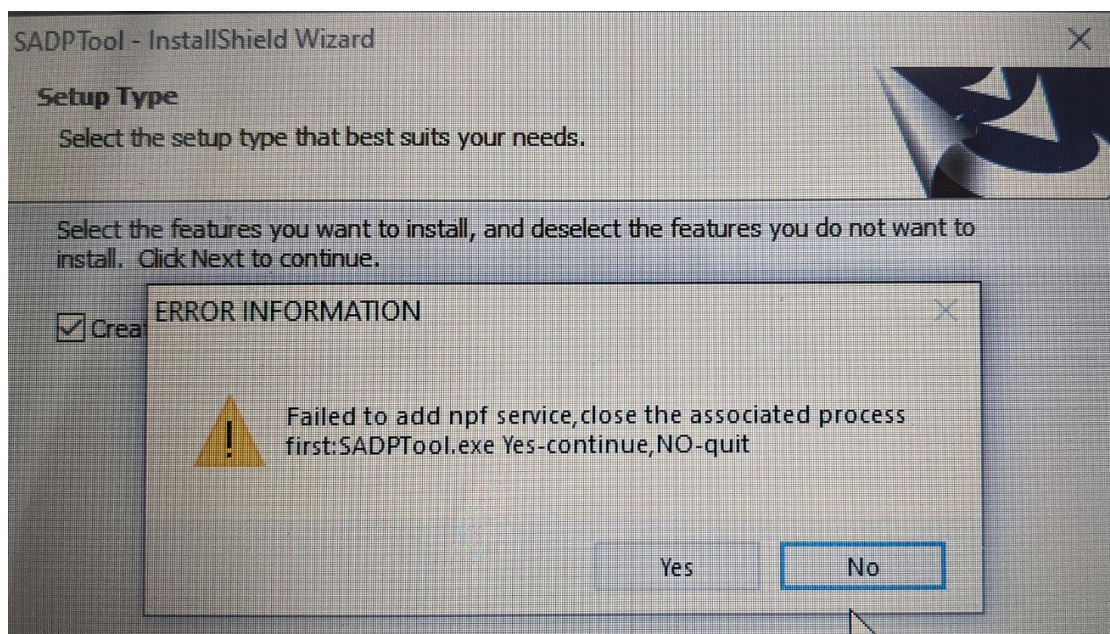# SADP

1. Q: How to deal with failed to add NPF service

Dear customer,
The error may occur when you are running software which has some function with SADP, such as IVMS-4200

Please close other software and install SADP again.

2. Q: Why does the device show IP address as 0.0.0.0 on SADP tool?

Dear customer, please kindly connect your device and computer to the same router,
It would get the IP address which is assigned by the router.

3. Q: I have installed SADP but I can't see my device on the list.

Please kindly note that the Hikvision device and the computer which installed SADP should be in the same subnet.
Or please connect the Hikvision device and the computer which installed SADP via cable directly.

4. Q: SADP could not search Hikvision device

If SADP could not search Hikvision device， please kindly do the following steps：

1）Restart SADP.

2）Make sure that the device and the computer which installed SADP should be in the same LAN or same subnet.

3）Connect the computer which installed SADP to Hikvision device via cable directly.

4）Reboot Hikvision device and computer. If SADP still could not search Hikvision device, please kindly check the operating system of computer. If the operating system is Win 10 which is installed the latest version of SADP, please go to Control Panel-- Programs and Features to check whether it has Win 10P cap or not. If there is no Win 10P cap, please uninstall SADP then reinstall it again.

Update for Windows 10 for x64-based Systems (KB402...	Microsoft Corporation	2017/11/23
Win10Pcap	Daiyuu Nobori, University of Tsu...	2018/5/16
WinRAR 5.40 (32-位)	win.rar GmbH	2018/4/10

5. Q: Error code 2015 when activating camera on SADP

Please kindly connect the camera to computer through short cable, without any switch or router. Restart device and SADP and activate it again.

6. Q: I download SADP but cannot detect device

Dear customer,
Please kindly check the device and computer in the same LAN.
Or you can connect the device to computer using the cable (without switch)

7. Q: Could SADP tool search non Hikvision brand products?

Dear customer,
Sorry to tell you that it could t only search Hikvision devices (camera, NVR, DVR. etc.) on SADP tool.
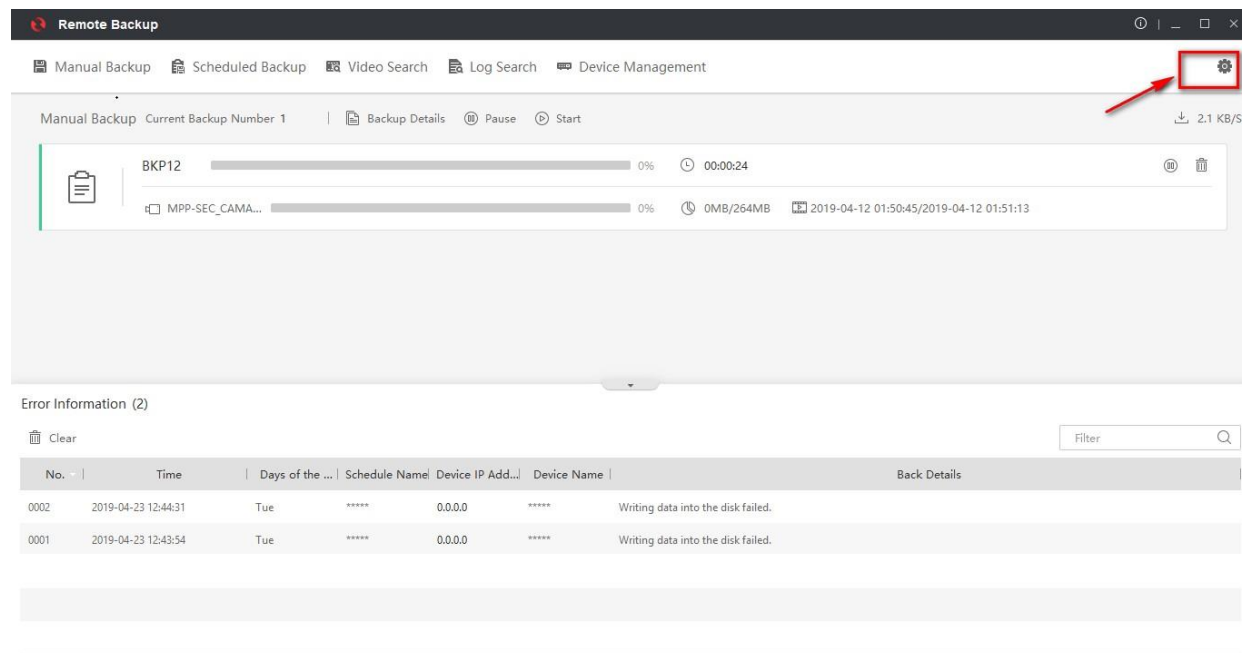
✛Tools and software

8.   Q: Create Storage error on Remote Backup Tool?

Dear customer,

Currently remote backup tool doesn't support to back up the files to network disk.

It is recommended you to go to settings to check the HDD you choose for backup, and choose local disk.

9.   Q: What's the name of application for calculating the require hard disk?

Dear customer,

You can download app' Hikvision Views 'then turn to Calculator.

Or you can following the link: https://tools.hikvision.com/calculatorTool/index.html#/

VS Player

10. Q: Why MP4 format cannot display.

The file format is Mp4. But only some player can play the video normally. Here is the recommended download link: https://www.hikvision.com/en/support/tools/hitool/desktop-tools/
You can choose according to your computer system. If you download the video directly from the SD card, it's not encrypted. If you visit the video history by App, it's encrypted on a new different device."

11. Q: Audio output not coming when i run the backup file in the player

Dear customer,
It is highly recommended to use VS player to play the recording files which recorded by Hikvision device.
Please kindly download VS player by clicking the link
https://www.hikvision.com/en/support/tools/hitool/desktop-tools/   you can choose version according to actual need.

12. Q: I would like to know whether the VSplayer will run on Linux?

SQ: i would like to know whether the player will run on Ubuntu?

  Dear customer,
Sorry to tell you that VS player does not support Linux System.

13. Q: Windows Media Player cannot play video file, the player might not support this file type.

Dear customer,

Whether the video comes from SD card or HDD in NVR/DVR, the recording files need to be decoded by VSPlayer.

We highly recommend you to use VSPlayer to view video. Here is the download link:

https://www.hikvision.com/en/support/tools/hitool/desktop-tools/