



HikCentral Professional V2.6.1

Quick Start Guide

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Chapter 1 Guide Content

This guide briefly explains how to install your HikCentral Professional as well as how to configure some of its basic features.

To ensure the properness of usage and stability of the HikCentral Professional, please refer to the contents below and read the guide carefully before installation and operation.

Chapter 2 Administrator Rights

When you install and run the service modules, it is important that you have administrator rights on the PCs or servers that should run these components. Otherwise, you cannot install and configure the platform.

Consult your IT system administrator if in doubt about your rights.

If you access the platform via HikCentral Professional, you can log in to the **operating system** with the following default administrator user name and password at the first boot.

- Default User Name: **Administrator**
- Default Password: **Abc12345**

It is recommended that you change the default administrator password immediately after entering the platform for data security.



Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.

Chapter 3 System Requirements

3.1 System Requirements for Servers

Operating System

- Microsoft® Windows 11 (64-bit)
- Microsoft® Windows 10 (64-bit)
- Windows Server 2019 (64-bit)
- Windows Server 2016 (64-bit)
- Windows Server 2012 R2 (64-bit)
- Microsoft® Windows Server 2012 64-bit
- Microsoft® Windows Server 2022



Note

For Windows Server 2012 R2, make sure it is installed with the rollup (KB2919355) undated in April, 2014.

CPU

Intel® Core™ I5 and above

Memory

4 GB and above

HDD

SATA 7200 RPM Enterprise Class disk with 650 GB storage capacity. When running the SYS, there should be at least 1 GB free space.

3.2 System Requirements for Control Client

Operating System

Microsoft® Windows 11 (64-bit), Microsoft® Windows 10 (64-bit); Windows Server 2019 (64-bit), Windows Server 2016 (64-bit), Windows Server 2012 R2 (64-bit), Mac OS



Note

For Windows Server 2012 R2, make sure it is installed with the rollup (KB2919355) undated in April, 2014.

CPU

Intel® Core™ I5 or higher

Memory

4 GB and or more

Graphics Card

NVIDIA® Geforce GTX 970 or higher

HDD

When running the Control Client, there should be at least 1 GB free space.

Chapter 4 Installation and Upgrade

Install the service modules on your servers or PCs to build your HikCentral Professional.

Multiple installation packages are provided on the Hikvision's official website (<https://hikvision.com>) and Partner Portal (<https://tpp.hikvision.com>) for building your system.

Basic Installation Package

On the Hikvision's official website, this package is named as "HikCentral Professional.exe". It contains all the modules to build the system, including System Management Service, Streaming Service, Control Client, and Database Service.



The System Management Service and Streaming Service cannot be installed on the same PC.

Control Client Installation Package

On the Hikvision's official website, four packages are provided to meet the requirement of different operating systems, including "HikCentral Professional Control Client x64.exe", "HikCentral Professional Control Client x86.exe", "HikCentral Professional Control Client x64.msi", and "HikCentral Professional Control Client x86.msi". This kind of package contains the Control Client module only.

pStor Installation Package

On the Hikvision's official website, this package is named as "pStor.exe". It contains a module to build the storage access service used for managing local HDDs and logical disks.

SAC Installation Package

On the Hikvision's official website, this package is named as "HikCentral Professional SAC Installer.exe". It contains a module to build the pStor cluster service for storage.

Language Installation Package

On the Hikvision's official website, this package is named as "HikCentral Professional LanguagePack.exe". It contains modules to display the system in different languages.

OpenAPI Installation Package

On the Partner Portal, this package is named as "HikCentralPro OpenAPI". It provides multiple APIs for third-party systems to fast integrate different applications.

4.1 Install Module

Two installation methods are available for building the modules.

Typical Mode

Install all the service modules (except the Streaming Service) and client.


Custom Mode

Select the installation directory and modules to be installed as desired.

4.1.1 Install Service Module in Custom Mode

During installation in custom mode, you can select the installation directory and install the specified service modules as desired.

Steps

1. Double-click  (HikCentral Professional) to enter the Welcome panel of the InstallShield Wizard.
2. Click **I agree to the terms in License Agreement** and read the License Agreement.
3. Select **Custom Installation** as setup type.
4. Select the service(s) you want to install and click **Next**.

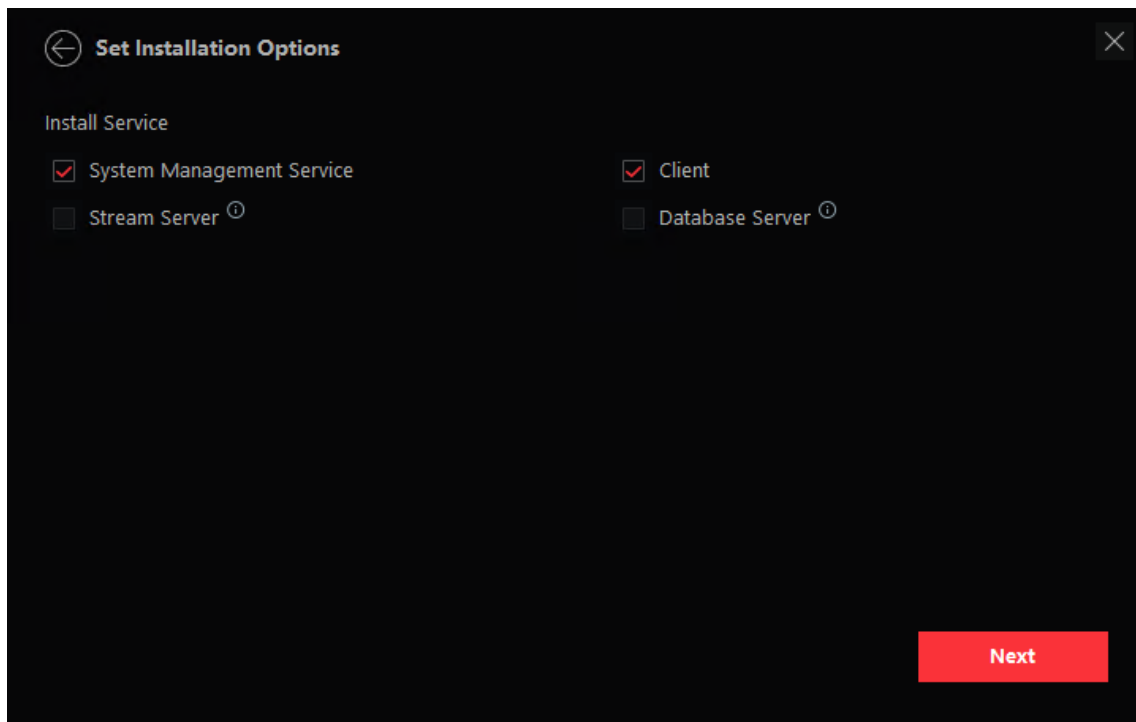


Figure 4-1 Select Services to Install

Note

The System Management Service and Stream Server cannot be installed on the same PC.

In this way, you can install the service(s) to different PCs or servers as desired.

5. Optional: Select the installation mode.

- Select **Normal** if you do not need to build a hot spare system.
- Select **Mirror Hot Spare** to build a mirror hot spare system. There are two HikCentral servers in the hot spare system: host server and spare server. When the host server works, the data in

host server is copied to the spare server in real time. When the host server fails, the spare server switches into operation without interruption, thus increasing the reliability of the system.

Note


For building the hot spare system, contact our technical support engineer.

6. For the full and basic packages, select **Custom Installation Content** as the installation content, and then check the applications you need to install.
7. **Optional:** Change the server language or the default directory as desired to install the program module(s) and the database.
8. Click **Install Now** to begin the installation.
A panel indicating progress of the installation will display.
9. Click **Finish** to complete the installation.

4.1.2 Install Service Module in Typical Mode

You can install all the service modules (except the Streaming Service) and client on one PC or server.

Steps

1. Double-click  (HikCentral Professional) to enter the welcome panel of the InstallShield Wizard.
2. Click **I agree to the terms in License Agreement** and read the License Agreement.
3. Click **Install Now** to begin the installation.
A panel indicating progress of the installation will display.
4. Click **Finish** to complete the installation.


4.2 Install Control Client

You must install HikCentral Professional Control Client on your computer before you can access the system via Control Client. You can get the installation package from Hikvision's official site, or download from HikCentral Professional Web Client's Home page (64-bit).

Steps

Note

We provide an installation package of Control Client in MSI format. For scenario with Active Directory Domain Services (AD DS), you can install/upgrade the Control Clients on the PCs in the AD domain in a batch by Windows® Group Policy. Click [here](#) to visit the official site of Microsoft® and you can view details and instructions about Windows® Group Policy.

-
1. Double-click  (HikCentral Professional_Client) to enter the welcome panel of the InstallShield Wizard.
 2. **Optional:** Select a proper directory on your computer to install the Control Client.

3. Click **Install Now** to begin the installation.

A panel indicating progress of the installation will display.

4. Click **Finish** to complete the installation.


4.3 Upgrade Client

The upgrade process has two phases: upgrade silently and upgrade the incremental data. During the first phase, you can still use the Client, and during the second phase, you will be not able to use the Client.

Steps



- You can get the installation package from Hikvision's official site, or download from the Home page of the Web Client (64-bit). We provide an installation package of Control Client in MSI format. For scenario with Active Directory Domain Services (AD DS), you can upgrade the Control Clients on the PCs in the AD domain in a batch by Windows® Group Policy. Please visit the official site of Microsoft® and you can view details and instructions about Windows® Group Policy.
 - After upgrading the SYS server, when logging in to the Control Client of a lower version, a prompt will pop up for upgrading the Control Client, and the URL for downloading the new package will show. Users can click the URL to download the package.
-

1. Double-click  (HikCentral Professional_Client) to enter the welcome panel of the InstallShield Wizard.

2. Click **Upgrade**.

A panel for confirming silent upgrade will display.

3. Click **Yes** to upgrade silently.



During upgrade, you can still use the Client, and the data generated before you confirm to upgrade incremental data will be synchronized to the database.

A panel indicating the upgrade process will display.

4. After the silent upgrade is finished, click **OK** to upgrade the incremental data.



It is recommended to upgrade the incremental data as soon as possible. During upgrade, you will be not able to use the Client.

A panel indicating the upgrade progress will display.

5. Click **Finish** to finish the upgrade.

4.4 Service Manager

After successfully installing the service module(s), you can run the Service Manager and perform related operations of service, such as starting, stopping, or restarting the service.

Steps

1. Right-click  and select **Run as Administrator** to run the Service Manager.

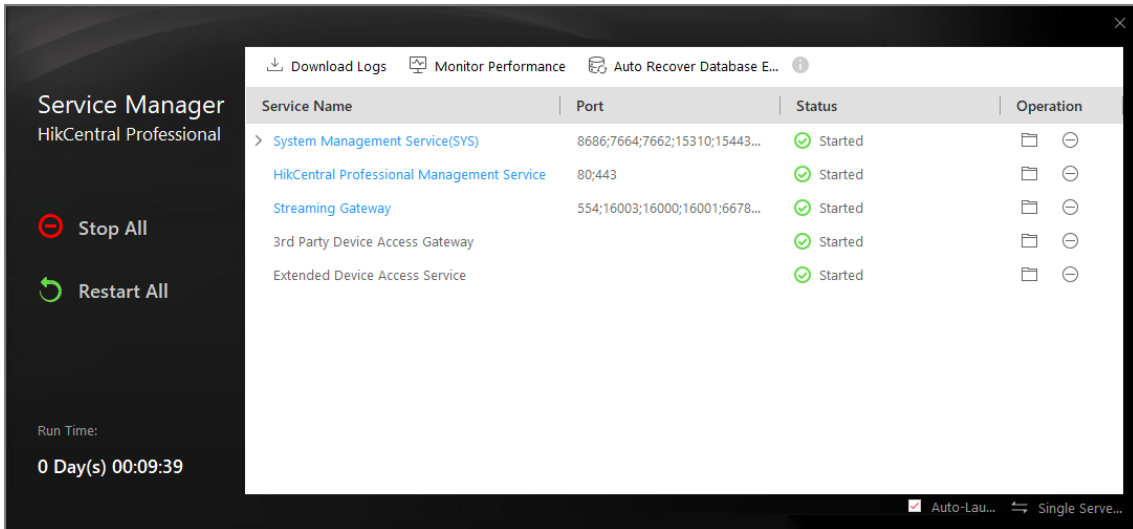



Figure 4-2 Service Manager Main Page

Note

The displayed items vary with the service modules you selected for installation.

2. **Optional:** Perform the following operation(s) after starting the Service Manager.

- Stop All** Click **Stop All** to stop all the services.
- Restart All** Click **Restart All** to run all the services again.
- Stop Specific Service** Select one service and click  to stop the service.
- Edit Service** Click the service name to edit the port of the service.

Note

If the port number of the service is occupied by other service, the port No. will be shown in red. You should change the port number to other value before the service can work properly.


- Open Service Location** Select one service and click  to go to the installation directory of the service.

3. Optional: Click **Auto Recover Database Exception** to recover database exception caused by accidents such as power-off and unexpected reboot.

1) Enable **Auto Recover Database Exception**.



The database service will restart after you enable this function.


2) Click  to set the archive path for recovering the database.



- The remaining disk space of the archive path should be twice as the size of database data.
- The archive path should be under a path in English.

3) Click **OK** to finish setting.

4. Optional: Check **Auto-Launch** to enable launching the Service Manager automatically after the PC started up.

5. Click  **Dual-Server Deployment** to deploy the database on another server.

Chapter 5 Login

You can access and configure the platform via web browser directly, without installing any client software on the your computer.

Note

- The Web Client transmits data via the HTTPS, using our self-developed HTTPS certificate, which is not issued by the Certificate Authority. So that a risk prompt will show when you opening the Web Client. To avoid the prompt, you can apply for a certificate from the Certificate Authority.
 - The login session of the Web Client will expire and a prompt with countdown will appear after the configured time period in which there is no action.
-

5.1 Recommended Running Environment

The following is recommended system requirement for running the Web Client.

CPU

Intel® Core™ i5-8500 and later

Memory

8 GB and later

Web Browser

Internet Explorer® 11 and later, Firefox® 114 and later, Google Chrome® 114 and later, Safari® 16.6 and later, Microsoft® Edge 114 and later.

Note

Upgrading from V1.x to V2.x requires double available disk spaces than usual.

5.2 Login for First Time for Admin User

By default, the system predefined the administrator user named admin. When you login via the Web Client for the first time, you are required to create a password for the admin user before you can properly configure and operate the system.

Steps

1. In the address bar of the web browser, enter the address of the PC running SYS service and press **Enter** key.

Example

If the IP address of PC running SYS is 172.6.21.96, and you should enter `http://172.6.21.96` or `https://172.6.21.96` in the address bar.

Note

- You should set the transfer protocol before accessing the SYS.
- You should set the SYS's IP address before accessing the SYS via WAN.

-
2. Enter a password and confirm the password for the admin user in the pop-up Create Password window, and click **Next**.
-

Note

The password strength can be checked by the system and should meet the system requirements. The default minimum password strength should be **Medium**.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.

3. Select a method for password reset verification.
 - **Email:** Click **Verification Code** → **Next** and set the email address for receiving the password reset verification code.
 - **Security Question:** Click **Security Question** → **Next** , select three different security questions from the drop-down lists, and enter your answers accordingly.
-

Note

If you forget the password of your account, you can reset the password by verifying your email address or answering the security questions.

4. Click **Finish**.

The home page of the Web Client will show if the admin password is created successfully.

Result

After you logged in, the Site Name window opens and you can set the site name for the current system as you want.

Note

You can also set it in **System** → **Normal** → **User Preference** .

Chapter 6 Initial System Configurations

After logging in to the platform for the first time, the initial configuration wizard will show. You can finish the configurations following the wizard. You can also skip the wizard and go to the System module to configure parameters if needed.

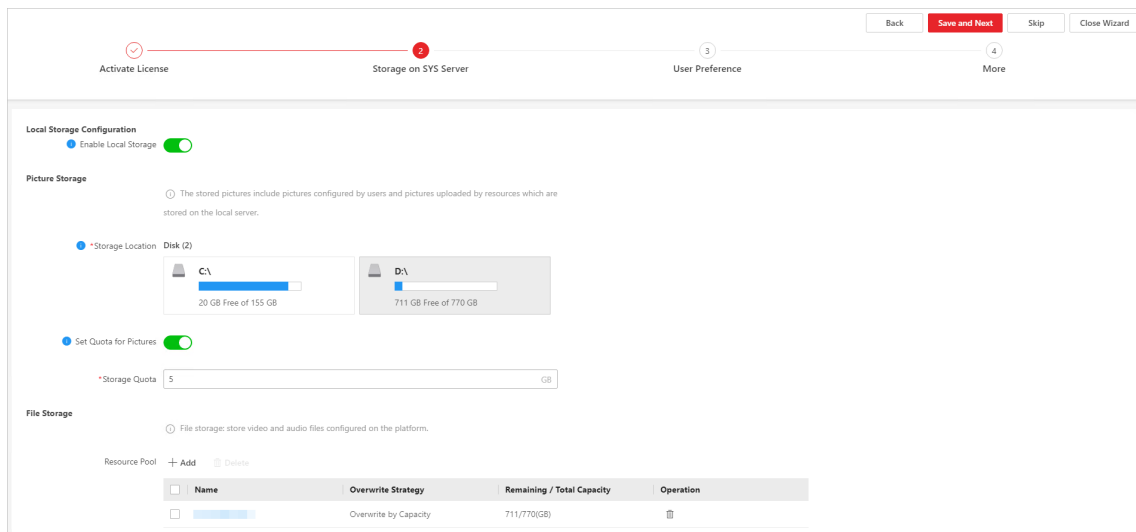


Figure 6-1 Initial Configuration Wizard

6.1 License Management

After installing HikCentral Professional, you have a temporary License for a specified number of devices and limited functions. To ensure the proper use of HikCentral Professional, you can activate the SYS to access more functions and manage more devices. If you do not want to activate the SYS now, you can skip this chapter and activate the system later.

Two types of License are available for HikCentral Professional:

- **Base:** You need to purchase at least one basic License to activate the HikCentral Professional.
- **Expansion:** If you want to increase the capability of your system, you can purchase an expanded License to get additional features.

Note

- Only the admin user can perform the activation, update, and deactivation operation.
- If you encounter any problems during activation, update, and deactivation, please send the server logs to our technical support engineers.

6.1.1 Activate License - Online

If the SYS server to be activated can properly connect to the Internet, you can activate the SYS server in online mode.

Steps

1. Click **Online Activation** to activate the License in online mode.
2. Enter the activation code received when you purchased your License.

Note

- If you have purchased more than one Licenses, you can click + and enter other activation codes.
 - The activation code should contain 16 characters or 32 characters (except dashes).
3. Check **I accept the terms of the agreement** to open the License Agreement pane and click **OK**.
 4. **Optional:** Select the machine environment type.

Physical Machine (Default)

A physical computer that contains hardware specifications and is used for running the SYS. If the hardware changed, the License will be invalid, and the SYS may not run normally.

AWS (Amazon[®] Web Services)

A virtual machine that provides the cloud computing services for running the SYS.

Azure (Microsoft[®] Azure)

A virtual machine that provides the cloud computing services for running the SYS.

Note

If you select the AWS or Azure as the machine environment type, the pStor server, Streaming Server, and other external servers cannot access the platform. And the Rose hot spare system is also not supported.

5. **Optional:** Check the **Hot Spare**, select type, and enter the IP address if you want to build a hot spare system.

Note

- You must select Hot Spare mode when you install the system.
- For how to build the hot spare system, please contact our technical support engineers.

6. Click **Activate**.

The details of the activated license will be displayed. The email settings pane will appear after you activated the License.


6.1.2 Update License - Online

As your project grows, you may need to increase the connectable number of resources (e.g., devices) for your HikCentral Professional. If the SYS to be updated can properly connect to the Internet, you can update the License in online mode.

Before You Start

Contact your dealer or our sales team to purchase a License for additional features.

Steps

1. Log in to HikCentral Professional via the Web Client.
2. On the top, move the cursor to  **Maintenance and Management** to show the drop-down menu.
3. Click **Update License** in the drop-down menu to open the Update License pane.
4. Click **Online Update** to update the License in online mode.
5. Enter the activation code received when you purchase your License.

Note

- If you have purchased more than one Licenses, you can click + and enter other activation codes.
- The activation code should contain 32 characters (except dashes).

-
6. Check **I accept the terms of the agreement** to open the License Agreement panel and click **OK**.
 7. Click **Update**.

6.2 Set Storage on System Server

The imported pictures (such as the static e-map pictures and the face pictures in the person list) and files (such as the broadcast recordings and video recordings) can be stored on SYS. You can configure the storage locations and the corresponding quotas for them.

Steps

Note

This configuration is available only when the Web Client is running on SYS.

1. Switch on **Enable Local Storage**.
2. Configure the related parameters for storing pictures.
 - 1) Select the disk to store the imported pictures.

Note


The disk should have at least 1.25 GB of free space for picture storage.

- 2) **Optional:** Switch on **Set Quota for Pictures** and set the storage quota for the pictures.
3. Click **Add** to add a resource pool for storing files.

- 1) Enter the name of the resource pool.
- 2) Select a disk to store the files.



The disk should have at least 9 GB of free space for file storage.

- 3) **Optional:** Switch on **Restrict Quota for Pictures** and set the storage quota for the files.
 - 4) Check **Overwrite When Storage Space is Insufficient**, and the newly imported files will overwrite the existing files when the disk space is insufficient.
 - 5) Click **Add**.
 - 6) **Optional:** Click **Delete** or  in the Operation column to delete a resource pool.
 - 7) **Optional:** Click a resource pool name to edit related settings.
4. Click **Save**.

6.3 Set User Preference

For different countries, regions, cultures, and enterprise backgrounds, the user preference might be different. You can set the user preference according to the actual scene, such as the site name, the first day of a week, and the calendar type.

Set the following parameters.

Site Name

The name of current site.

First Day of Week

This parameter is used in the intelligent analysis report generation, live view and playback, attendance settings, etc.

Temperature Unit

This parameter is used in the temperature analysis report generation, etc.

Display Mask Related Functions

Set whether to display mask related functions. Check the box to display the functions about masks on Control Client, Web Client and Mobile Client. Otherwise these functions will be hidden.

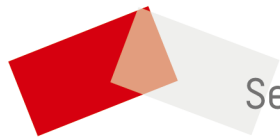


This parameter is mainly used in temperature screening module.

6.4 More Configurations

You can configure WAN access, NTP, transport protocol, email settings, person picture data related parameters, address for receiving device info, etc.

See *HikCentral Professional Web Client User Manual* for details.



See Far, Go Further