



DSS Professional

FAQ

Ver: 7.00.000

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1 Installation and Deployment

1.1 What kind of OS can install DSS Professional?

Answer:

DSS supports the following OS:

OS	Version
windows 7	64 bit ultimate
windows 10	64 bit pro/64 bit enterprise
Windows Server 2008	64 bit

 Note:

The above are recommended versions.

1.2 What kind of performance of server can install DSS Professional?

Answer:

Requirement as follow:

Requirement of DSS Server	
Recommend	CPU: E5-2640 v3@2.60GHz 2.60GHz 8core RAM: 16GB Ethernet port: 1Gps System Disk: 1TB, 500G free for DSS.
Low-end	CPU: E3-1220 v5 @3.00GHz 3.00GHz 4core RAM: 8GB Ethernet port: 1Gps System Disk: 1TB, 500G free for DSS.

 Note:

Actual hardware space must match user's practically need, so parameters here are for reference only.

1.3 Explorer Compatibility of DSS Professional Web Manager.

Answer:

Supported explorer

Explorer	Version
Internet Explorer	IE9 /10/11
Google Chrome	40.0.2214.91 and above
Mozilla Firefox	40.0.2 and above

1.4 What is the re-installation policy of DSS Professional?

Answer:

- 1) Cannot change installation path when you re-install.
- 2) Keep the existing License information, and user can use it after re-installation.
- 3) Current database will be saved, and after re-installation user can still use previous data.

1.5 Why cannot change installation path of DSS Professional?

Answer:

Part of background process of DSS Professional relates to the registry, so in order to avoid two DSS programs installed on the same PC and cause conflict in registry, when current PC has installed DSS Professional already, re-installation will not be able to change path, and it will install to the old directory. If you want to change path of installation, please uninstall DSS Professional first.

1.6 Why does it stuck for a few minutes approaching end of installation process of DSS Professional?

Answer:

It is initializing the database before installation finishes. Length of initialization depends on execution of initialization script by current PC.

1.7 How to set firewall for DSS Professional?

Answer:

In normal conditions, DSS installation program will automatically modify Windows firewall setup, and you do not need to set it. But, if you encounter the firewall configuration problem, you can contact technical support for assistance.

1.8 How to get Control Client of DSS Professional?

Answer:

DSS Control Client is the operation client of DSS Professional. The installation steps are as follows:

- 1) Open Internet Explorer, enter IP address of DSS Professional.
- 2) In DSS Web Manager login page, click PC button below.

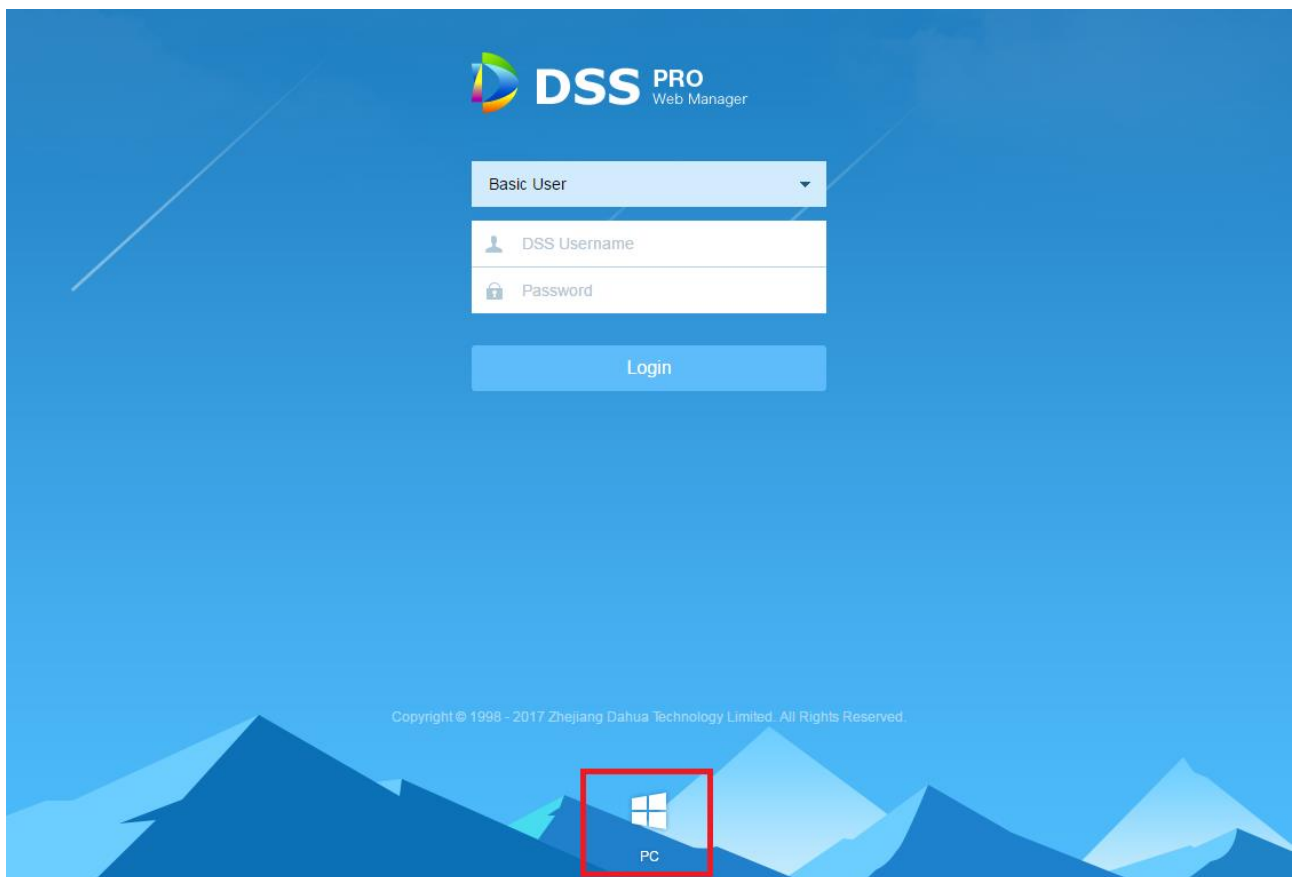


Figure 1-1

- 3) Save file to PC.

1.9 What kinds of change will be made by DSS Professional to the OS?

Answer:

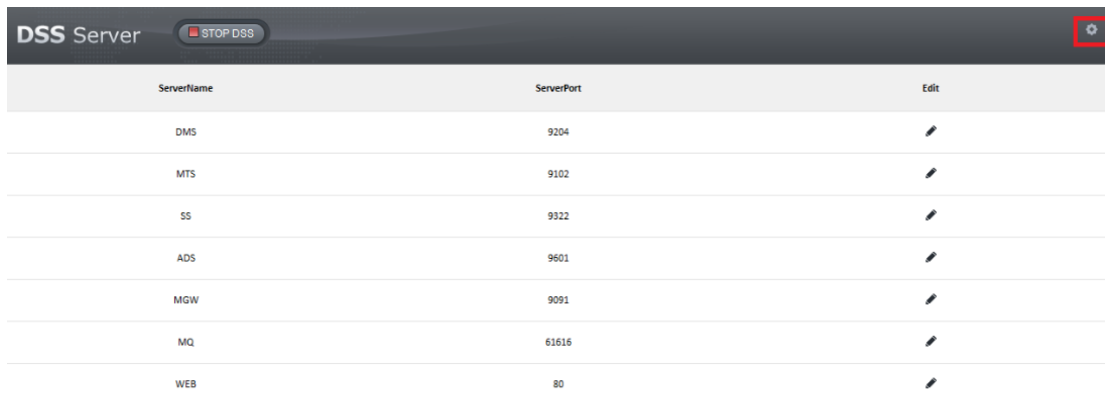
- 1) Install DSS file in installation directory.
- 2) Add start menu and desktop shortcut.
- 3) Set firewall.
- 4) Set local security strategy.
- 5) Add Windows service, names DSS Service.

1.10 How to set LAN/WAN mapping?

Answer:

DSS Professional can be applied on Internet. If a user connect DSS to WAN via router, he shall set:

- Step 1. On DSS Professional installation server desktop click shortcut of DSS Service.
- Step 2. Click config button, to open config interface.










ServerName	ServerPort	Edit
DMS	9204	
MTS	9102	
SS	9322	
ADS	9601	
MGW	9091	
ML	61616	
WEB	80	

Figure 1-2

- Step 3. Enter Mapping IP (WAN IP of router).

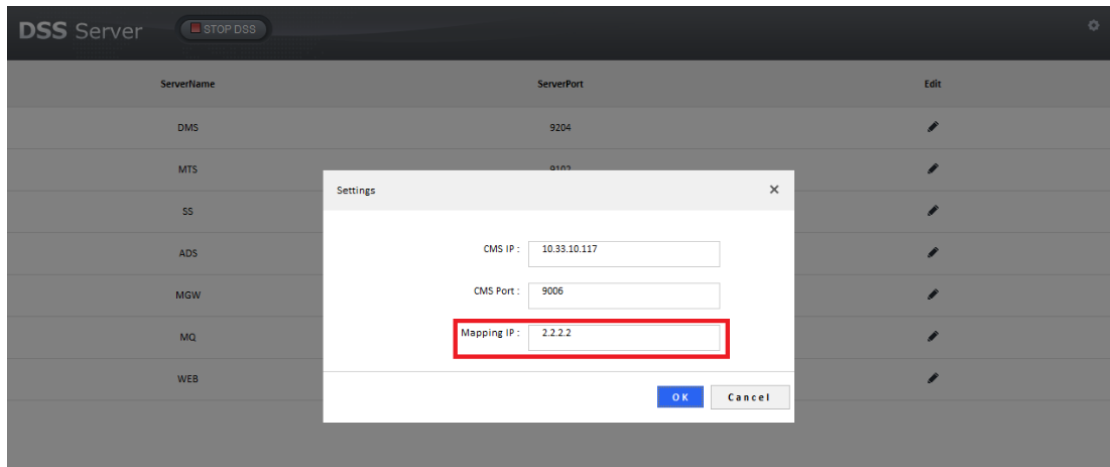


Figure 1-3

Step 4. Modify conflict port (if no conflict, then no need to change).

Step 5. Change port mapping, make DMZ mapping on router or make virtual mapping to complete. (DMZ config shall refer to router user’s manual)

If you encounter LAN/WAN problem, you can contact technical support for assistance.



Note:

If you cannot make DMZ mapping, then you shall make port mapping, please contact technical support to get list of open port.

1.11 How to stop background process of DSS Professional?

Answer:

- 1) Temporary close: Enter DSS Server config page, click stop.
- 2) Permanent close: Enter server config and change DSS Server boot mode to manual, and close it.

1.12 How to boot up DSS Professional background process?

Answer:

DSS Professional has been registered as a background service, which boots up automatically by default. If current process stops, then you can quickly boot up again via shortcut on desktop. Step:

Step 1. Login DSS Professional installation server.

Step 2. Double click DSS Server shortcut icon on desktop.

Step 3. Login DSS Web Manager to view status of each server and make sure they work as normal.

Overview

Status:	Online	Offline
Device:	10	3
User:	1	0
Service:	8	0
HDD		

The screenshot shows the DSS Web Manager interface. The top navigation bar includes 'Home', 'Statistics', and a user profile 'Hi, system'. The left sidebar contains 'Server Status', 'Device Status', 'User Status', and 'Device Health Report'. The main content area is titled 'Device Status' and features a 'Real Time' tab and a 'History' tab. Below the tabs, there is a search bar and an 'Export' button. The main table displays a list of devices with the following columns: Device ID, Status, Device Name, Org, and IP/Domain.

Device ID	Status	Device Name	Org	IP/Domain
1000012	Online	10.15.114.254	root	10.15.114.254
1000011	Online	10.15.114.161	root	10.15.114.161
1000010	Online	10.15.114.141	root	10.15.114.141
1000009	Online	10.15.114.20	root	10.15.114.20
1000008	Online	10.15.23.211	root	10.15.23.211
1000007	Online	10.15.23.102	root	10.15.23.102
1000006	Online	10.15.23.69	root	10.15.23.69
1000005	Online	10.15.9.108	root	10.15.9.108

2 License

2.1 The functions of DSS Professional without license

Answer:

Function	Trial Apply	Trial time
Basic CCTV (32 channels)	No	90days
BI	Yes	90days

2.2 How to get DSS Professional License?

Answer:

Currently DSS Professional only supports to get offline License, so if you want to take a trial or buy License formally, please contact salesperson.

2.3 How to control License of DSS Professional?

Answer:

License includes hardware information related to DSS Professional installation server, and can be used only on current server. If you want to change server, please contact salesperson.

3 Operating system parameter modification

3.1 Modify the server system time has any effect on DSS Professional?


Answer:

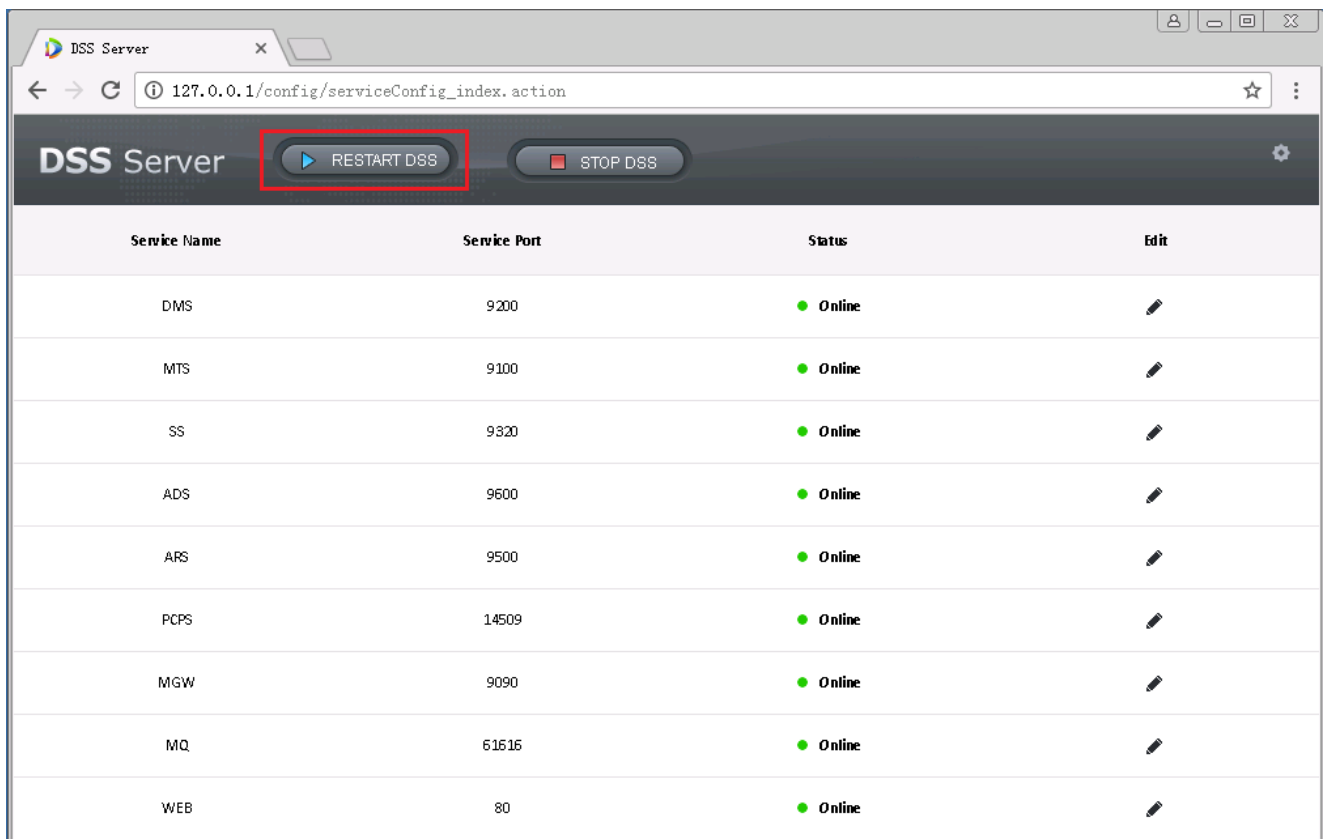
After modifying the DSS server system time, we need reboot all the service of DSS professional. Step as follow:



Step1. Double click the icon  DSS Server on the desktop.



Step2. Click the button  on the fellow webpage to restart the DSS service.



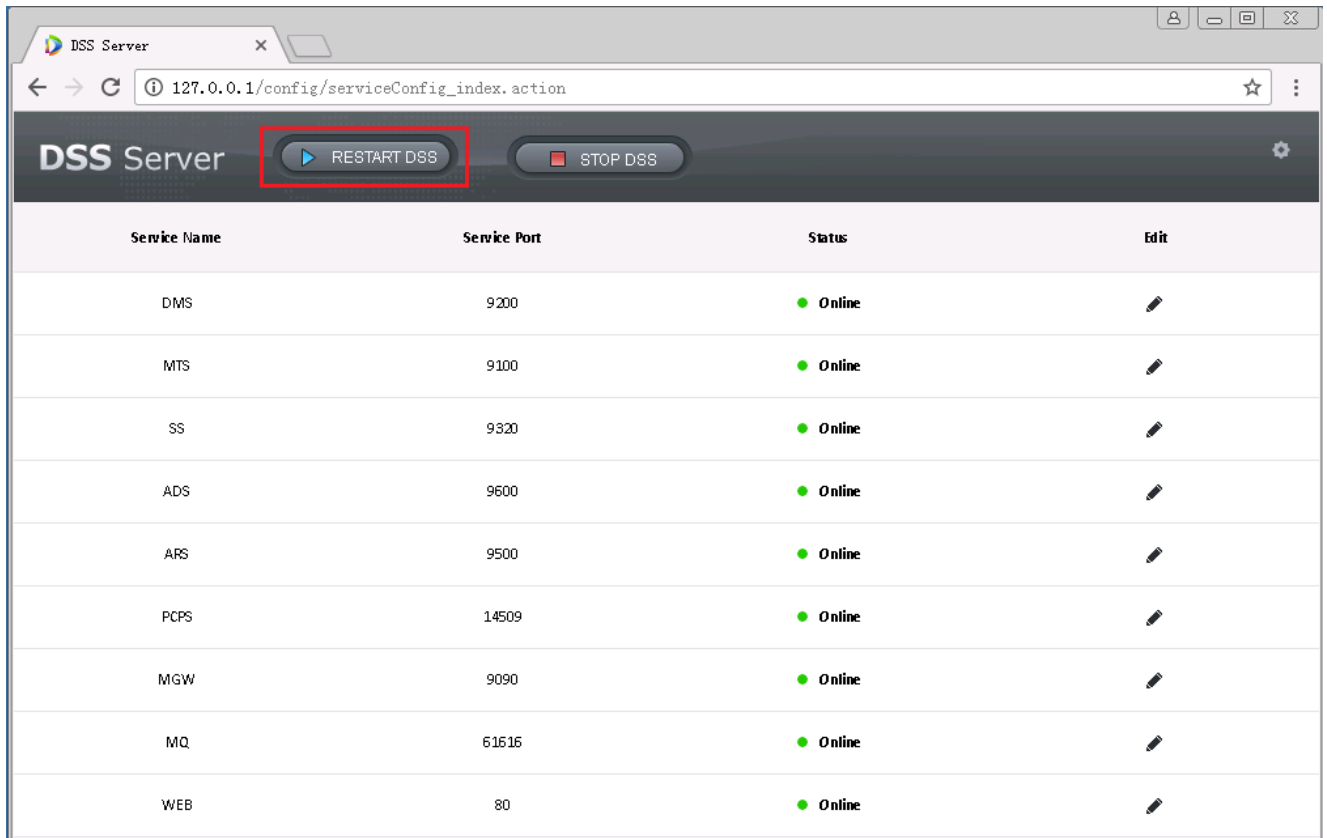
3.2 What is the effect of modifying the server IP address on DSS Professional?

Answer:

After modifying the DSS server IP address, we need reboot all the service of DSS professional. Step as follow:

Step1. Double click the icon  DSS Server on the desktop.

Step2. Click the button  on the fellow webpage to restart the DSS service.



4 Version Upgrade

4.1 Key Issues before Upgrading

Answer:

- 1) To protect data, please back up data before upgrading system. You can back up data via Backup function on Web Manager.
- 2) Make sure your target version is later than current version.
- 3) Make sure your target version can be upgrades directly from current version, and you can contact technical support to confirm.
- 4) If you see restriction on installation pack, please stop upgrading immediately and contact technical support to back up data.

4.2 How to continue use of License after upgrading?

Answer:

For re-installation, License is still available, no need to import again. If you uninstall and install software and cannot find License, you can contact salesperson.

4.3 How to migrate data?

Answer:

If you want to change server, and install DSS Professional to other server, steps:

Step 1. Install DSS Professional on new server, its version shall match DSS Professional version on current server.

Step 2. Manually back up data on old server via Backup function of Web Manager.

Step 3. Restore backed up data on new server via Restore function of Web Manager.

Step 4. Extract authorization file on Web Manager Homepage and contact salesperson to re-apply License.

5 Add Device

5.1 Why there is no device in auto find device?

Answer:

Current Auto searching device uses multicast and broadcast for network of Ethernet card. For multiple Ethernet cards, each Ethernet card needs 2 minutes of time tour. When DSS Professional just boots up, the same segment of the first Ethernet card may not have related devices, so you cannot search out device.

If a certain network segment has device, then you can search device by certain segment.

5.2 Failed to add device, why?

Answer:

Possible causes are:

- 1) Number of encode channel exceeds limit.
- 2) Incorrect parameter of device.
- 3) The IP is added in DSS Professional already.
- 4) Auto register device has ID repeated.

If you cannot add device and cannot solve the problem, please contact technical support.

5.3 Some device config auto goes to config page, but some cannot, why?

Answer:

Our encoding program has been updating, so the latest version of device support direct jump of page, but older version of device does not.

5.4 What kind of devices can be added to DSS Professional ?

Answer:

Encoder, Decoder, Video Wall, Alarm Host, Matrix Device.

5.5 Why are device offline?

Answer:

General device offline:

- 1) Login parameter of the device has been changed.
- 2) Device login account is locked (Other network attempted to login this account but input password was wrong, so account is locked).
- 3) Exceed device capacity, current device has limit of connections, so if exceed this limit, the device will become offline.
- 4) Network of the device is damaged.
- 5) Device manager of DSS Professional has error which cause device to be offline, such as full memory.

Auto register device:

- 1) Network error between auto register server and device.
- 2) Device login parameter has changed.
- 3) IP address or port info set on platform are wrong.
- 4) DSS platform auto register port (default 9500) has error.
- 5) ARS or DMS of DSS is offline.

5.6 Why is auto gotten info wrong?

Answer:

Getting info is based on the protocol between platform and device, if the info is wrong, then it must be due to

incompatibility of protocol. Please contact technical support for assistance.

5.7 How to group device?

Answer:

Method 1:

When you add device, you can set group.

The screenshot shows a web-based configuration window titled "Add All". It features two tabs: "1. Login Information." (the active tab) and "2. Device Information". The "Login Information" section includes the following fields:

- Protocol: Dahua
- Manufacturer: Dahua
- Add Type: IP Address
- Device Category: Encoder
- IP Address: * (required)
- Device Port: * 37777 (required)
- User: * admin (required)
- Password:
- Org: root (highlighted with a red box, with a dropdown menu open showing options like "root" and "2314322314322314322")
- Video Server: (partially visible)

At the bottom of the dialog, there are "Add" and "Cancel" buttons.

Figure 5-1
12

Method 2:

After you add device, you can set group in organization manager.

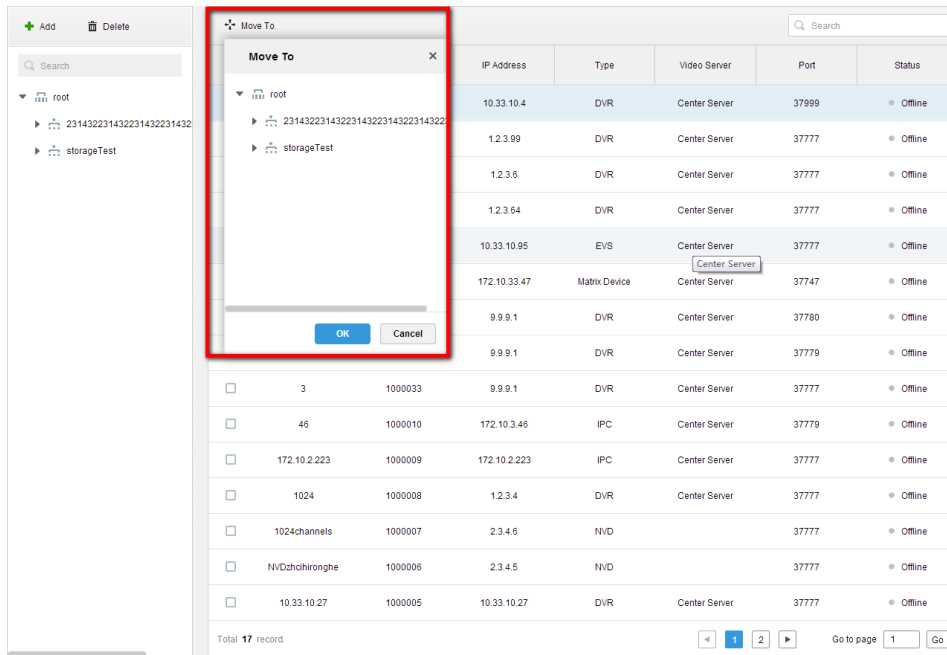


Figure 5-2

6 User and role

6.1 What is the relationship between user and role?

Answer:

One user can have more than one roles, and one roles can be used by more than one user.

When a user have many roles, the user's permissions are the union of these roles.

6.2 How to control device permission range?

Answer:

For a new role, the following is device permission and control permission config.

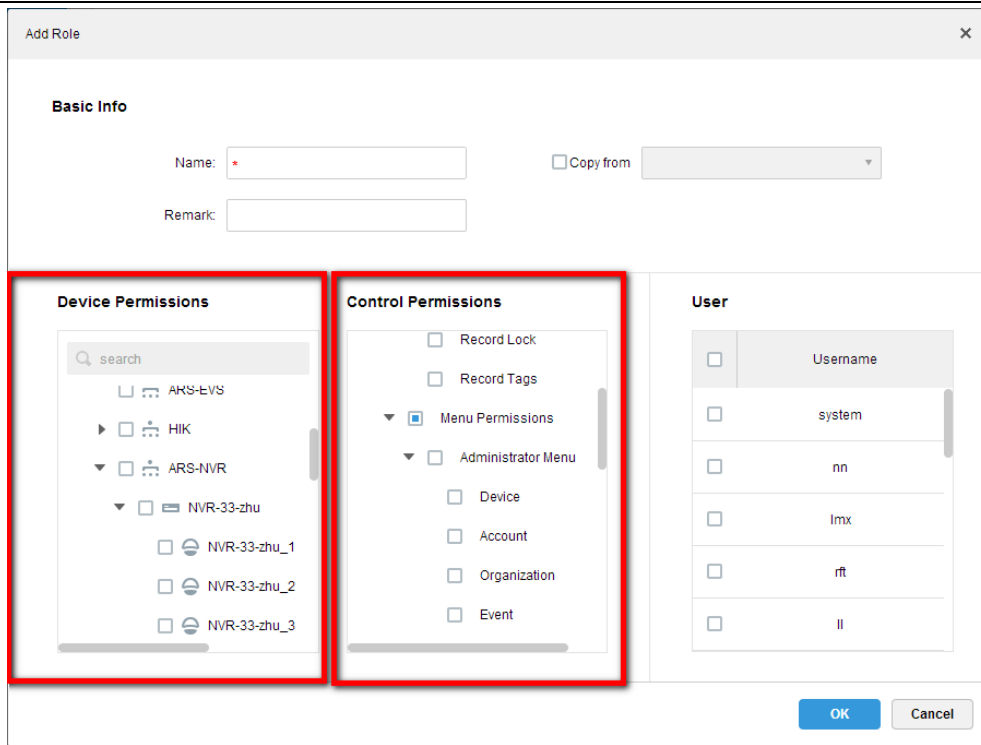


Figure 6-1

6.3 How to import user of one domain and set permission?

Answer:

Domain user is a convenient, safe and quick user system, so DSS Professional adopts this domain user system.

Step 1. Enter System Config page, enable active directory and follow parameters below to set active directory parameters.

Please contact domain administrator for parameters.

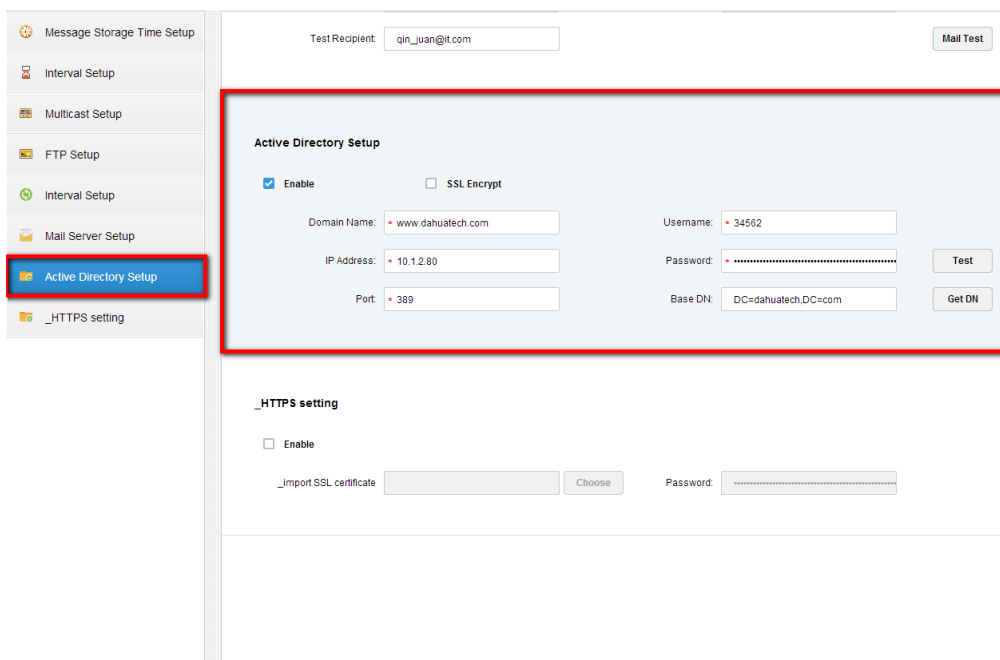


Figure 6-2

Step 2. Enter user interface, click domain user import, search target user keyword to quickly find. Check user, click Next.

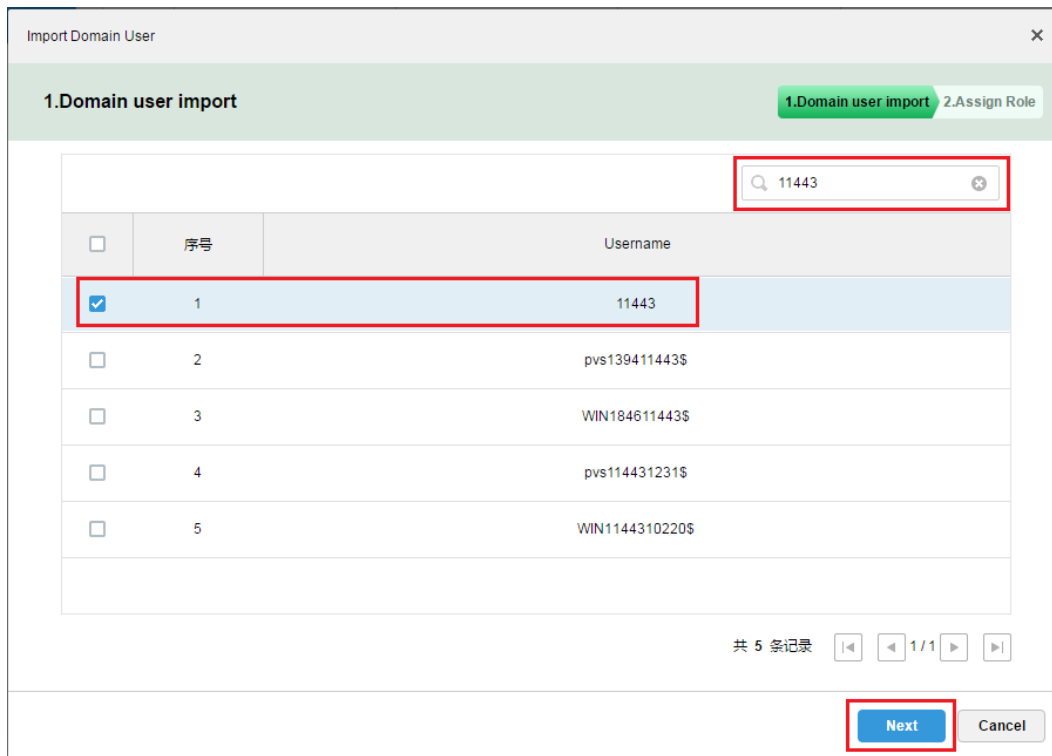


Figure 6-3

Step 3. Check corresponding role of user.

7 Live Preview

7.1 How to set whether request sub stream or not according to window split?

Answer:

Enter control client local config page, select Video option, and you can set Stream Type to control window split stream open strategy. Default is 9-split, as 9-split and below will cause system to open main stream by default. Other high splits will cause system to open sub stream.

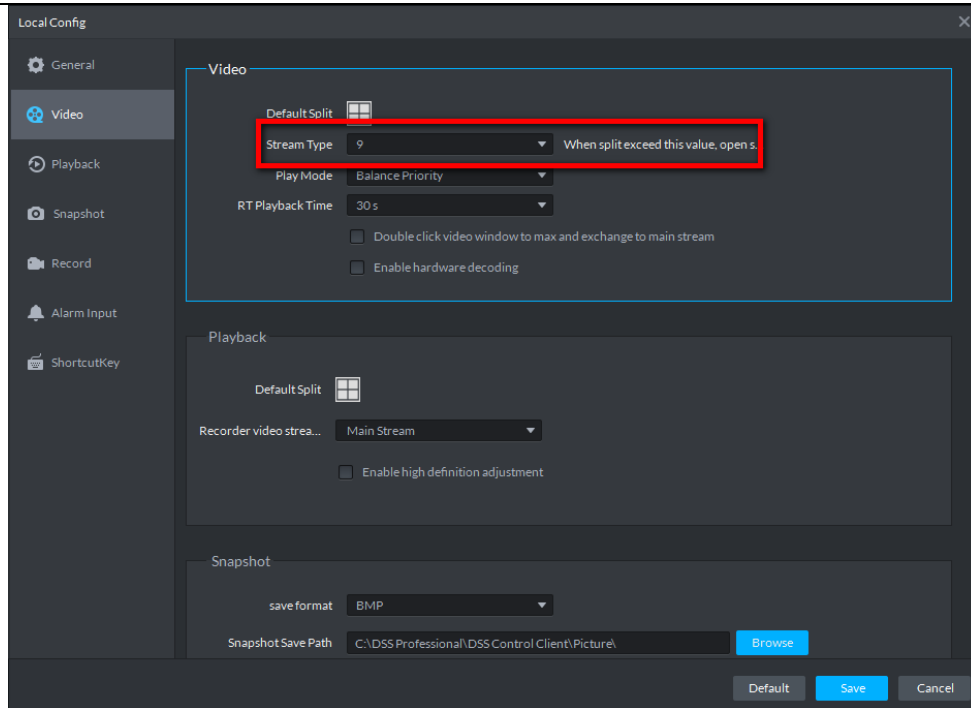


Figure 7-1

7.2 Why does stream request fail?

Answer:

1. Wrong LAN/WAN mapping. This situation is mainly due to deployment in LAN/WAN environment, and in general device is online, but stream request fails.
2. Forward server may under high pressure already, or it is offline.
3. Device issue. Device login in may be tampered, or device login user has reached limit.

In this case, please contact technical support.

7.3 Why does video lag?

Answer:

Main reasons:

- 1) In poor network condition, bit stream demand cannot be matched, so video lags.
- 2) It exceeds server forward capacity. For example, a server has forward capacity if 700M, but actual forward amount exceeds 700M.
- 3) Ethernet cable capacity is exceeded.
- 4) PC performance is poor since decoding CPU or memory cannot meet demand of normal display.

- 5) Encoding issue, since encoding is not fast enough as needed.

When video lags, please contact technical support.

7.4 Why does a speed dome cannot operate PTZ?

Answer:

- 1) The video channel does not have PTZ function.
- 2) The video channel has PTZ function, but this function is not enabled in device manager, see figure below, select Dome Camera.

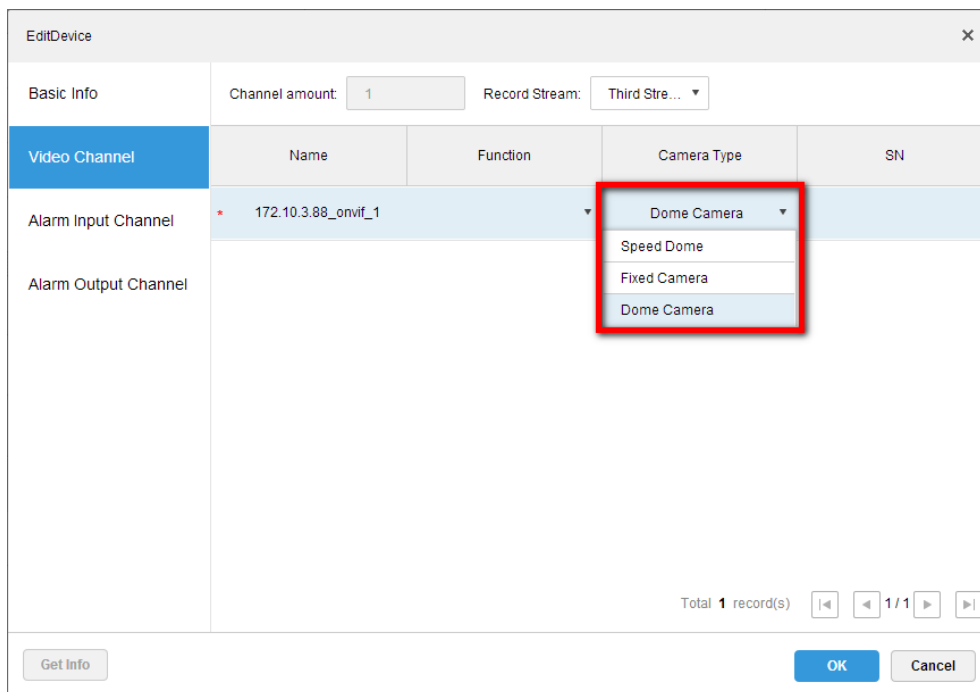


Figure 7-2

- 3) The video channel has been locked by user with higher PTZ permission.

Please contact technical support.

7.5 What parameters does PC decoding capacity depend on?

Answer:

Currently PC mainly decodes by soft decoding which depends on CPU performance. Meantime decoding relates to cache and thus consuming memory, so PC decoding mainly depends on CPU and memory.

7.6 How to set stream parameter?

Answer:

You shall enter device config page to set. A user can select to enter explorer for login, or click link in DSS device manager interface.

IP Address	Type	Port
172.10.1.30	DVR	37777
172.10.1.31	DVR	37777
172.10.1.32	NVR	37777
172.10.1.34	NVR	37734

Encode	IP Address	Device Name	Type	Org	Status	Offline Cause	Operation
1000026	10.2.36.3	222	DVR	8	Offline	Main connection failed.	
1000019	172.10.1.34	ARS232	NVR	ARS-NVR	Offline	Main connection failed.	
1000006	172.10.1.1	NVR-33-zhu	NVR	ARS-NVR	Offline	Main connection failed.	
1000029	20.2.41.177	EVS-177	EVS	csf	Online		
1000028	172.10.3.75	ipc75	SmartIPC	root	Online		
1000027	172.10.1.129	ONVIF 129	IPC	csf	Online		
1000025	192.168.1.213	NVR123	NVR	root	Online		

Figure 7-3

7.7 How to batch video?

Answer:

- 1) Double click, drag organization or device node containing multiple video resources.
- 2) Double click, drag favorites containing multiple video resources.
- 3) View video node, this node containing multiple video resources.

7.8 How to quickly save important video channel?

Answer:

- 1) Save video channel and split as view.

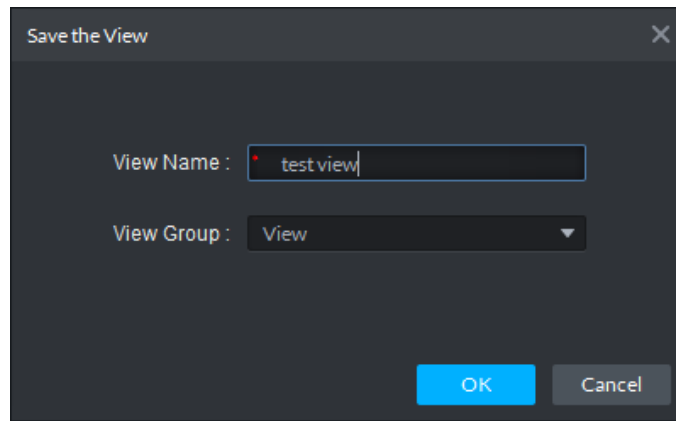


Figure 7-4

2) Save video source to favorite.

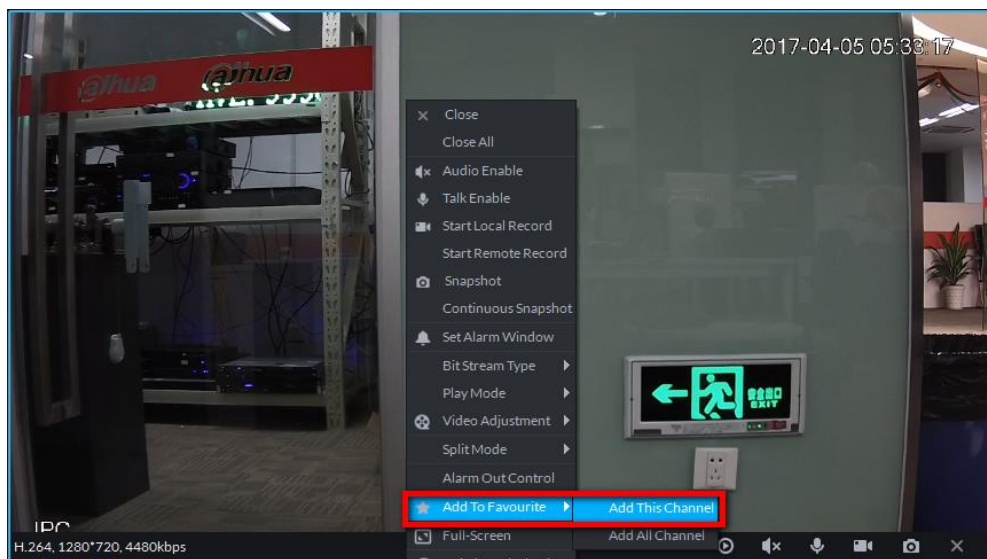


Figure 7-5

7.9 Why does instant play fail?

Answer:

Because instant play is video before the selected time of playback device record or center record, so the common reason is that there is no record of the channel, including record on device and server.

8 Record

8.1 Record tag is not shown on colander, why?

Answer:

For user convenience, we mark date which has record. For those date failed to be marked and has record, it is due to that device does not support protocol when record exists. Hik and ONVIF device do not have this function.

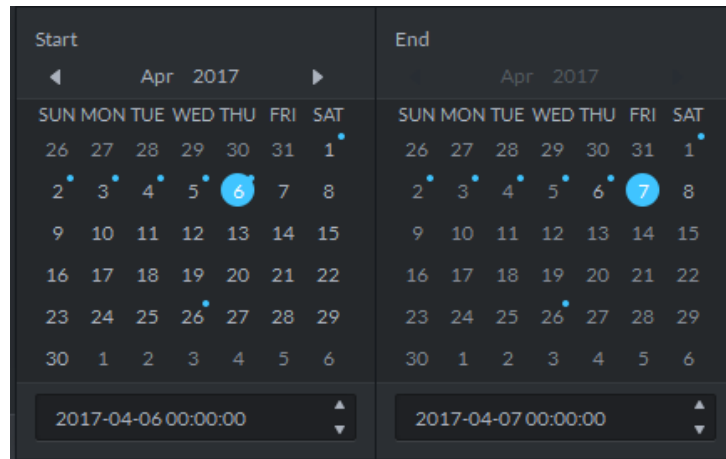


Figure 8-1

8.2 Why cannot I search record?

Answer:

- 1) If you select a recording on a recorder, you need to make sure that the recorder is online and that there is video during that time.
- 2) If you select a video on the server, you need to ensure that there is video on that server for that time period.
- 3) Storage service has failure, storage services is to support the background of the video search process, you need to ensure that the normal to check the video;

For conditions not described here, please contact technical support.

8.3 Why does playback fail?

Answer:

- 1) No storage plan on the corresponding storage object resulted in no video recording;
- 2) Storage service has failure, storage service is to support the video viewing background process, need to ensure that the

normal to view the video;

- 3) Device login parameters are modified, if the device login information is modified, and DSS Professional is not updated, will lead to playback failure;
- 4) Network problems, when the environment network has failure, there will be playback failure;

Please contact technical support.

8.4 During play, progress bar is not showing record, why?

Answer:

Generally because the video stream time and the actual timestamp does not correspond to the lead. To ensure that the time behind is correct, it is generally necessary to keep the actual bit stream time consistent with the storage object (possibly the recorder or the storage service). You can use the device timing feature in the Manager to keep the front-end device time consistent with the DSS server time.

8.5 What are classifications of record?

Answer:

- 1) Sorted by storage location, divided into the recording on the recorder and stored on the server video.



Note:

The record stored on the recorder include not only NVR, DVR, such as the traditional recorder, but also the presence of IPC on the SD card video.

- 2) According to the video trigger cause classification, it can be divided into general video, motion detection video, alarm video and so on.

8.6 What are limits of playback? Why?

Answer:

The main limit are the speed of decoding and the speed of the network; in general, for higher definition of bit stream, the more quickly the speed time multiple will be more restrictive; with poor network PC, there will be some restrictions;

8.7 Why does backward play fail?

Answer:

Backward play failure is generally because the device backward play protocol and platform to achieve the inconsistency; the current platform for newer devices to achieve the advanced play. If you encounter the situation where the backward play function is not available, you may need to modify the program implementation.

In addition, Onvif, Hik device has not yet achieved backward play function.

8.8 Why there is error in sync playback?

Answer:

Synchronous playback error is mainly because the timing of each channel is not the same, the error over time to a certain extent will be more obvious, has been done in the control of the play, so that the visual feeling is synchronized playback.

In addition, synchronous playback control currently only supports our device;

8.9 Rule of record cut name?

Answer:

See figure below, you can set four group of record rule: channel name+time, channel no.+ time, time+channel name, and time+channel no.

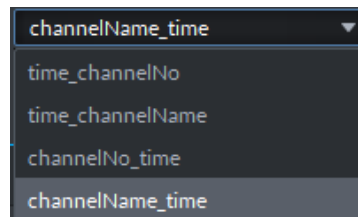


Figure 8-2

8.10 How to download record?

Answer:

You can download record by time, file, and tag.

8.11 Why does record download fail?

Answer:

Some of the reasons for the failure of video download can refer to the reasons for playback failure, and the possible reasons are as follows:

- 1) The target folder is full.
- 2) No target folder writing permission, if in the higher security level operating system using the normal user login operating system.

9 Video Wall

9.1 How to set video wall layout?

Answer:

In a variety of situations, a user needs to use the video wall function, before use, the user needs to follow the following steps to create a video wall layout.

Step 1. Enter Web Manager, open Video Wall setup interface.

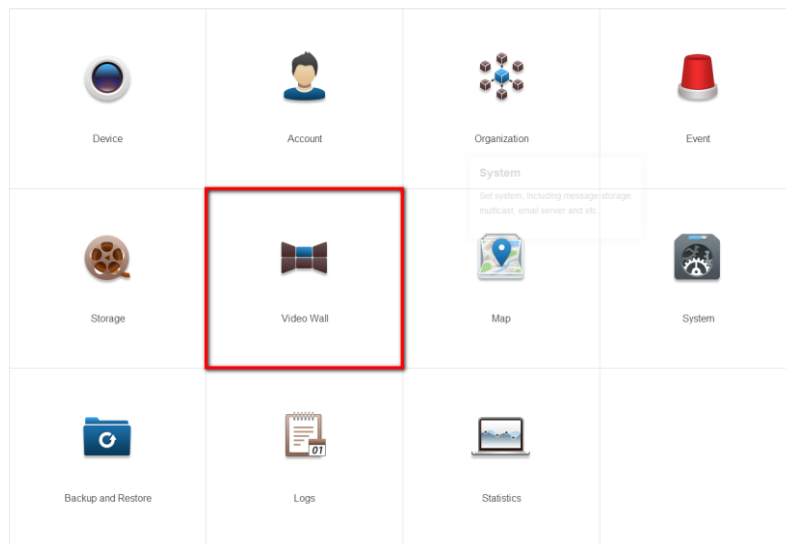


Figure 9-1

Step 2. Enter Video Wall setup interface, click +, create a layout.

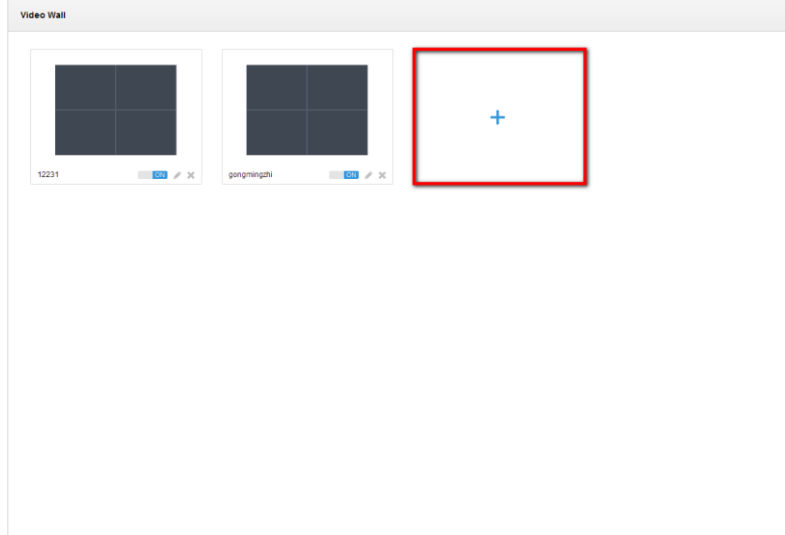


Figure 9-2

Step 3. Create a virtual split layout according to the actual video wall layout and create a name for your layout.

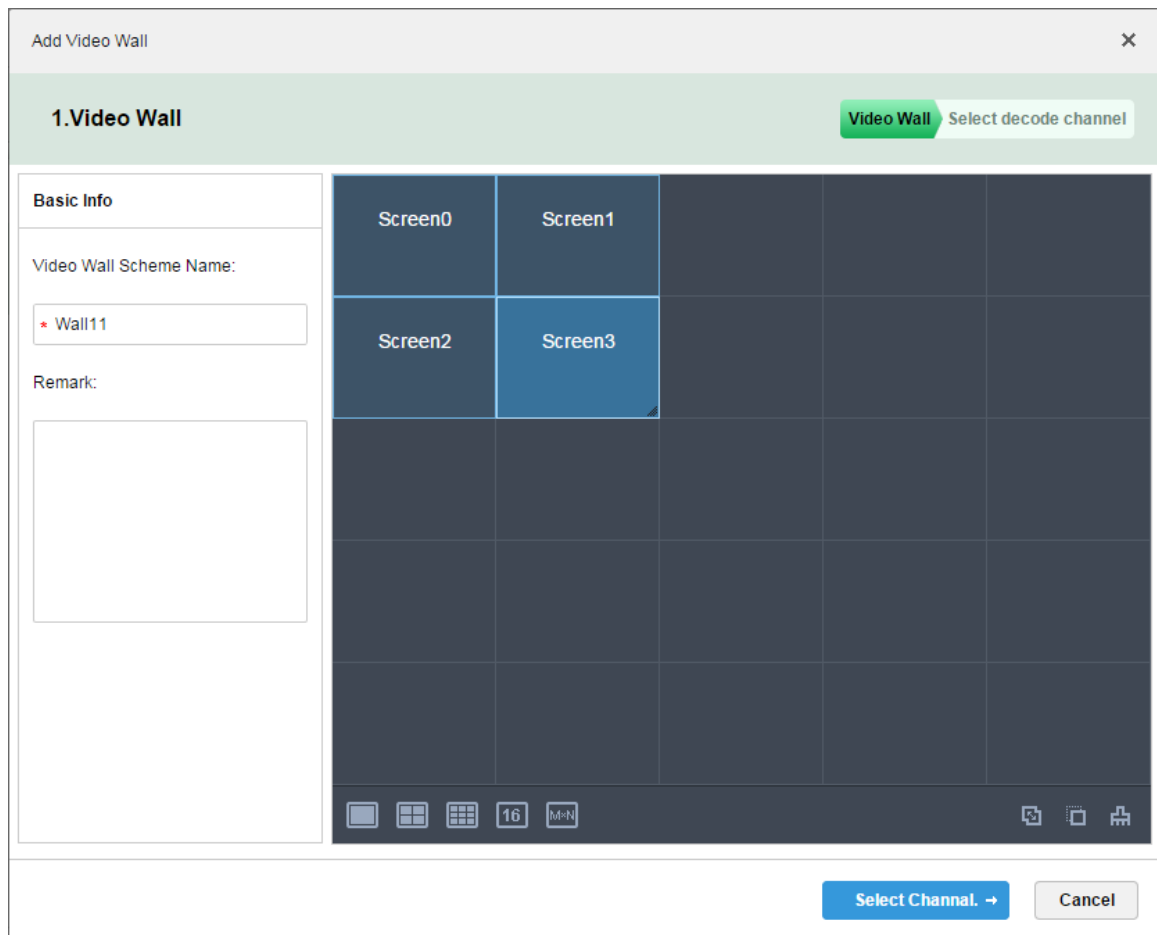


Figure 9-3

To be more flexible, the default layout is 5 * 5 split shading; when the drag of more than 5 * 5 split, the shading will automatically add.

Step 4. To bind a video channel decoding channel on analog video wall, it needs to be consistent with the physical

connection.

The figure below shows that the first channel of the decoder M70 is physically output to Screen4.

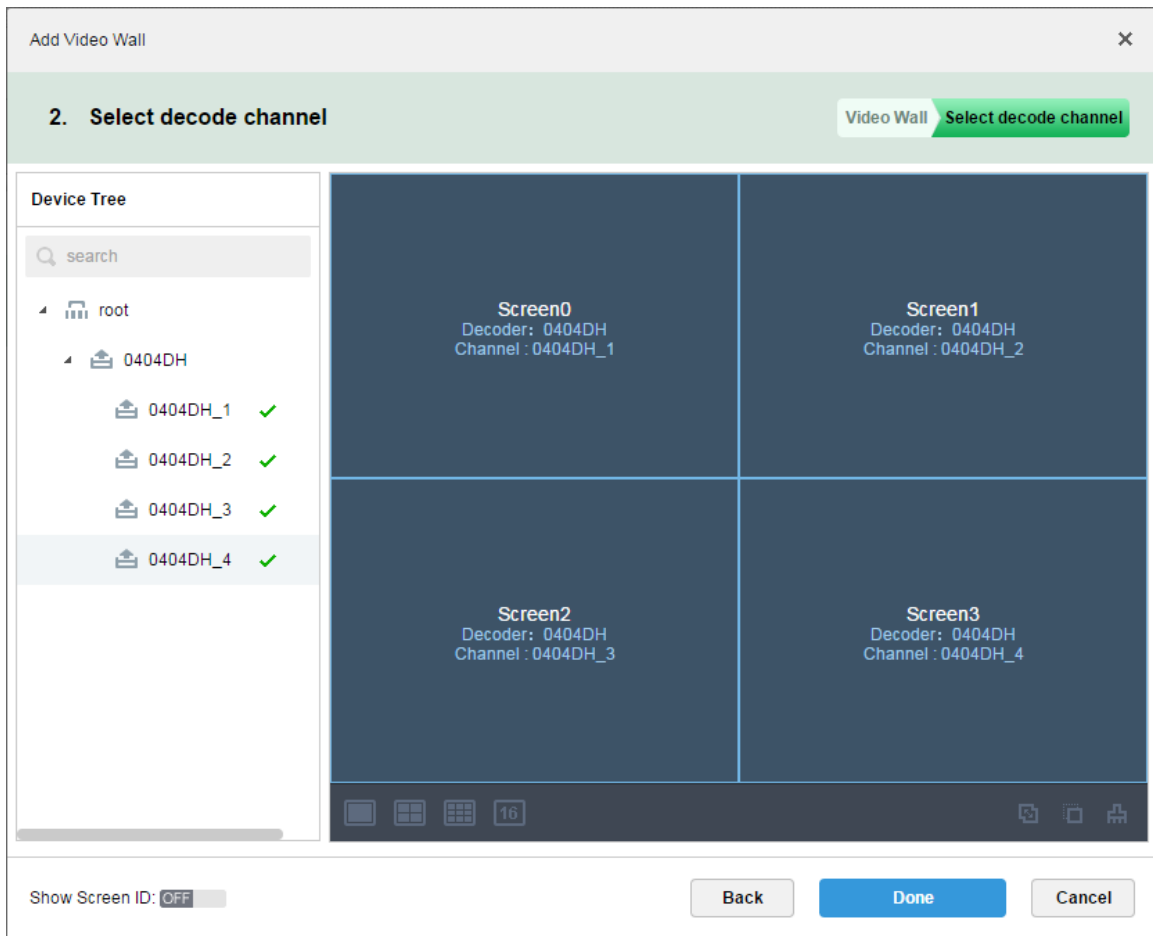


Figure 9-4

Now a layout is complete.

9.2 How to set one video wall task?

Answer:

Video wall is the most commonly used scene is a common video to form a configuration. This configuration needs to be done in the operation client, click Save or Save to save the current output to video wall scene as a task.

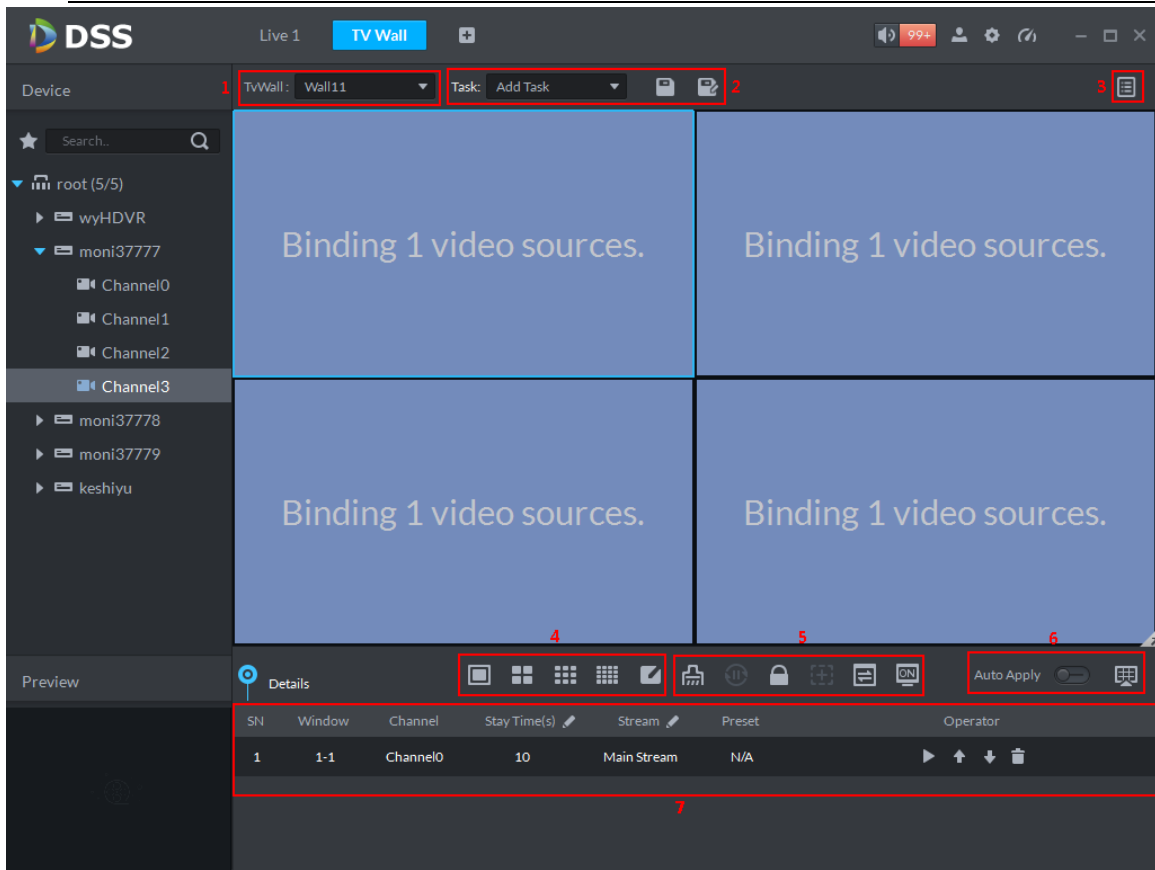


Figure 9-5

9.3 How to set one video which decode to video wall?

Answer:

You can drag the video source directly to the video wall window; if the Auto Apply at the lower permission corner is turned on immediately said to video wall.

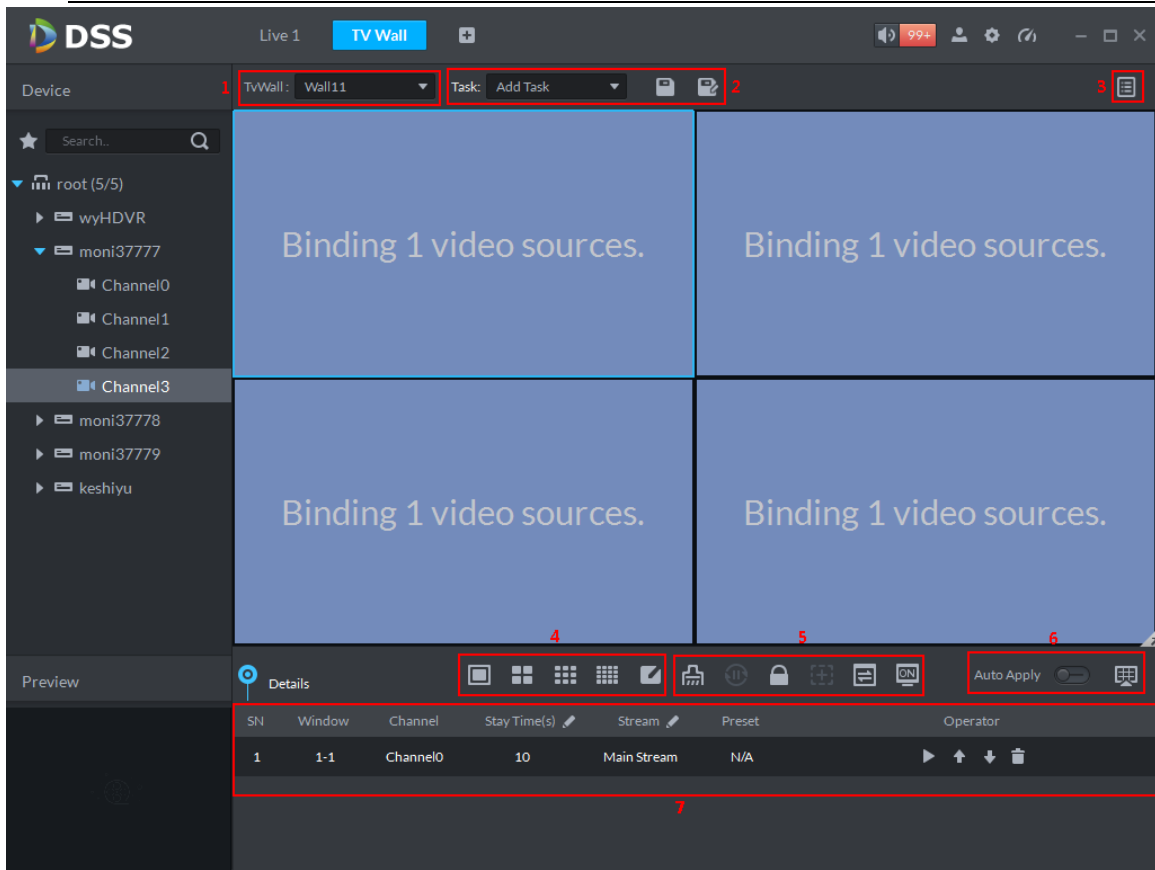


Figure 9-6

9.4 How to set multiple video window tour?

Answer:

- 1) Drag a device (including multiple video channels) to the video wall window.
- 2) Drag an organization (including multiple video channels) to the video wall window.
- 3) Drag a collection (including multiple video channels) to the video wall window.

Note:

Each video wall window max support 100 video channels dragged.

9.5 Why does split fail?

Answer:

Video wall window supports segmentation to support more display video channels. Split failure is generally beyond the scope of decoding equipment decoding capabilities;

10 Upload Alarm and Alarm Config

10.1 What is the definition of alarm source?

Answer:

In order to better set alarm scheme, DSS Professional increase the event configuration on Web Manager. An event configuration can contain multiple alarm sources, and an alarm source is defined as a single target that can trigger an alarm event. For example, motion detection of video channel A and disk of device B are both considered as one alarm source;

10.2 Which alarm link can be set?

Answer:

Currently DSS Profession can set the following alarm links:

- 1) Video record and client live preview.
- 2) Speed dome preset.
- 3) Alarm output response.
- 4) Video output to video wall.
- 5) Email.

10.3 How are alarm and user linked?

Answer:

- 1) Non-system class alarm and user association depend on user permission configuration. If you have administrative permission for a device, you can receive all the relevant alarms of that device.
- 2) System alarm can be received by all users, while has nothing to do with the user.

10.4 Alarm is not uploaded, why?

Answer:

- 1) Corresponding user has no right to configure device.
- 2) For alarm device, you have not set alarm upload parameter on device or parameter is not correct.

- 3) If you have not set alarm scheme, you will not receive corresponding alarm.
- 4) Time is not within alarm scheme time template range.

10.5 What types of alarm are included by DSS Professional?

Answer:

Currently it includes:

Type	Alarm Type
Device Alarm	Disk full
	Disk error
	Device offline
Video Channel	Video loss
	Motion Detection
	Tempering
	Channel offline
Alarm Input	External alarm
Alarm Controller	Alarm controller alarm
	Fire alarm
	Invalid zone
	Low battery
	City GRID outage
Thermal Image	Flame point alarm
	Abnormal point alarm

10.6 How to open alarm link live video?

Answer:

In alarm scheme list, if it has set alarm link video, then you can select the following methods to open link video:

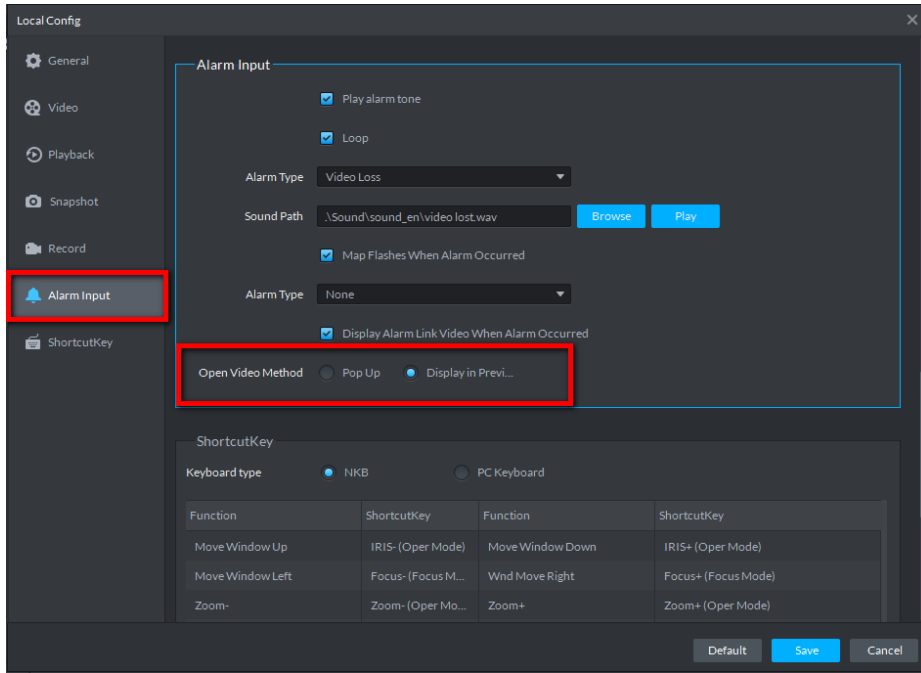


Figure 10-1

1) In live preview interface, see effect as follows:

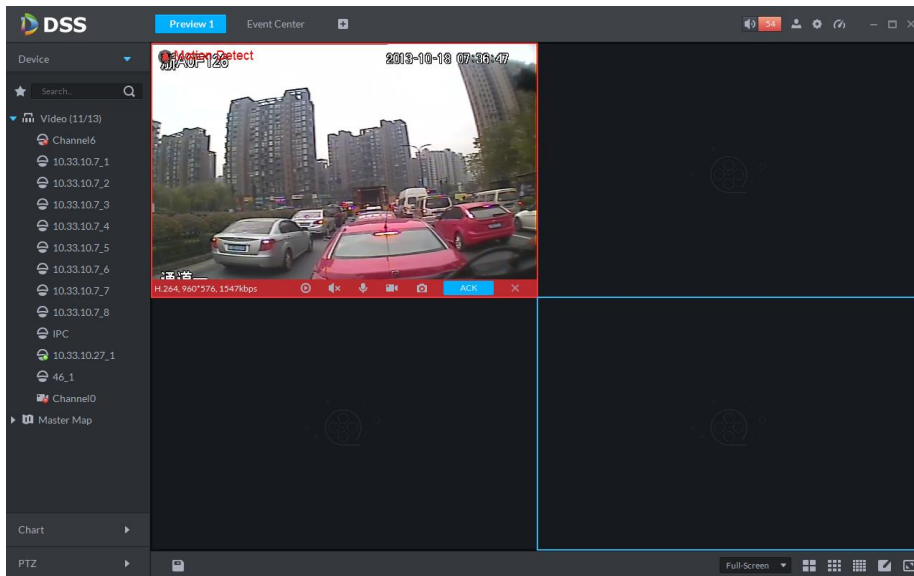


Figure 10-2

2) Open video in pop-up, see effect as follows:

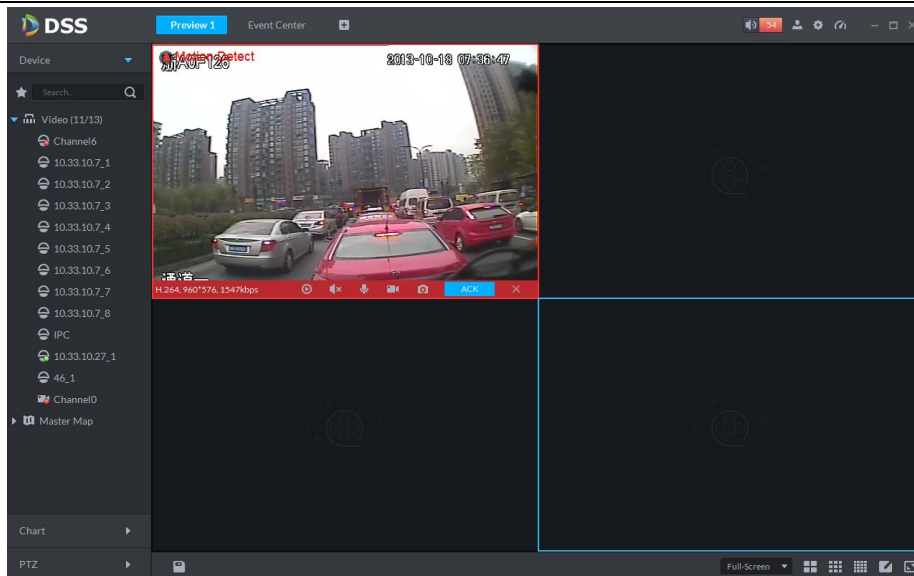


Figure 10-3

11 Map

11.1 What types of e-map are supported by DSS Professional?

Answer:

It supports Google online, Google offline and raster map.

11.2 How to set Google map by DSS Professional?

Answer:

It supports Google online and Google offline map.

Step 1. Login Web Manager, open Map config page.

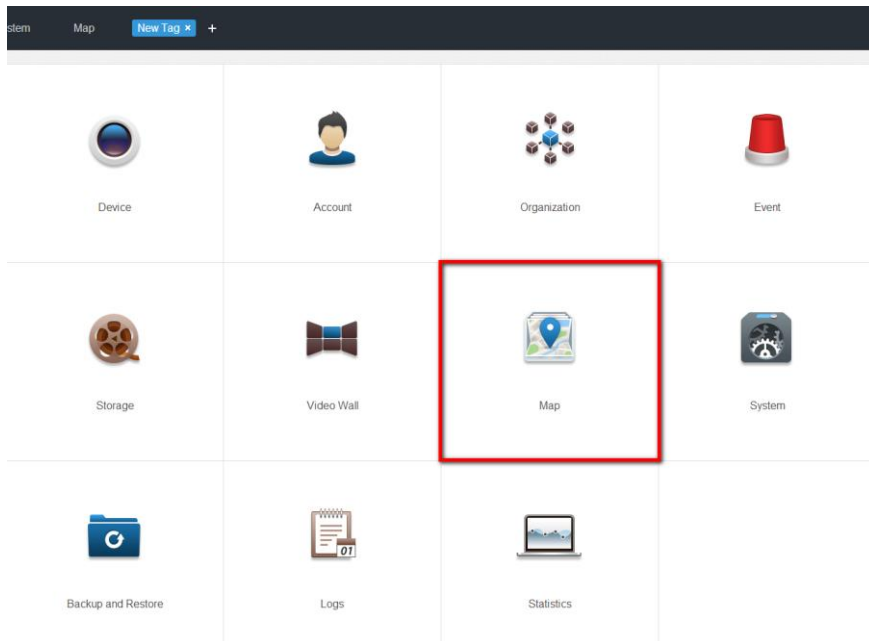


Figure 11-1

Step 2. Enter Google map config page, click Google map edit button to open config page and fill in correct parameter, click OK. If it is offline map, then you shall import offline map data (refer to how to get offline map data). Return to map config homepage, click OFF to enable Google map.

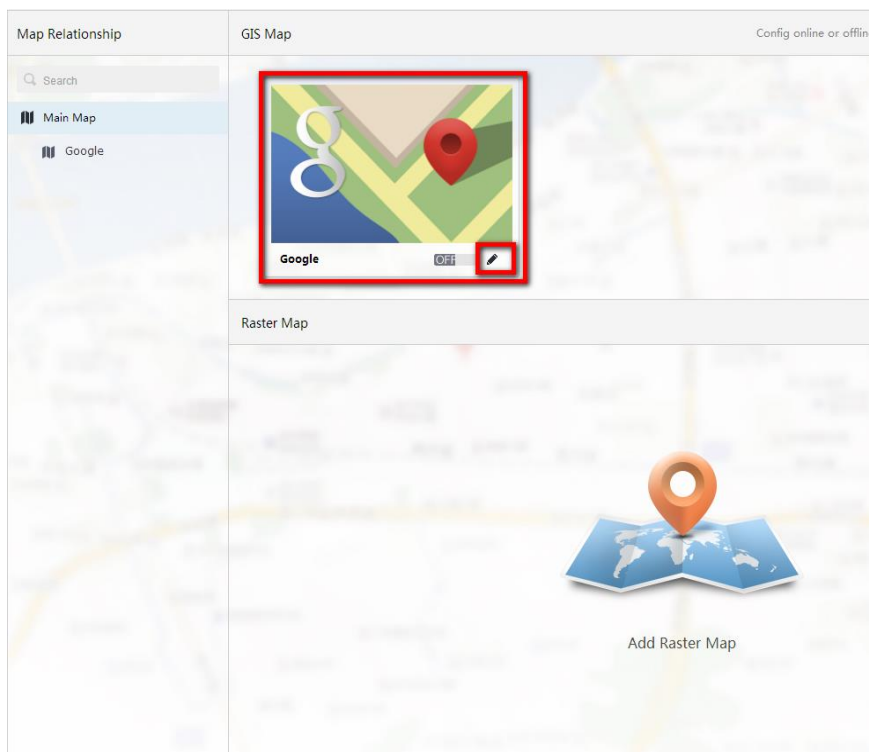


Figure 11-2

You can set parameter:

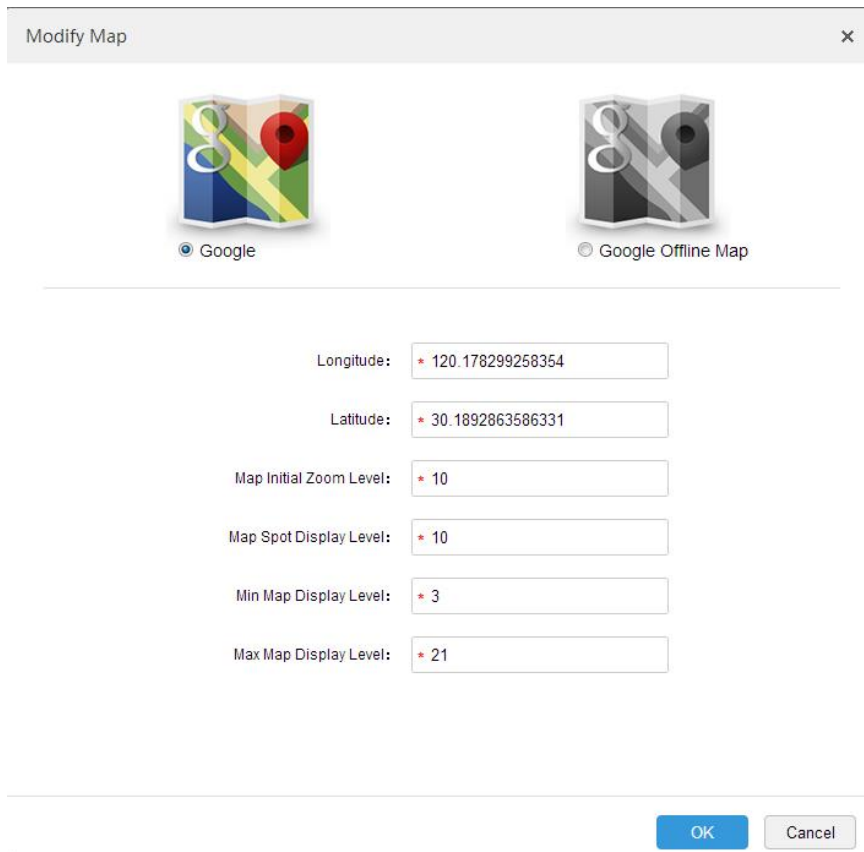


Figure 11-3

Step 3. Click Google icon on map, open map device position config page and move device to actual map position.

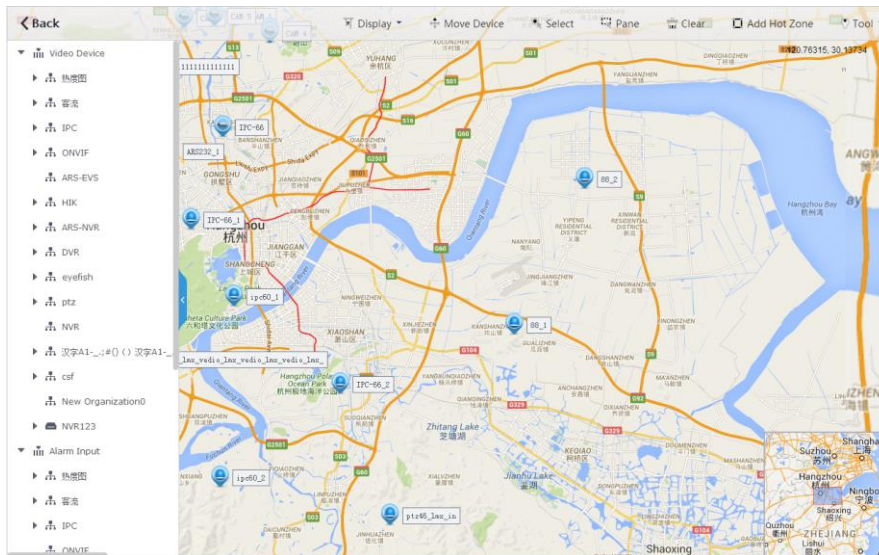


Figure 11-4

Step 4. Open control client to browse map.

11.3 How to set raster map?

Answer:

DSS Professional supports raster map config:

Step 1. Login Web Manager, open Map config page, click Add Raster Map button.

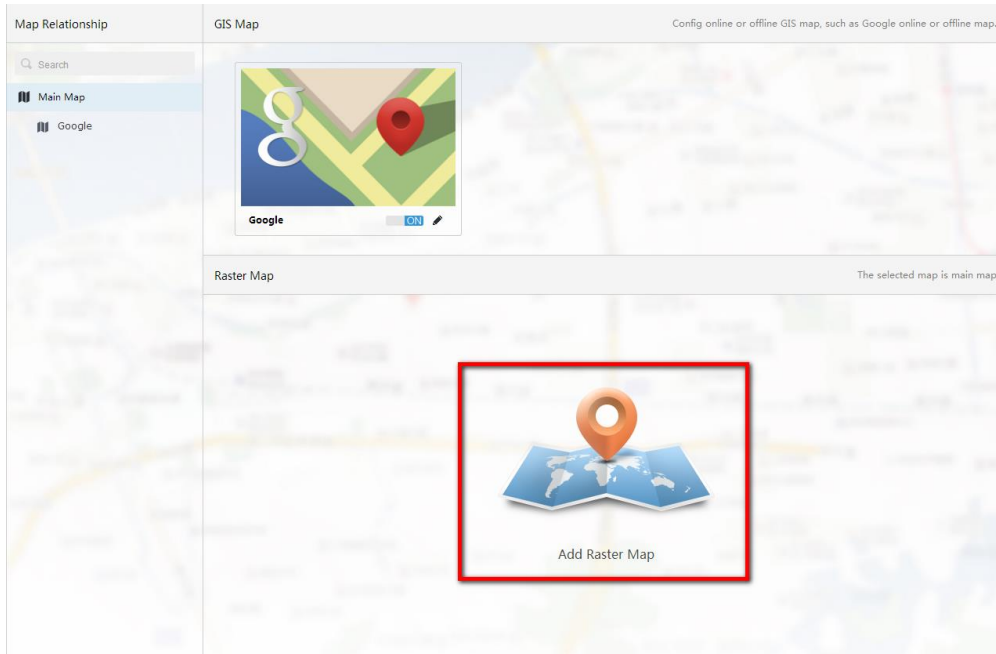


Figure 11-5

Step 2. Enter corresponding parameter, click Submit. Return to map config homepage, click OFF switch to enable this raster map.

Add Main Map ×

Name:

Picture: Browse

Preview:

Import raster map, support PNG, JPG, JPEG

Description:

Submit Cancel

Figure 11-6

- Step 3. Click Google map icon in the figure above, open map device config page to move device to actual map position.
- Step 4. Open control client to browse map.

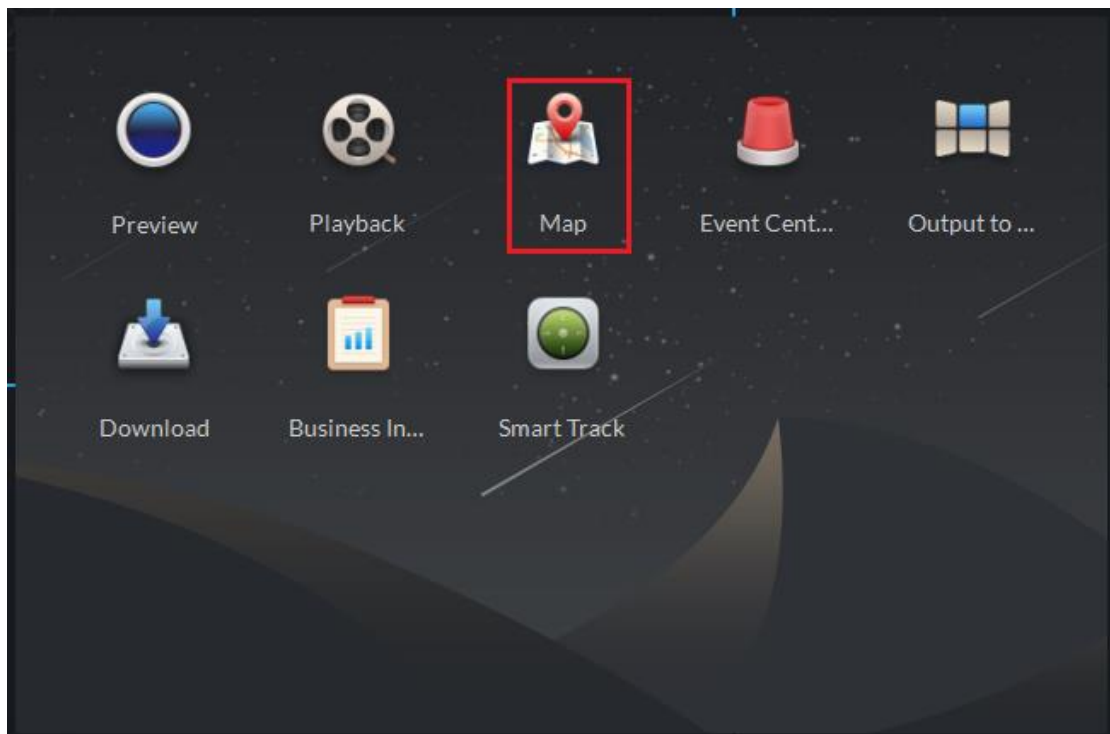


Figure 11-7

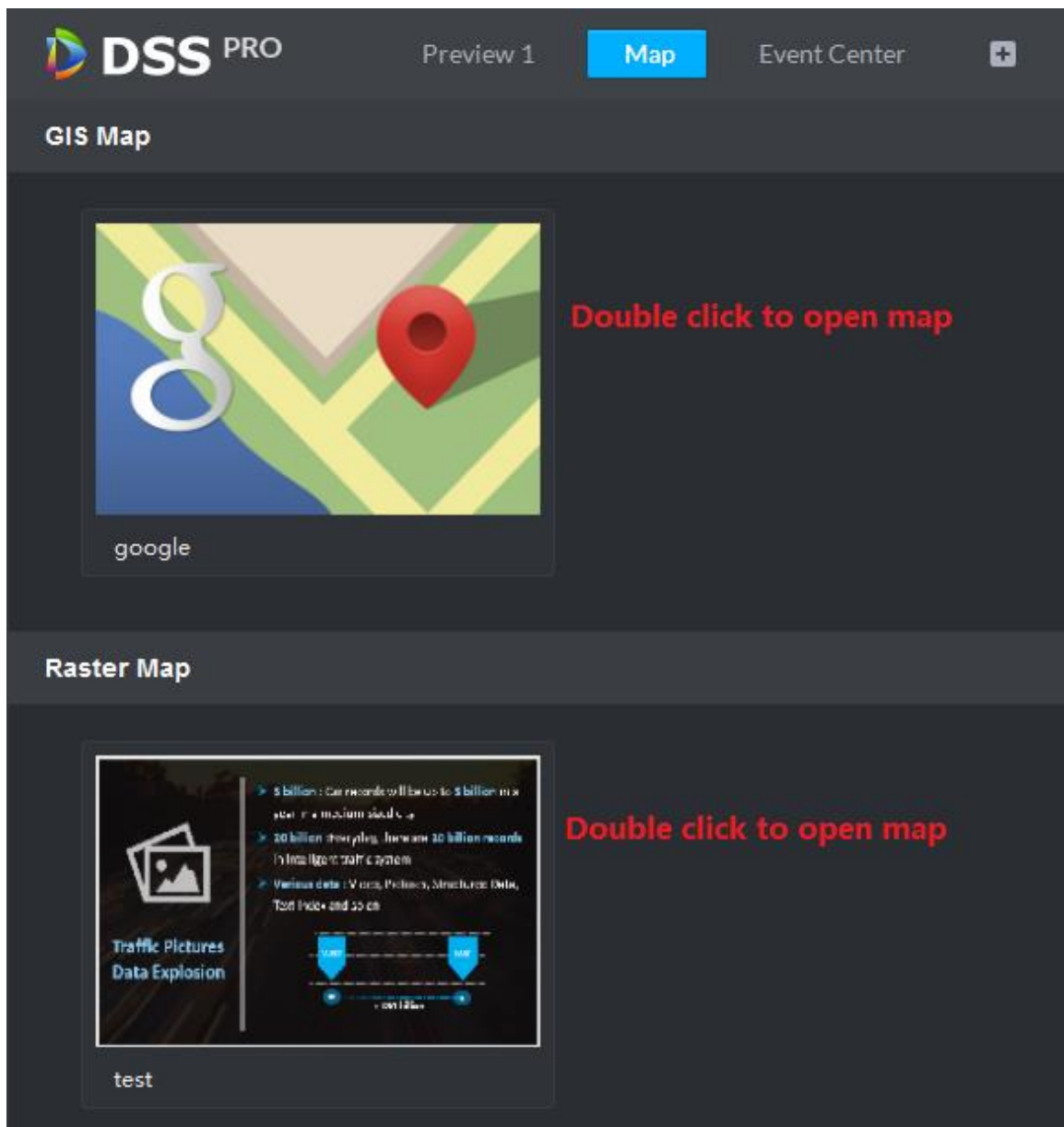


Figure 11-8

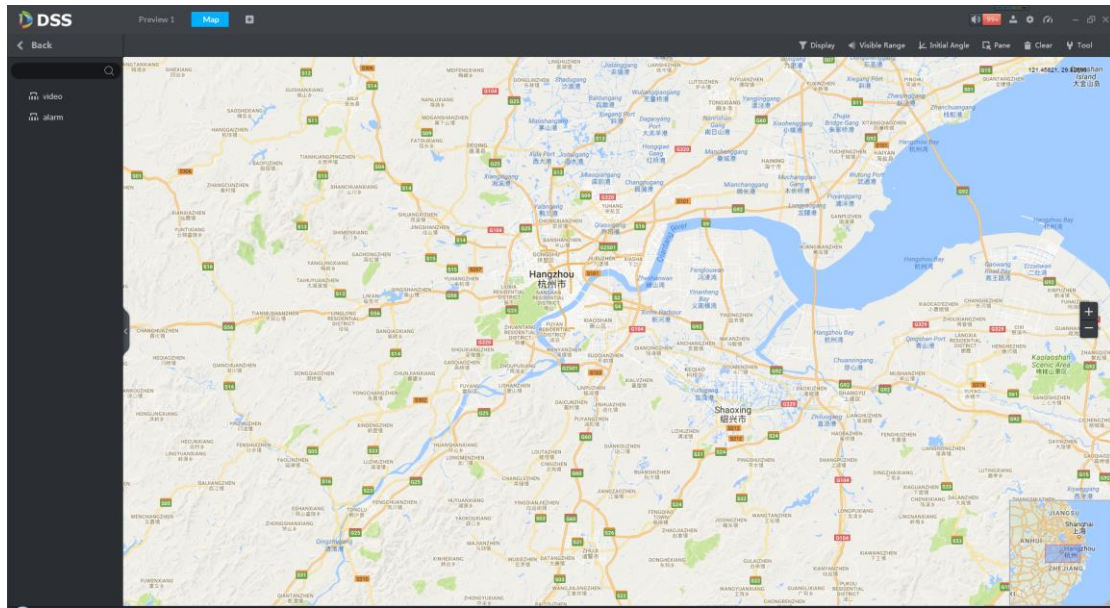


Figure 11-9

11.4 Control client fails to show map, why?

Answer:

This failure is commonly for vector map due to that PC where control client installed cannot access Google map. If it is offline map failure, then you may have not imported offline data.

Please contact technical support for other failures.

11.5 How to set e-map alarm flash?

Answer:

When alarm occurs, you can set map flash point.

Step 1. Add a event plan on the Web Manager.

Step 2. Open map config, place device or channel on correct position on map. Refer to operation of raster map.

Step 3. Enter control client local config, find the following config option and check all alarm types.

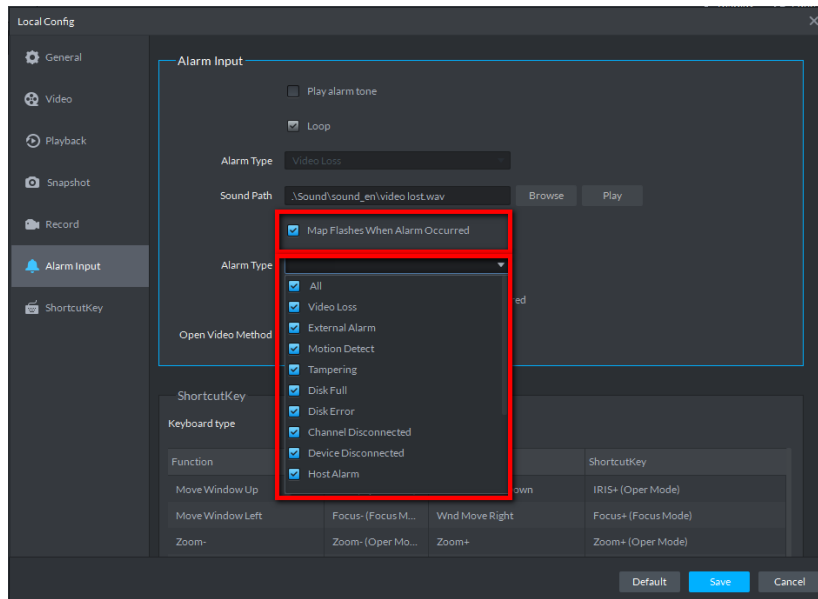


Figure 11-10

Step 4. Open e-map. If there is alarm occurs on existing alarm point, it will flash.