrease some accesses to check.
3) Check whether the frame rate of the device is full frame rate.
Methods to improve:
Decrease the accesses; lower the resolution; lower the max bitrate; Live view the picture with sub-stream.

24. Q: Why the iVMS-4200 pops up Language mismatch?

 The error could be prompted when the Client and device have different languages.
For example, when the language of software is English while device is Chinese, it will fail to connect.

25. Q: Why the single window can display while the multiple window cannot display on iVMS-4200?

Dear customer,
Please kindly switch to main stream to get live view as follow picture.
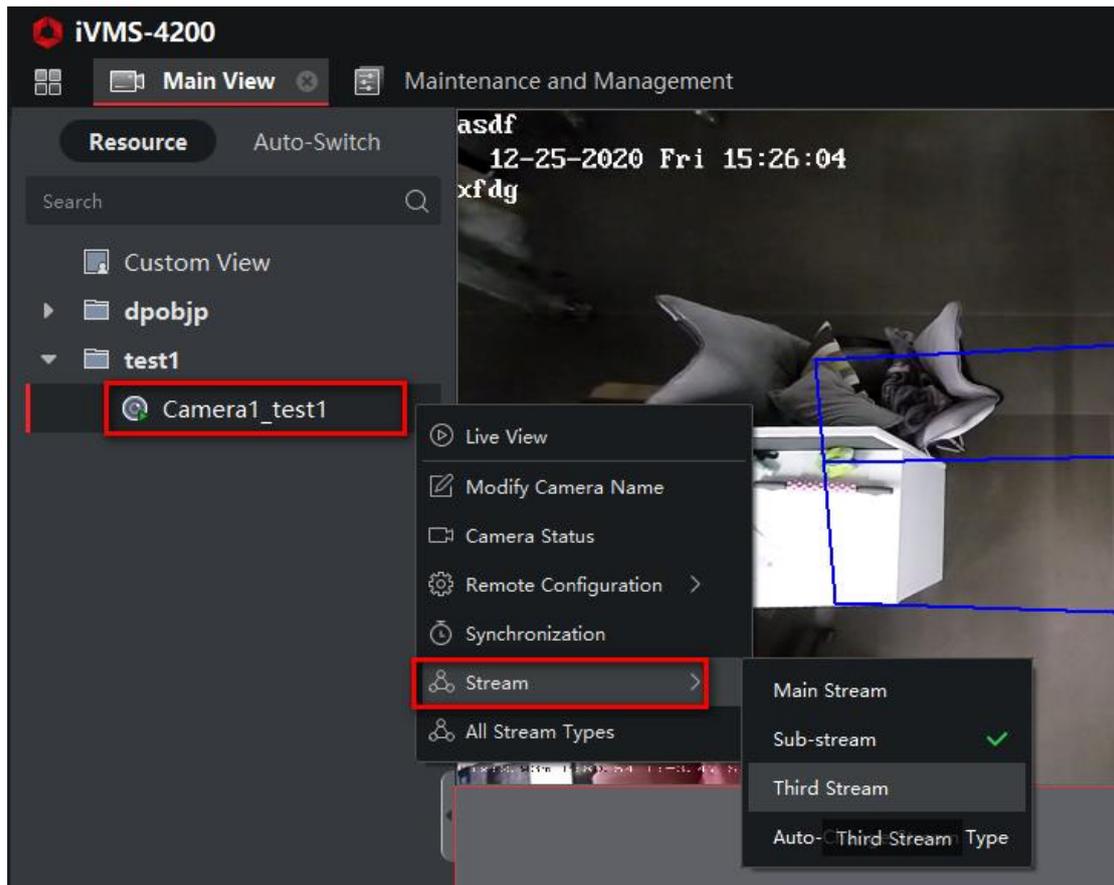
In old version, the initial configuration of stream type is Auto-change Stream Type.

During live view, an error message prompts and the error code is 91.

Please disable the function of Auto-change Stream Type in System Configuration - Image, and select the appropriate steam type for live view.
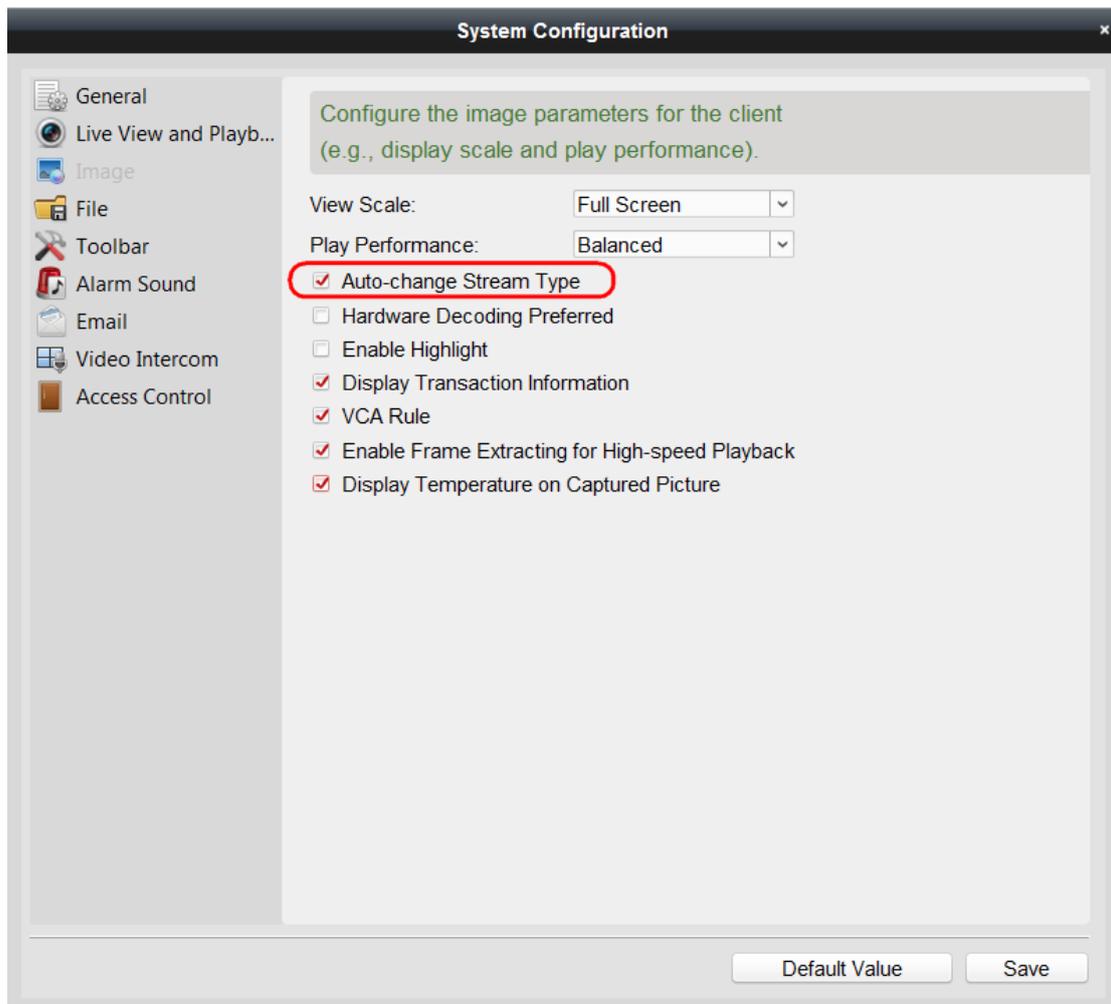
26. Q: Why the PTZ function can't be controlled in iVMS-4200?

Dear customer,

1) Make sure the camera is online and has been added to 4200 successfully;

2) Login the camera via web and check whether the PTZ function works fine there; if not ,please check if the dome camera's power-on self-test is normal or not;

3) Upgrade the firmware of the device.

27. Q: Why the memory leak and the iVMS-4200 crashed after running for a while?

Dear customer,

In the installation directory of the client software, open the Setup.xml file with Notepad and modify the value of EnableNetandJoystickCheck to false. Restart the client, and if the problem is still not solved, contact our technical team support@hikvision.com.

28. Q: Why the plugin cannot work on Safari Version 12?

Dear customer：

Sorry for inconvenience to you. Safari is not support web plugins any more in new Version. It's problem because of the browsers' limit.

We highly recommend you to follow the link to download iVMS-4200 MAC to use.

https://www.hikvision.com/en/support/download/software/ivms4200-series/

29. Q: Does the ivms 4200 software work on a macbook pro or is it only for windows?

Dear customer:

You can follow this link to download ivms-4200 for mac:

https://www.hikvision.com/en/support/download/software/ivms4200-series/

30. Q: Run error on iVMS-4200

Dear customer,

Could you please check your software version?

If it's not the newest version, please upgrade to the newest one.

You can download in the following link:

https://www.hikvision.com/en/support/download/software/ivms4200-series/

If you already used the newest ivms-4200 but the error still exist, could you please offer the following information:

    1. Computer/Laptop information (Such as system and version, computer model)

    2. Specify what you have done before the error happened.

    3. Get dump file and send it to support@hikvision.com.(For this one, please tell us whether your system is 64bit or 32bit, then we will send the tools and documents to get dump file)

31. Q:The Mac 4200 keeps crashing

Dear customer,

Sorry for the inconvenience.

Could you please provide more information for troubleshooting and send them to support@hikvision.com?

1. Send the report to us for analyze. You can visit Console>User Reports>4200>share via email to get the report.
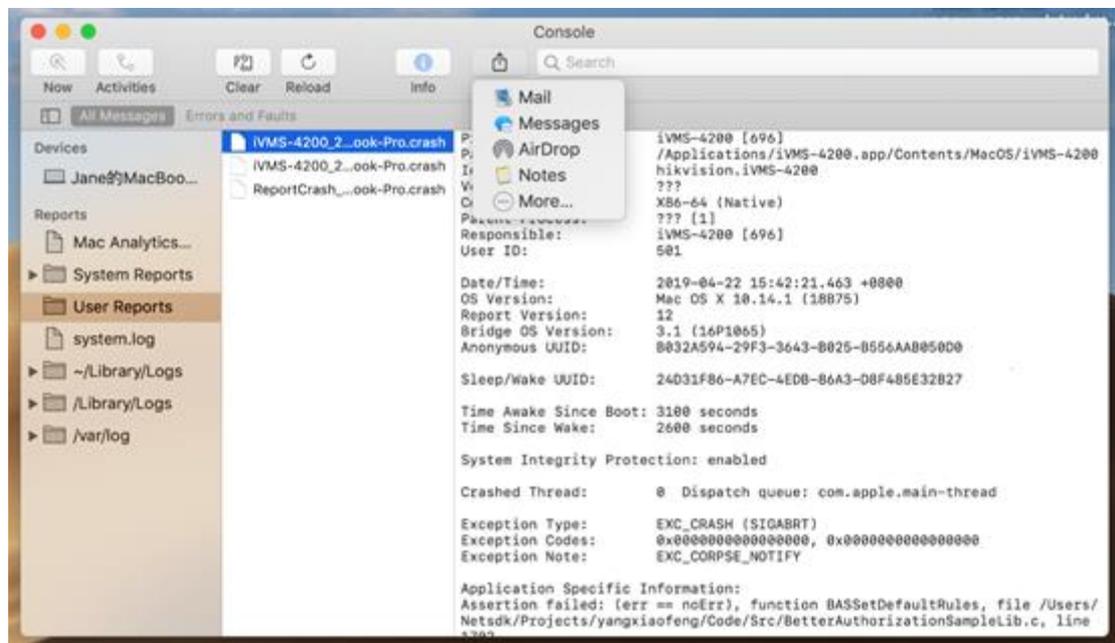
2. Your PC's operation system information，version of ivms-4200 and send the usage scenario.

Many thanks!

32. Q: How to solve 'The application was unable to start correctly (0xc0000142)' error when launching iVMS-4200 3.1 Client?

Dear customer,

Sorry for the inconvenience.

Is your computer running Windows 7?

If your computer system is win7, please install SP1 pack, you can download by following link:

https://www.microsoft.com/en-us/download/details.aspx?id=5842
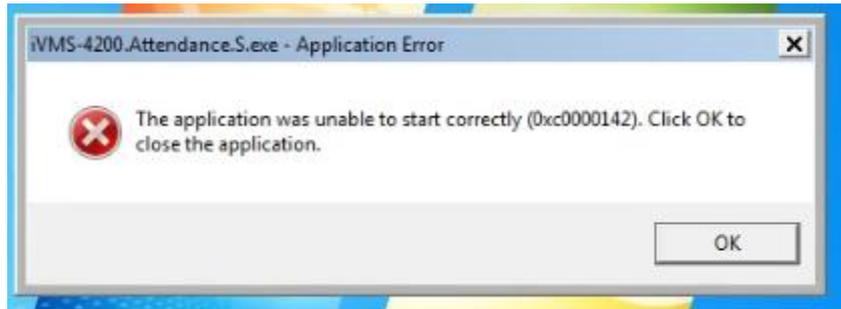
33. Q: iVMS-4200 pops up a warning window "The resolution of the monitor is lower than 1280*768. Continue to run the program?"

A：Dear customer

We have tested that iVMS-4200 supports display resolution which is higher than 1280*768, please kindly check the custom scaling and lower it to try.

34. Q: What is the purpose of the "Watchdog" service in the system tray when running the latest version of iVMS -4200?

Dear customer,

"Watchdog" service is for monitoring the running status of iVMS- 4200 server. If iVMS -4200 server is shut down abnormally, Watchdog could help to restart iVMS- 4200 server and keep it working normally.

Playback

35. Q: How to deal with error 'recording files not found' in iVMS-4200?

Dear customer,

Please kindly follow below instruction to troubleshoot:

1) Check if there is SD card or HDD inside of the added device，if you added camera to software，please confirm there is SD card installed inside of camera;

2) Check if you can search video file on local device;

3) Check if the searching time is correct ;

4) Check the SD card and HDD status and recording schedule.

Notes: when the recording schedule is event schedule, you also need to check you have enabled click trigger channel.
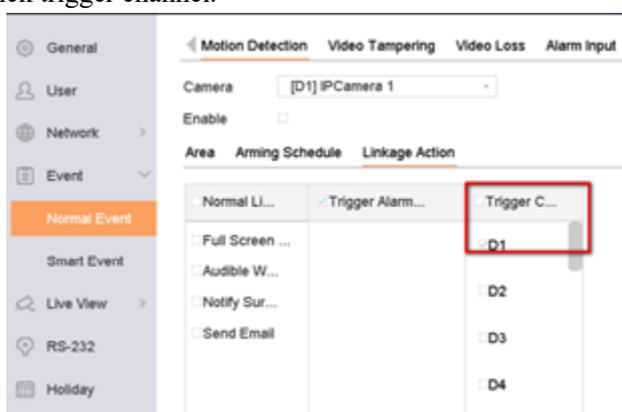
36. Q: How to deal with error code 317 'recording files not found'

Dear customer,

1) Check whether the device local time differs from the PC system time

2) Check whether the files are device local recording files. If the files are stored in a storage server, please kindly check the related configuration.

37. Q：I can't fast forward video iVMS-4200 software.

Dear customer,

Please kindly confirm how you add your device to ivms-4200. If you add device by logging Hik-Connect account, it does not support fast forward.

If you want to fast forward playback, please open port for your router, then add device by IP/Domain way.

Enter Remote Playback –double click camera channel to start playback.
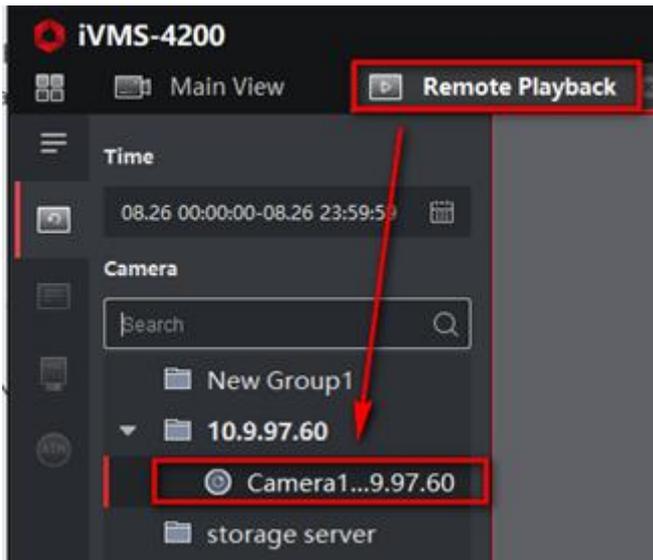
Then click fast forward button to speed up video file.
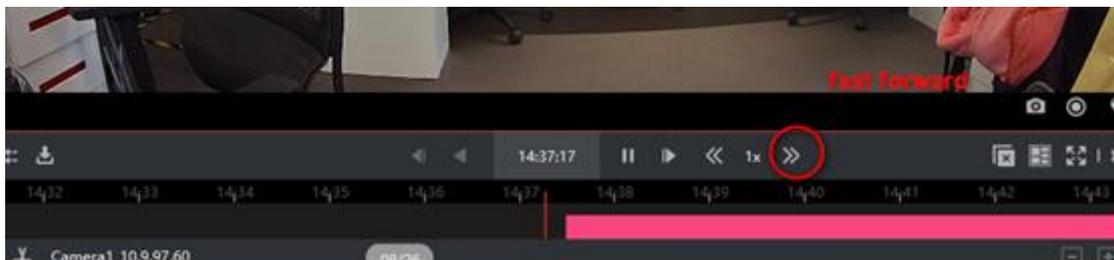
Note: If you login device Hik-Connect account, the fast forward function would unavailable.

38. Q: "No record file" when playing back on iVMS-4200.

Dear customer,

Please kindly follow below instruction to troubleshoot:

1) Check if there is SD card or HDD inside of the added device, if you added camera to software, please confirm there is SD card installed inside of camera;

2) Check if you can search video file on local device;

3) Check if the searching time is correct ;

4) Check the SD card and HDD status and recording schedule.

Notes: when the recording schedule is event schedule, you also need to check you have enabled click trigger channel.
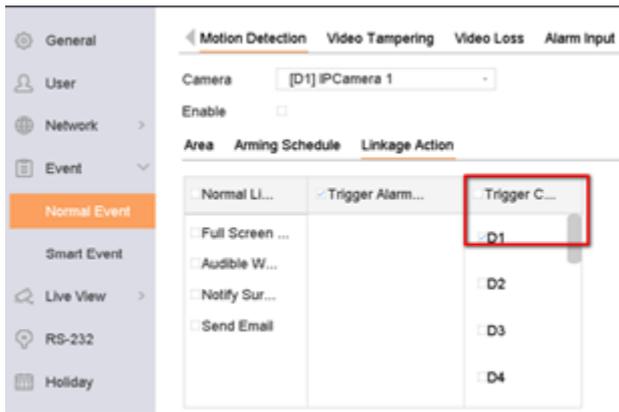
39. Q: How do I enable fast forward on the IVMS-4200 Client?

Dear customer,
Please Enter Remote Playback –double click camera channel.
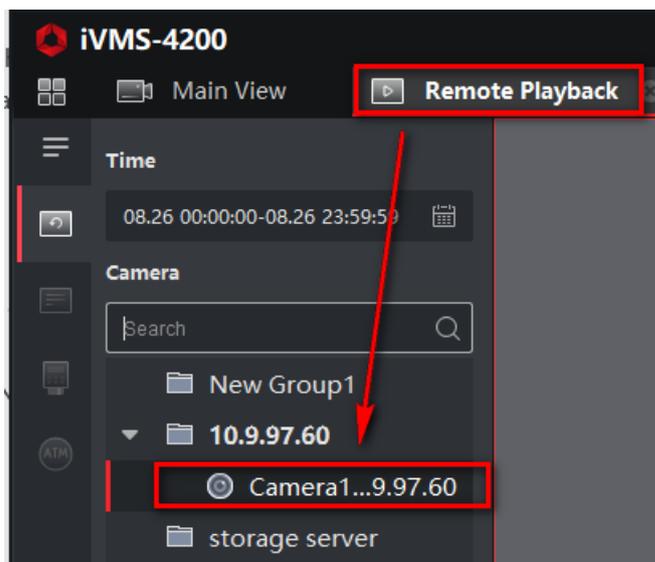
Then click Fast forward button to speed up video file.

Note: if you login device Hik-Connect account, the fast forward function would be unavailable.
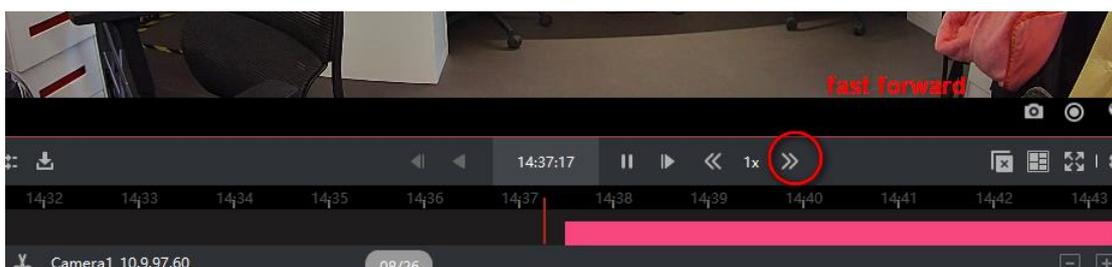
40. Q: Why is it failed to download the video file? Or the speed is really slow?

 Dear customer,

The Mainly reason is list as below:

1) Poor network condition;

2) Too many simultaneously accesses. Reboot the device or close other preview channels;

3) The account has no permission;

4) Right click the IE icon and click 'run as administrator'.

41. Q: Playback failed on iVMS-4200

1）Check the permission of account

If you are not using the admin account to add device, please kindly check whether the account has the playback permission.

2）Check the playback on device local GUI

Go to Menu-Playback to select the channel and date to search playback video.

If there is no video, please kindly check the HDD status and recording schedule.

3）Check the time on computer

If playback is normal on local device, but iVMS-4200 could not play. Please check the time of computer. If the time of your computer is different from OSD time on device, please kindly modify the time on computer then search playback on iVMS-4200.

42. Q: What should we do if we could not search the recording files Stored in NVR from 4200?

We need to check the following three things:

1) The configuration on NVR is correct or not.

2) The NVR is power on or power off.

3) Whether you have modified the system time of the computer, if you did，the index information would go wrong.

Configuration

43. Q: Can't turn on the "Operation" on iVMS- 4200

Dear customer,

The Operation is enabled as default.

It is showed on the left side column, please kindly check.
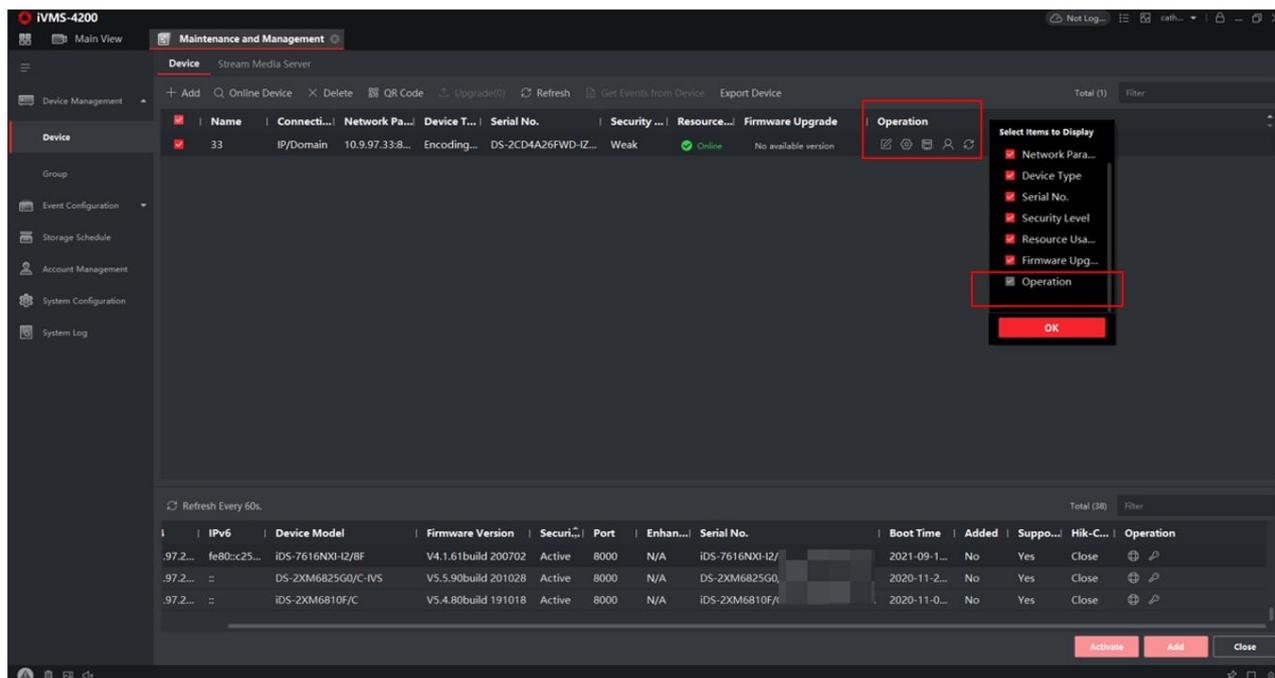
44. Q: Why does iVMS-4200 interface display incorrectly?

Generally, this issue occurs when PC's resolution is too high. We can go to 'Control Panel' and do the settings on our PC as below.
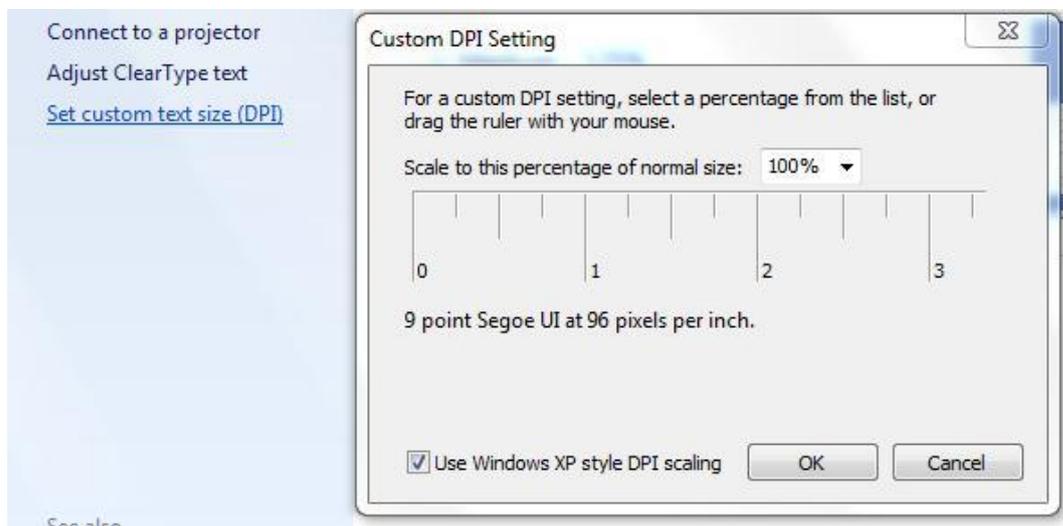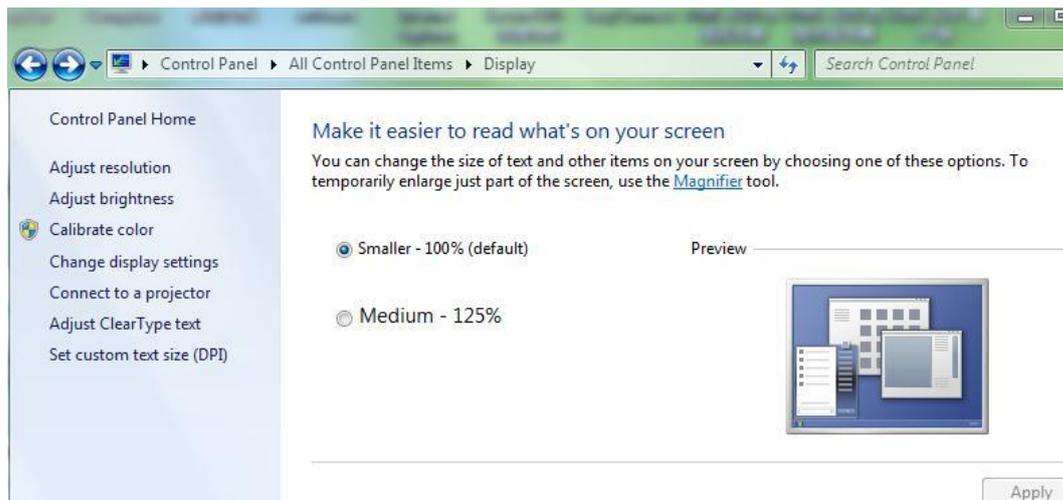
45. Q: How to configure iVMS-4200 web interface?

SQ: Do you have iVMS-4200 web interface?

Sorry to tell you that iVMS-4200 support manage devices on software only.

46. Q: How to deal with error 'Install SADP NPF failed'?

Generally speaking, it is the reason that the PC has installed with another version of NPF. The solution is to check whether there is a winPcap in your computer. Uninstall it if you find one, and then re-install the 4200 client.

Error Code

47. Q: How can I solve error code HCNetSDK.dll [10] on IVMS-4200?

Dear customer,

HCNetSDK.dll [10] means the IVMS-4200 Receive data timeout.

Please download sdk demo to check if you can add device successfully,

Here is the download link:

https://www.hikvision.com/en/support/download/sdk/

After downloading SDK, you can find SDK demo.

If the SDK demo could add, the issue could be located in IVMS-4200

software, please download the latest 4200 from below link:

https://www.hikvision.com/en/support/download/software/ivms4200-series/

If not, please kindly use ping command to check if the IP address is

accessible.

48. Q: How to deal with error code 104 in iVMS -4200?

This error will be prompted when the verification code is incorrect.
Please go to Control Panel-Device Management -Group-right-click the device -click Modify-input correct stream key.
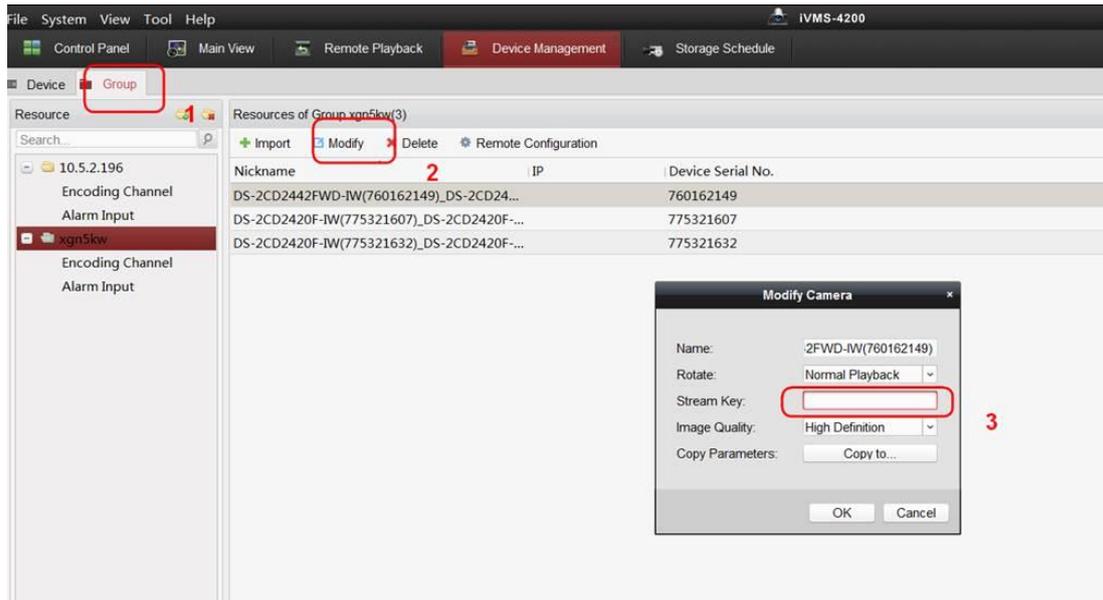
49. Q: How to deal with error code 91

Dear customer,

The initial configuration of stream type is Auto-change Stream Type.

During live view, an error message prompts and the error code is 91. **It means this channel does not support sub-stream.**

For ivms-4200 3.0, please go to System Configuration-Maintenance and Management- uncheck Auto- change Stream Type, click save, then go to Main View page –choose main stream to get live view.
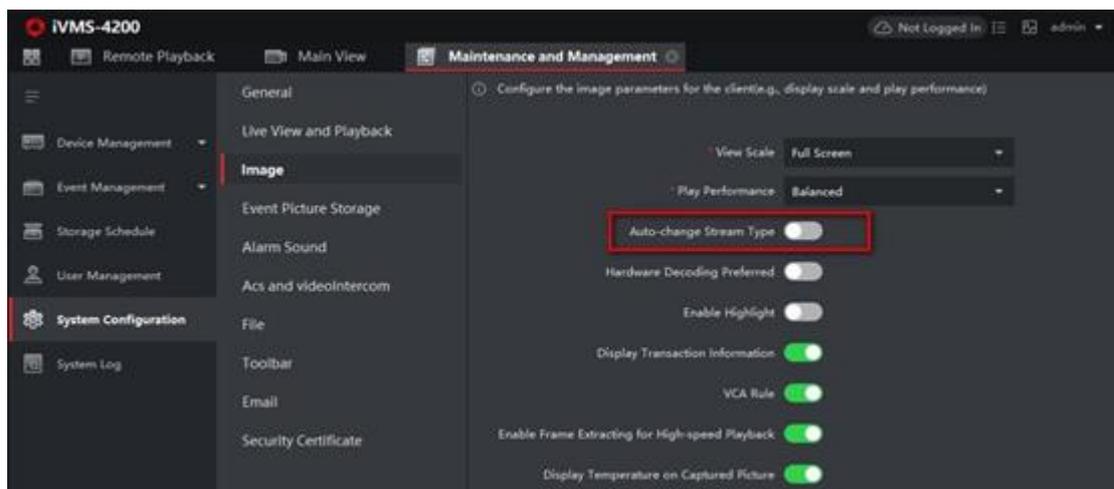
For ivms-4200 2.0, please go to Tool-system configuration , then do not click the checkbox of   auto change stream type, then go to Main View page –choose main stream to get live view.
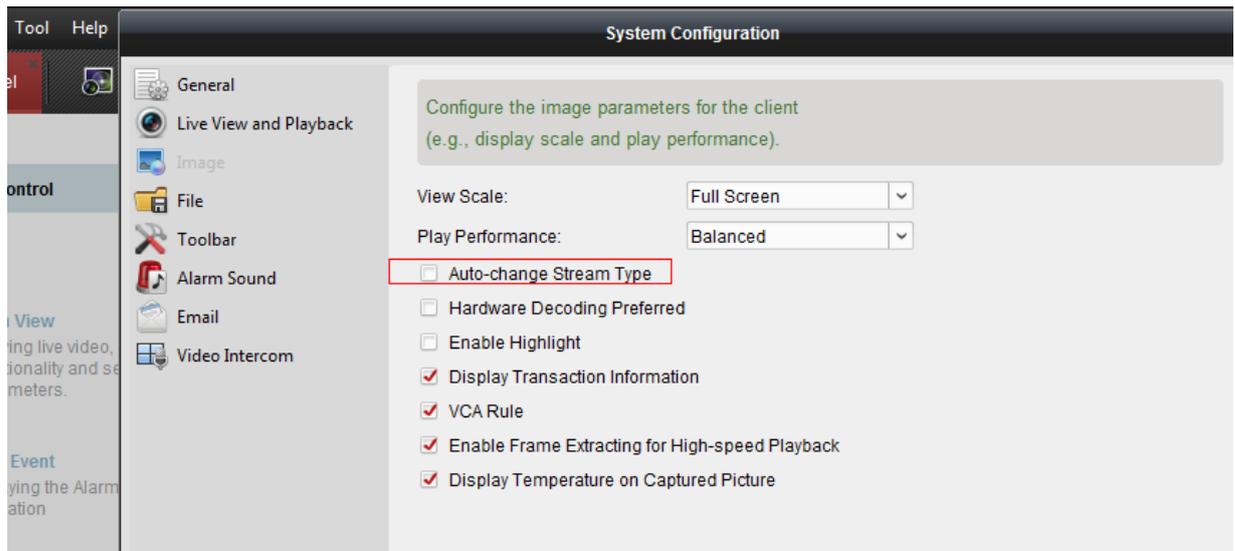
50. Q: What is the error 105 of iVMS-4200?

Dear customer,

If it's 'client 105' that means Storage Server is not exist, please check your storage server configuration to solve this problem.

If it's 'NetSDK 105' that means the packet type of stream is error, please check your network status to solve this problem.

Ports
6002(UDP/TCP)
6600
6800(UDP/TCP)
6900(SSL)
7100
7200
7300
7400
7900
8089
8555
9554
9664
32723
12001:14000

51. Q: How to sort out Hik-connect error code 800 on iVMS -4200 lite

client?

Dear customer,

Error code 800 means the device bandwidth is not enough.

Please kindly restart device or lower resolution and bitrate of each camera.

52. Q: Error PlayCtrl.dll 2

Dear customer,

 The Reasons may are as follows:

1) Audio is not encoded in the stream. It may be caused by the setting, you should set video type as Video &Audio.

2) When NVR connect third-party IP camera, it may be caused by the G.711 audio encoding format of ONVIF protocol is incompatible.

Steps:

a) Set video type as Video& Audio.

b) Record Audio should be checked when setting recording schedule.
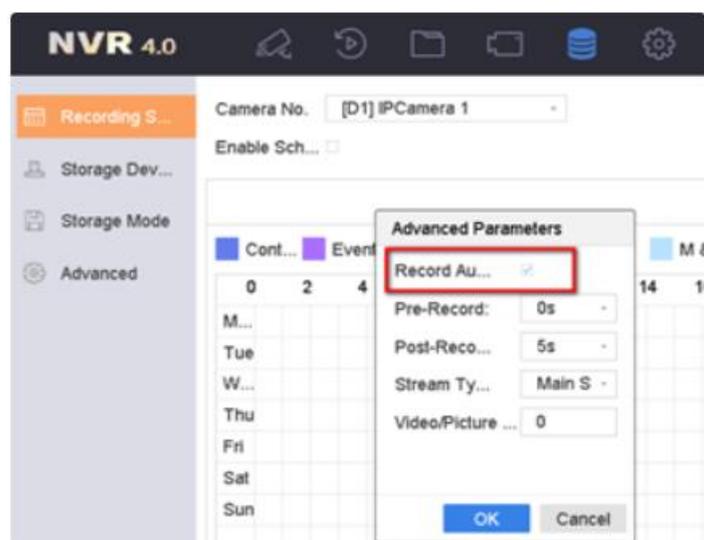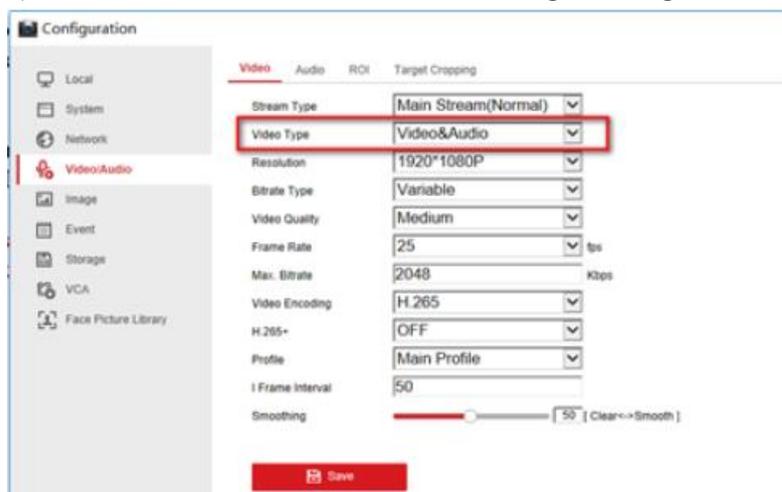
53. Q: How to deal with error code 302?

SQ: I keep getting error 302 when trying to access security cameras

  Dear customer,
  302 means the device is offline or not connected.
Please kindly check whether the computer could reach the device or not, you can use Ping command
to check the network.
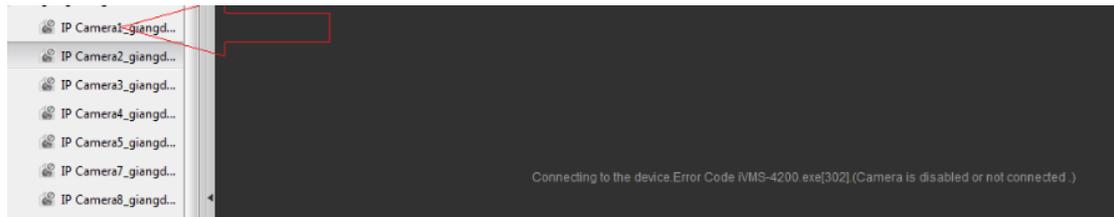
54. Q: HCNetSDK.dll[13]

  Dear customer,
Please kindly check whether you are the admin of the Hikvision device or not.
If the account you have is the operator level, please kindly ask the admin to open the
live view or playback permission for your operator account.

55. Q: My device give me error code hcnetsdk.dll (23).not supported.

  Dear customer,
Code 23 means the function is not supported. Such as when you configure PTZ function on iVMS-
4200.
If pop up this error, that means the device does not support PTZ function.

56. Q: HCNetSDK.dll [5]

  The error code means that the number of connection with the device has exceeded the max limit.
Please reboot the device to solve this issue.
Thanks for your support to HIKVISION.

57. Q: How to check error code in iVMS-4200 and what does the code

   mean?

Dear customer

Please go to Device Management- Device- Resource Usage Status

Put mouse over on it, the error message would appear.
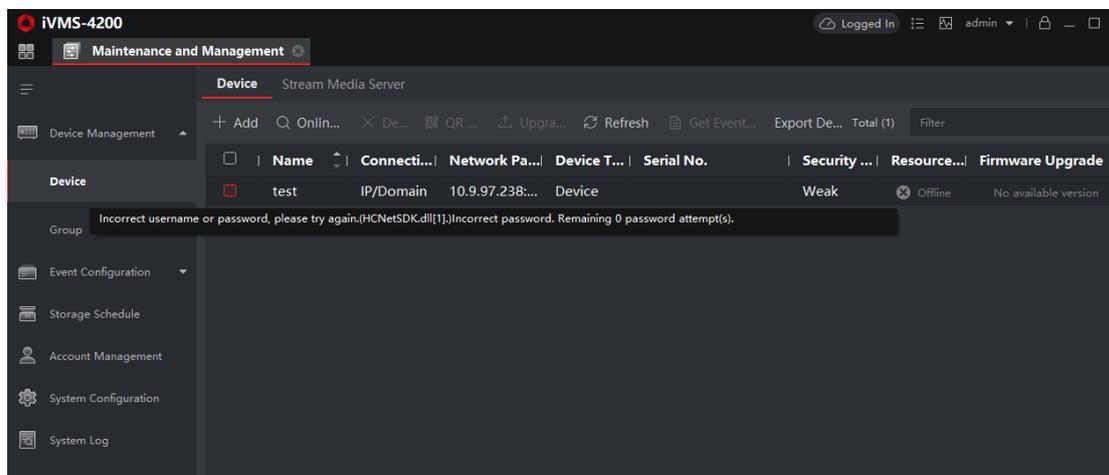
Or you could check the error code in iVMS-4200 Device Management page, when you put your mouse over the Status icon of exceptional device, the error code would appear.
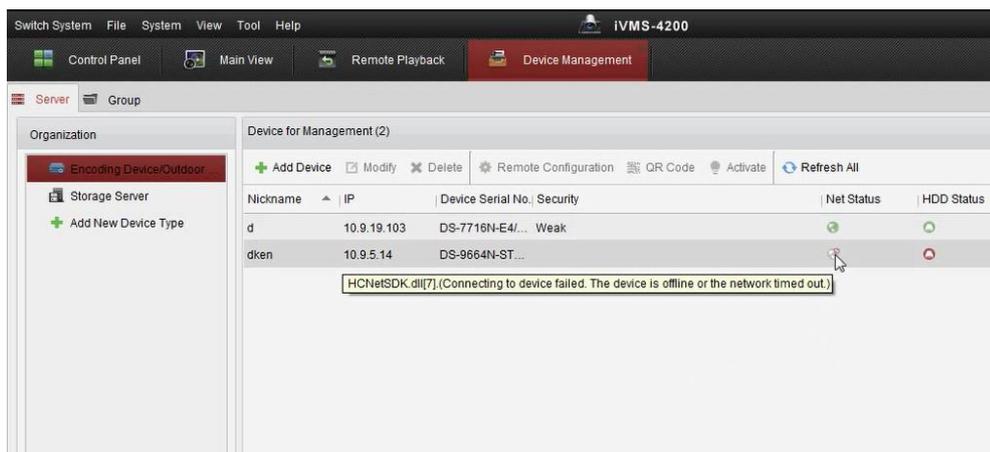
Error Type	Returned Value	Information
NET_DVR_NOERROR	0	No error.
NET_DVR_PASSWORD_ERROR	1	User name or password error.
NET_DVR_NOENOUGHPRI	2	Not authorized to do this operation.
NET_DVR_NOINIT	3	SDK is not initialized.

NET_DVR_CHANNEL_ERROR	4	Channel number error. There is no corresponding channel number on the device.
NET_DVR_OVER_MAXLINK	5	The number of connection with the device has exceeded the max limit.
NET_DVR_NETWORK_FAIL_ CONNECT	7	Failed to connect to the device. The device is off-line, or connection timeout caused by network.
NET_DVR_CHAN_EXCEPTIO N	18	Device channel is in exception status.
NET_DVR_NODISK	19	No hard disk on the device, and the operation of recording and hard disk configuration will fail.
NET_DVR_ERRORDISKNUM	20	Hard disk number error. The assigned hard disk number does not exist during hard disk management.
NET_DVR_DISK_FULL	21	Device hark disk is full.

58. Q: How to deal with the error code 153 in iVMS-4200?

This error will be prompted when the device is locked because of too many incorrect password input.

The solution is:

1) Delete the device from client (select the device, click the Delete button);

2) Restart the device;

3) Add the device again in 4200.

or just wait 30 minutes and try again.

You should manually enter the administrator password while adding the device

59. Q：How to deal with the error code 152 in iVMS-4200?

 This error code will be prompted when the account doesn't exist. Click the Edit button to edit the user name of the device added. It is recommended to use admin account.

60. Q: How to deal with the error code 56 in iVMS-4200?

A：This error code will be prompted when customers turn on the MAC Binding on the DVR. Please delete the binding of device and re-add the device.

Connect the recorder to monitor, go to Main Menu -System Configuration - User Configuration-Edit User and set User's MAC Address to 00:00:00:00:00:00.
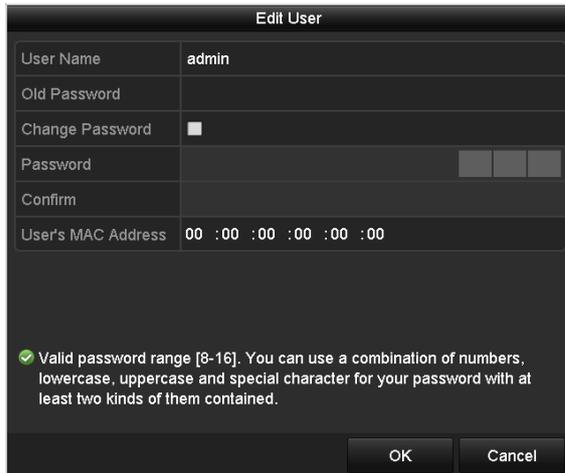
61. Q: How to deal with the error code 55 in iVMS-4200?

This error code will be prompted when recorder is bound to certain IP address to access computers on client. Only computers that are bound to the IP address can add the device.

Access the configuration via IE explorer: Go to Configuration-Remote Configuration -User -User Parameter. Or you can connect the recorder to monitor, go to Main Menu - System Maintenance- Default -Restore Defaults, and re-add devices after restoring factory settings.
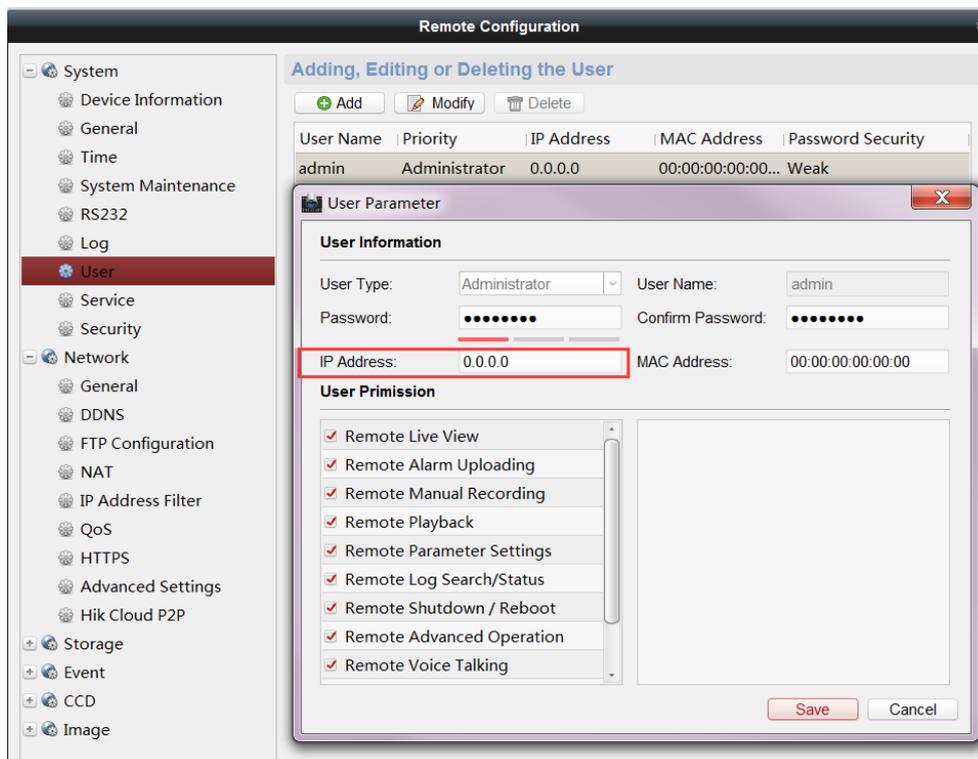
62. Q: How to deal with the error code 7 in iVMS-4200?

This error code will be prompted when the parameters of device network are not filled in correctly or the device parameters don't correspond to the LAN.

a) Please confirm the IP address of the device added is in the same network segment with the IP address of the computer (the first three bits of IP address is same). If the IP addresses are not in the same network segment, please reset the device's IPv4 address, subnet mask and the default gateway manually;

b) Please check the connection of network cable.

63. Q: How to deal with error code HCNetSDK.dll[2]?

Dear customer,
This error code will be prompted when the user in the device has no enough permission. Please make sure your device was added via admin account.

64. Q: How to deal with error 404 on iVMS-4200?

It will be prompted when failed to get the sub stream or the sub stream does not exist.

65. How to deal with stream client error code 3 on Ivms-4200?

Dear customer,
Stream client code 3 means the client can't get connection with stream media server.
Below are the reasons:
The stream media server is not running successfully, please restart stream media server.
The network between client and server is unreachable. You can use ping command to check network connection.
There is firewall or network filter rules between client and server, please disable them at first.

66. Q: iVMS 4200 error HCNetSDK.dll [9]

Dear customer,

Error code 9 means Failed to receive data from the device.
Please kindly check there is no network restriction between device and software.

Stream Media Server

67. Q: How many channels could be forwarded by the stream media server?

64 channels in and 200 channels out calculated with 2Mbps/channel.

Storage Server

68. Q: Storage Server is not showing in Online Devices of iVMS 4200?

SQ: Please kindly follow the link to download iVMS 4200 and storage server and install again to solve the issue

A: Please kindly follow the link to download iVMS 4200 and storage server and install again to solve the issue
https://www.hikvision.com/en/support/download/software/ivms4200-series/?q=ivms4200-series&position=1

SOFTWARE DOWNLOAD

iVMS4200 V3.3.0.7_EN	iVMS4200 AC V1.3.0.7_EN	iVMS4200 VS V1.3.0.7_EN
iVMS4200 MAC V2.0.0.12	Storage Server	Stream Media Server
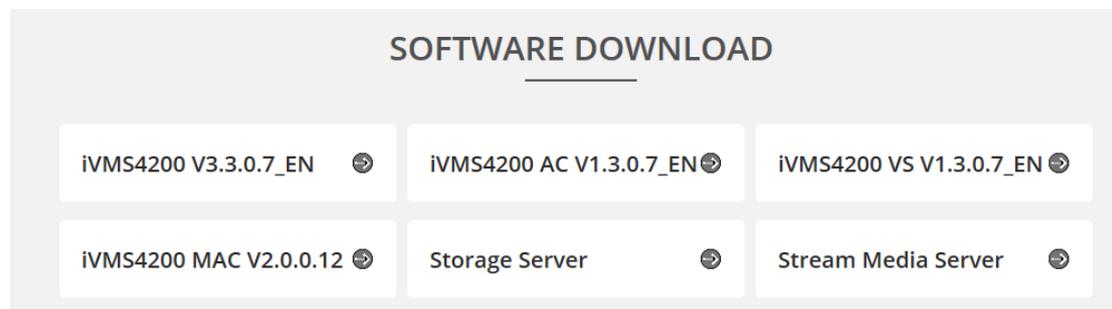
69. Q: We are using storage server program ivms-4200.It is not allowing to add more than 64 cameras

Dear customer,
Storage server can add 64 cameras, and each camera could be 2Mbps or below.