



FAQ for Hik IP Receiver Pro

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TABLE OF CONTENTS

Failed to log into the IP Receiver Pro.	1
Why the DeviceGatewayGuard icon is not displayed in the computer system tray?	2
The device added by ISUP is offline.	3
The IP Receiver Pro cannot receive alarm notifications after setting port mapping.	3
The IP Receiver Pro installed in Windows Server 2008 R2 Enterprise does not work.	3
How to get the logs for debugging?.....	4
How to configure port mapping for the IP Receiver Pro?.....	4
After adding a device to the IP Receiver Pro, the device turns offline.....	5
The IP Receiver Pro works properly on the Web browser, but failed to respond to the request sent by postman.....	5
When starting the IP Receiver Pro via HTTPS protocol, a notification will show saying the page is not safe. How to disable the notification?	5
The ARC cannot receive the device status events.	6
The HeartBeat Alarm codes on IP Receiver and IP Receive Pro are not the same.	6
The ARC fails to receive Periodic Report Test (HeartBeat Alarm) or receive alarms too frequently.....	6
What are the differences between device heartbeat alarms and the heartbeat of IP Receiver Pro?	8
How to add devices via dual connection on IP Receiver Pro?	8
What is a Dual-Connection?	9
IP Receiver Pro fails to connect with the ARC.....	10
IP Receiver Pro is disconnected with the ARC frequently.....	10
The ARC fails to receive alarms although it is connected with IP Receiver Pro.....	10
Alarms are not displayed on the Historical Event page though a device has reported several alarms.....	10
There is no video for verification when there is an alarm triggered in a zone.....	11
The video for verification cannot be played.	11
How to upgrade IP Receiver to IP Receiver Pro?	11
Refer to <i>How to Upgrade IP Receiver to IP Receiver Pro Quick Start Guide</i> . Please contact the technical support team for the guide.....	11
Instructions on upgrading IP Receiver Pro.....	11
Are ARC ID and ARC Key are required?	12
The event name is Undefined Event on IP Receiver Pro.....	12
Instructions on hot spare settings.	12
Instructions on Interval Settings of Periodic Report Test.....	12
Why my ISUP-connected device is offline on IP Receiver Pro, while the ISUP	

connection between the device and IP Receiver Pro is fine?	12
If you add devices by dual-connection or ISUP, you need to enable the corresponding ports.....	13
Failed to receive alarms and video verification information from AXPRO on IP Receiver Pro.	13
Whether the ISUP connection on IP Receiver Pro supports domain name registration.....	13
Instructions on the naming rules of device Account ID when configuring automatically added devices which are managed on Hik-Partner Pro.....	14
What are the differences between the two files start_IPReceiverPro.bat and start_IPReceiverPro_NoInfo.bat in the installation directory?.....	14
The video plugin cannot be started by start_IPReceiverPro.bat or start_IPReceiverPro_NoInfo.bat.	14

Failed to log into the IP Receiver Pro.

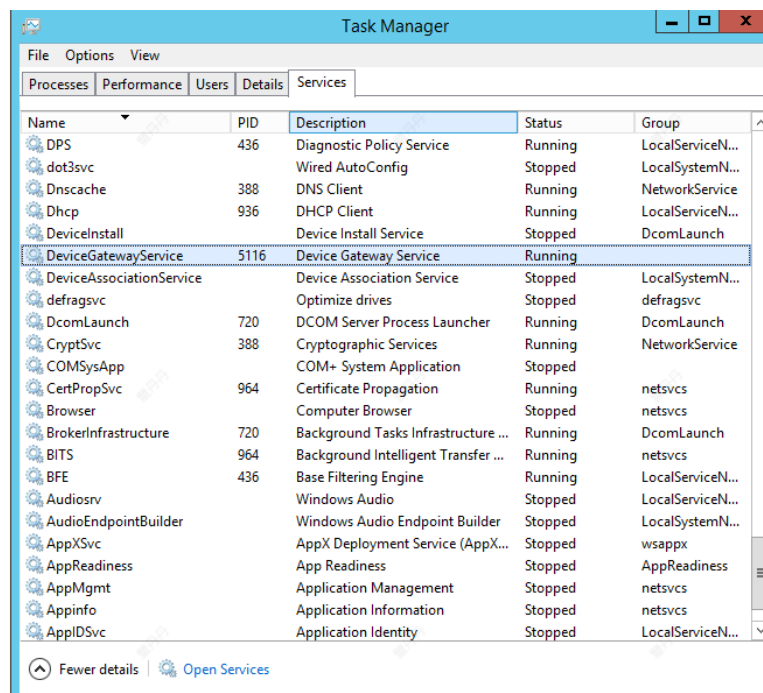
Question

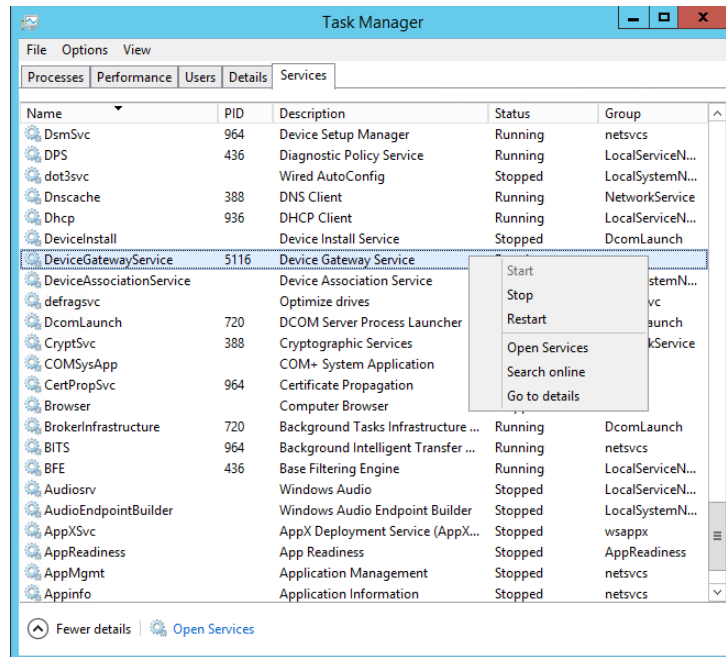
Failed to log into the IP Receiver Pro.

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:

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





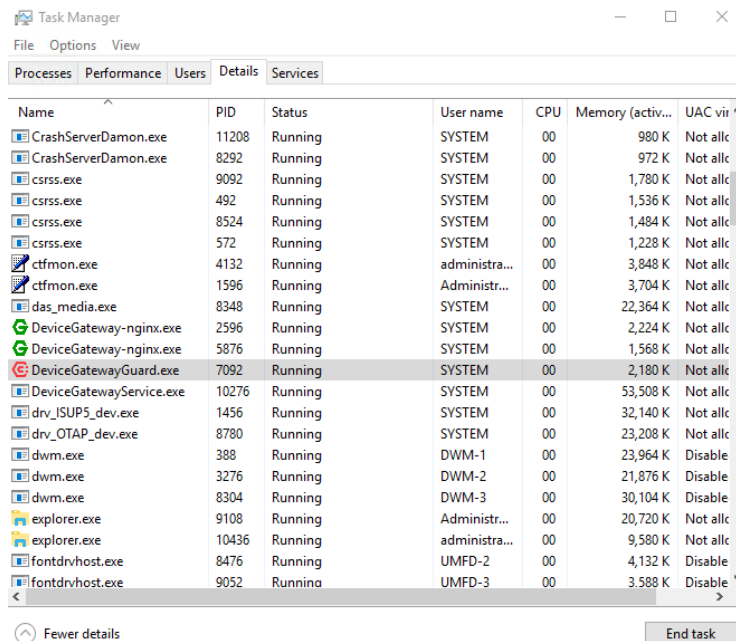
Why the DeviceGatewayGuard icon is not displayed in the computer system tray?

Question

Why the DeviceGatewayGuard icon is not displayed in the computer system tray?

Answer

Check if the DeviceGatewayGuard.exe process is running in the Task Manager. If the process is running, it means that the IP Receiver Pro is in normal state.



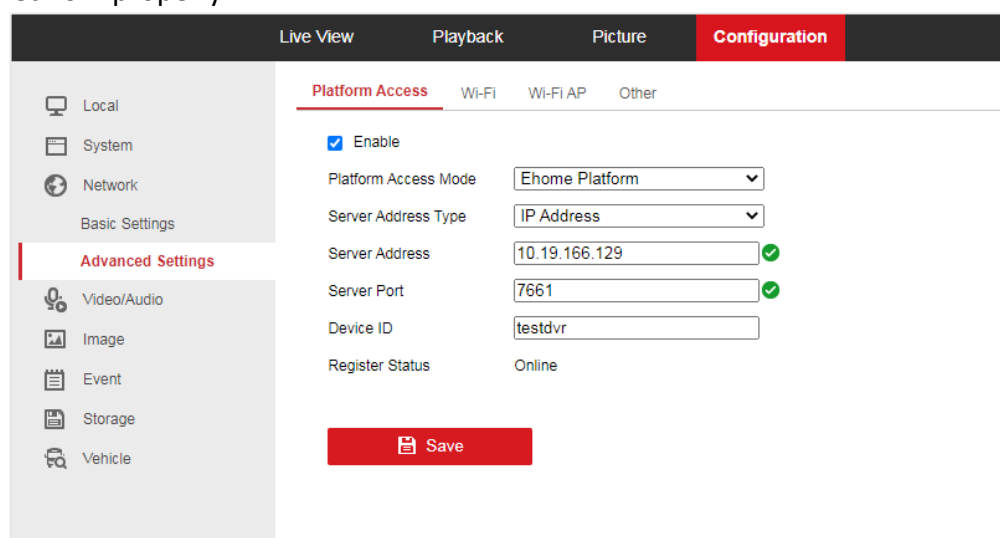
The device added by ISUP is offline.

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.



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.

- Go to Configuration -> System Maintenance -> Log. In the Log Management area, select the log level as Debug in the Select Level field and save.
- Repeat the operation which generates the issue.
- 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.

- Configure the external ports of the IP Receiver Pro.
- On the NAT page -> Device Port Mapping page of the IP Receiver Pro, enter the external port and external address.
- 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.

The screenshot shows the Hikvision IP Receiver Pro configuration interface. The 'Configuration' tab is selected, and the 'NAT' sub-tab is active. The 'Device Port Mapping' section is expanded, showing a table of port mappings. The 'Enable' checkbox is checked. The table has columns for Port Name, Port Type, Internal Port, External Port, Internal IP Address, and External Address. Red boxes highlight the 'Enable' checkbox, the 'External Port' column, and the 'External Address' field.

Port Name	Port Type	Internal Port	External Port	Internal IP Address	External Address
ISUP Registration Port	TCP/UDP	7660	7660	10.10.10.3	92.45.195.210
ISUP2.0 Alarm Port	UDP	7662	7662		
ISUP2.0 Stream Port	TCP/UDP	15000 - 17000	15000 - 17000		
ISUP5.0 Alarm Port of Video Dev...	TCP	7663	7663		
ISUP5.0 Live View Port	TCP	7664	7664		

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.

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

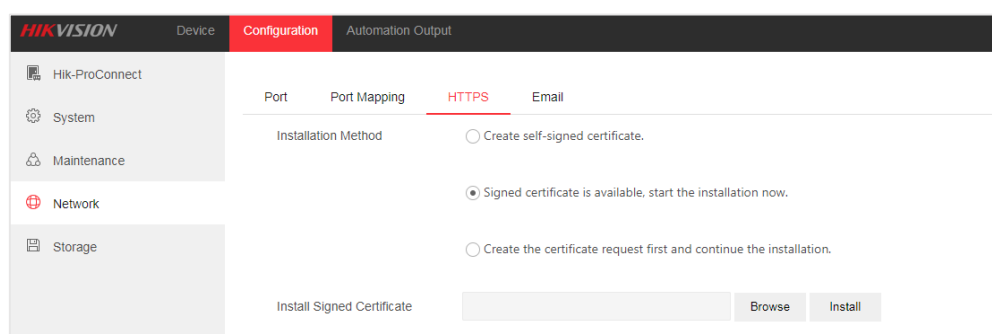
When starting the IP Receiver Pro via HTTPS protocol, a notification will show saying the page is not safe. How to disable the notification?

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.



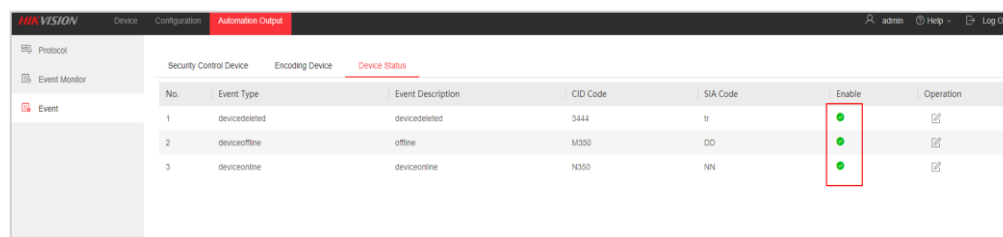
The ARC cannot receive the device status events.

Question

The ARC cannot receive the device status events.

Answer

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



No.	Event Type	Event Description	CID Code	SIA Code	Enable	Operation
1	devicedeleted	devicedeleted	3444	tr	<input checked="" type="checkbox"/>	
2	deviceoffline	offline	M350	DD	<input checked="" type="checkbox"/>	
3	deviceonline	deviceonline	N350	NN	<input checked="" type="checkbox"/>	

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.

FAQ for Hik IP Receiver Pro

The screenshot shows the 'Automation Output' configuration page in the HikVISION interface. The left sidebar has 'Protocol' selected. The main area contains various settings for the automation output protocol. The 'Device Heartbeat Interval' field, which is highlighted with a red box, is set to 30 seconds. Other settings include 'Enable' (checked), 'Protocol Type' (Sur-Gard), 'Interface' (TCP/IP), 'Mode' (Server), 'Port' (1025), 'Compatibility' (MLR2000), 'Receiver Number' (01), 'Linecard Number' (001), 'Enable Hik IP Receiver Pro Heartbeat' (checked), and 'Hik IP Receiver Pro Heartbeat Interval' (10). The 'Automation Status' is 'Not Connected'. A 'Save' button is at the bottom right.

- 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:

The screenshot shows the 'Cloud Service Settings' page. The 'Register to Hik-Connect' section is active. The 'Hik-Connect Connection Status' is 'Online'. The 'Custom Server Address' toggle is off. The 'Server Address' is 'litedev.us.hik-connect.com'. The 'Communication Mode' is 'Wired Network & Wi-Fi Priority'. The 'Verification Code' field is empty, with a note below it stating 'The code should contain 6 to 12 characters (it is recommended to be more than 8 characters and the combination of numeric and letter)'. The 'Periodic Test' toggle switch, which is highlighted with a red box, is currently off. A 'Save' button is at the bottom right.

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

Alarm Receiving Center	2
Enable	<input checked="" type="checkbox"/>
Backup Channel	<input type="checkbox"/>
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	••••••••
Periodic Test	<input type="checkbox"/>
Period Test Interval	600 s

Save

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

- Log into IP Receiver Pro and go to the following page. Enter Hik-Partner Pro Address, ARC ID, and ARC key. Enable Dual-Connection, and configure external ports and the address. Click Save.

FAQ for Hik IP Receiver Pro

Hik-Partner Pro Address:

User Name (ARC ID):

Password (ARC Key):

Automatically Import Devices: ☐

Connection Status: Connected

Enable Dual-Connection: ☒

Port Name	Port Type	Internal Port	External Port	External Address
ISUP Registration Port	TCP	7661	7661	10.199.2.1
ISUP Alarm Port	TCP	7662	7662	
ISUP Two-Way Audio Port	TCP	7666	7666	
Cache Port	TCP	7091	7091	

b. Add devices managed on Hik-Partner Pro 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.

Device List

Device Type: ☒ Devices on Hik-Partner Pro ☐ ISUP/IS Security Control Panel ☐ Third-Party Device

Choose Device: Selected Devices: 1 |

Device Name	Device Serial No.	Device Model	Version	Supervision	Time Added to Hik-ProConnect	Supports Dual-Connection	Operation
AX PRO	Q02252692	DS-PWA06-A4-WE	V1.2.3 build 210407	Online	2021-05-21T02:55:47Z	Yes	<input type="button" value="X"/>

Total 1 / 20 /page

What is a Dual-Connection?

Question

What is a Dual-Connection?

Answer

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

Device Number: 1 |

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-PWA06-A4...	V1.2.3 build 2...	Dual-Connection	Online (ISUP)	1	2021-07-12T09:45:0...	2021-07-12T09:45:0...	Activate	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="X"/>

Total 1 / 20 /page

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

Device Number: 1 |

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-PWA06-A4...	V1.2.3 build 2...	Dual-Connection	Online (HPC)	11	2021-07-12T09:45:0...	2021-07-06T10:59:4...	Activate	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="X"/>

Total 1 / 20 /page

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

HikVISION

Device

Configuration

Automation Output

admin

Help

Logout

Device Number: 1

+ Add

✕ Delete

↻ Refresh

Device Serial/Name/Account

<input type="checkbox"/>	Device Name	Device Serial ...	Account ID	Device Model	Device Version	Connection Mode	Supervision	Alarm Times	First Alarm Time	Last Alarm Time	Active Status	Operation
<input type="checkbox"/>	AX PRO	Q122252952	2952	DS-4-VA06-M...	V1.2.3 build 2...	Dual-Connection	Online(SUP)	12	2021-07-12 10:45:0...	2021-07-05 11:00:5...	Active	<div><div></div><div></div><div></div></div>

Total 1

20/page

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.

Instructions on upgrading IP Receiver Pro.

Question

Instructions on upgrading IP Receiver Pro.

Answer

Keep the configuration file when you uninstall IP Receiver Pro, and make sure you install the newer IP Receiver Pro in the same directory as the original IP Receiver Pro.

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.

Instructions on hot spare settings.

Question

Instructions on hot spare settings.

Answer

The function is only supported by IP Receiver Pro 1.4 and newer versions. For details, refer to *How to Set Up a Hot Spare Scenario Quick Start Guide*. Please contact the technical support team for the guide.

Instructions on Interval Settings of Periodic Report Test.

Question

Instructions on the Interval Setting of Periodic Report Test.

Answer

The heartbeat interval setting on Device Configuration page is preferred. However, if Periodic Report Test on the Device Configuration page is disabled, you can go to **Automation Output -> Protocol -> Device Heartbeat Interval** on IP Receiver Pro, and configure it.

Why my ISUP-connected device is offline on IP Receiver Pro,

while the ISUP connection between the device and IP Receiver Pro is fine?

Question

Why my ISUP-connected device is offline on IP Receiver Pro, while the ISUP connection between the device and IP Receiver Pro is fine?

Answer

One of the possible reasons is that the PC firewall blocked the device. You can turn off the firewall. Also, check if the status of the registered port (7661 by default) is normal.

If you add devices by dual-connection or ISUP, you need to enable the corresponding ports.

Question

If you add devices by dual-connection or ISUP, you need to enable the corresponding ports.

Answer

ISUP registration port	TCP 7661 by default
ISUP alarm port	TCP 7662 by default
ISUP two-way audio port	TCP 7666 by default
ISUP live view port	TCP 7664 by default
ISUP playback port	TCP 7665 by default
ISUP cache port	TCP 7091 by default

Failed to receive alarms and video verification information from AXPRO on IP Receiver Pro.

Question

Failed to receive alarms and video verification information from AXPRO on IP Receiver Pro.

Answer

Check whether the related device permissions are granted to you.

Whether the ISUP connection on IP Receiver Pro supports domain name registration.

Question

Whether the ISUP connection on IP Receiver Pro supports domain name

registration.

Answer

Yes. The device ISUP registration address and the mapping port address on IP Receiver Pro should both be set as the domain name, and the two should be the same.

Instructions on the naming rules of device Account ID when configuring automatically added devices which are managed on Hik-Partner Pro.

Question

Instructions on the naming rules of device Account ID when configuring automatically added devices which are managed on Hik-Partner Pro.

Answer

The Account ID is the same with device serial number.

What are the differences between the two files start_IPReceiverPro.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.



See Far, Go Further