

## Video Guard configuration for Recorder

Make sure upgrade the Fw from the Hikvision website:

Back up configuration, recommend to reset recorder to default and configure or restore the backup .

Go to Alarm receiver setting, copy below VG url and paste.

<http://192.168.14.30:2020/VGAlarmReceiver/Receiver.svc>

Set the Heart beat to 30 Min (1800 Sec) as per VG requirement.

The screenshot shows the Hikvision web interface with the 'Configuration' tab selected. The 'Alarm Receiver Settings' sub-tab is active. The configuration fields are as follows:

- Server Address:  ✓
- Heart Beat(S):
- Alarm Type:  ▼
- Camera:  ▼
- Interval:  ▼

A red 'Save' button is located at the bottom of the configuration area.

Keep More setting empty .

The screenshot shows the Hikvision web interface with the 'Configuration' tab selected. The 'Other' sub-tab is active. The configuration fields are as follows:

- Alarm Host IP:
- Alarm Host Port:  Keep Empty
- Multicast Address:
- Video Download Bandwidth:  Kbps
- Enable IP Camera Occupation Detection

A red 'Save' button is located at the bottom of the configuration area.

Config the Required event alarm.

The screenshot shows the HIKVISION Configuration interface. The 'Configuration' tab is active, and the 'Exception' sub-tab is selected. On the left sidebar, 'Event' is expanded to 'Basic Event', and 'Notify Surveillance Center' is checked. The 'Exception Type' dropdown menu is open, showing options like 'HDD Full', 'HDD Error', 'Record/Capture Exception', and others. 'Notify Surveillance Center' is also checked in the main settings area.

Config the Video loss alarm .

The screenshot shows the HIKVISION Configuration interface for 'Video Loss' settings. The 'Video Loss' sub-tab is selected. The 'Camera' dropdown is set to '[D1] EZVIZ'. 'Enable Video Loss Detection' is checked. Under 'Linkage Method', 'Notify Surveillance Center' is checked. Other options like 'Normal Linkage', 'Audible Warning', and 'Send Email' are unchecked.

Don't Enable Hikconnect while connect with Video guard.

The screenshot shows the HIKVISION Configuration interface for 'Platform Access' settings. The 'Platform Access' sub-tab is selected. 'Platform Access Mode' is set to 'Hik-Connect' and 'Enable' is checked. The 'Server Address' is 'lifedev.sgp.hik-connect.com'. A red box highlights the 'Platform Access Mode' dropdown and the 'Enable' checkbox.

Network NIC better to use LAN1 for Video Guard or make sure the default route selected

If VG is connected to LAN2 then select Default route as LAN 2

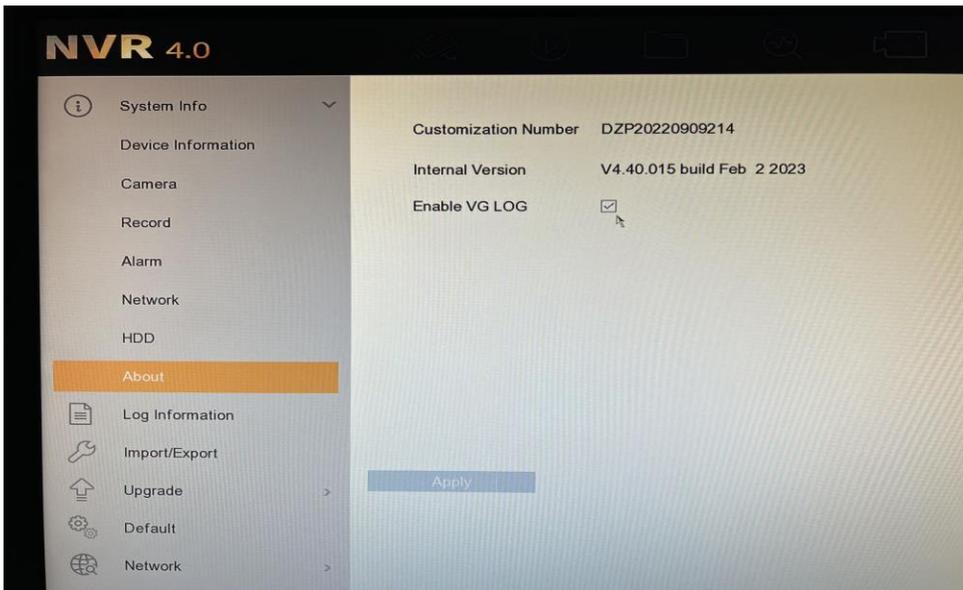
The screenshot shows the HIKVISION Configuration interface with the 'Configuration' tab selected. The 'TCP/IP' sub-tab is active. The 'Working Mode' is set to 'Multi-address'. Under the 'Lan1' tab, the 'NIC Type' is 'Auto', 'DHCP' is checked, and the 'IPv4 Address' is '192.168.1.64'. The 'IPv4 Subnet Mask' is '255.255.255.0'. The 'IPv4 Default Gateway' is empty. The 'IPv6 Mode' is 'Route Advertisement'. The 'IPv6 Address' is empty. The 'Subnet Prefix Length' is '0'. The 'IPv6 Default Gateway' is empty. The 'Mac Address' is 'bc:ad:28:e1:55:82'. The 'MTU' is '1500'. In the 'DNS Server' section, 'Auto DNS' is checked, 'Preferred DNS Server' is '8.8.8.8', and 'Alternate DNS Server' is empty. The 'Default Route' is set to 'Lan1'.

Enable NTP, Add the VG IP, Enable NTP LOCK.

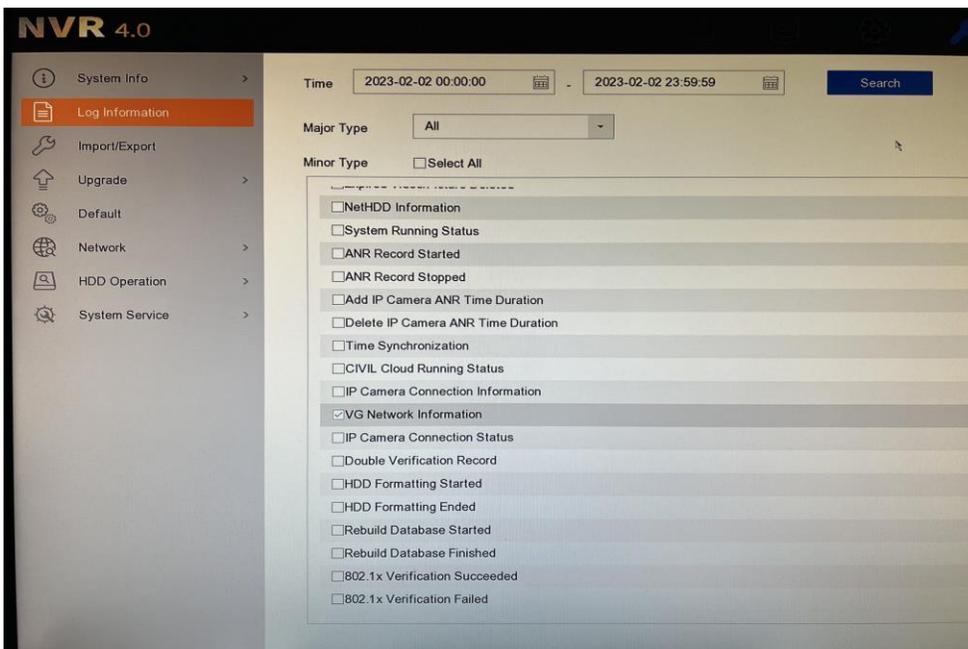
The screenshot shows the HIKVISION Configuration interface with the 'Configuration' tab selected. The 'Time Settings' sub-tab is active. The 'Time Zone' is '(GMT+04:00) Caucasus Standard Time'. The 'Lock NTP' checkbox is checked. In the 'NTP' section, the 'NTP' radio button is selected, and the 'Server Address' is '192.168.14.30', 'NTP Port' is '123', and 'Interval' is '2' minute(s). In the 'Manual Time Sync.' section, the 'Manual Time Sync.' radio button is selected. The 'Device Time' is '2021-09-28T16:54:32' and the 'Set Time' is '2021-09-28T16:54:23'. There is a checkbox for 'Sync. with computer time' which is unchecked.

If any issue like Video guard not receive alarm, collect below log and share to Hikvision support team.

Enable VG log from Local GUI



Go to Log, search VG Network information, Export.



If the log is empty, collect the log using below step and sent to us.

Firmware, which have latest build, which support Capture Packet by USB Flash Drive.

Attach a USB to NVR / DVR, Make sure USB is detected by device

Go to Configuration – Maintenance – Diagnose

Add IP of VG in the Filtering parameter

Select LAN interface where VG connected

Click start Capture and Click SAVE. Once it start capture show YES.

Trigger all alarm. 1. Video Loss. 2. Video Reconnect. 3. HDD Full. 4. HDD Error.

For The Recorder Online, offline not sent by device. Its generate from Heartbeat, So no configuration in device.

Network Interface: Lan1  
Capture Packet Data: Yes

If USB not detect it, give below error



Log file should start capturing from starting of Recorder to VG, Generate alarm like video loss.

The screenshot shows the Hikvision Configuration interface. The 'Configuration' tab is active, and the 'Diagnose' sub-tab is selected. The 'Capture Packet by USB Flash Drive' section is highlighted with a red box. It contains the following settings:

- Filtering Condition: IP 192.168.0.1, TCP Port 80, UDP Port 8000, IP 192.168.0.1 & Port 80
- Filtering Parameter: 192.168.14.30 (with an annotation 'Add VG IP')
- Network Interface: Lan1 (with an annotation 'Select the NIC which VG connected')
- Capture Packet Data: Capture failed.
- Start Capture button (highlighted with a red box)

Other sections visible include 'Debugging by USB Flash Drive', 'Network Resource Statistics', and 'Stream Debugging'. A 'Save' button is highlighted at the bottom.

Once All Alarm tested. Click SAVE, Click STOP capture and Click SAVE.

You will find similar File in USB, please sent us to verify.

- 2021\_07\_13\_07\_48\_57
- 2021\_07\_13\_07\_50\_05

7/13/2021 7:49 AM	Wireshark capture...	47,746 KB
7/13/2021 7:50 AM	Wireshark capture...	6,590 KB