

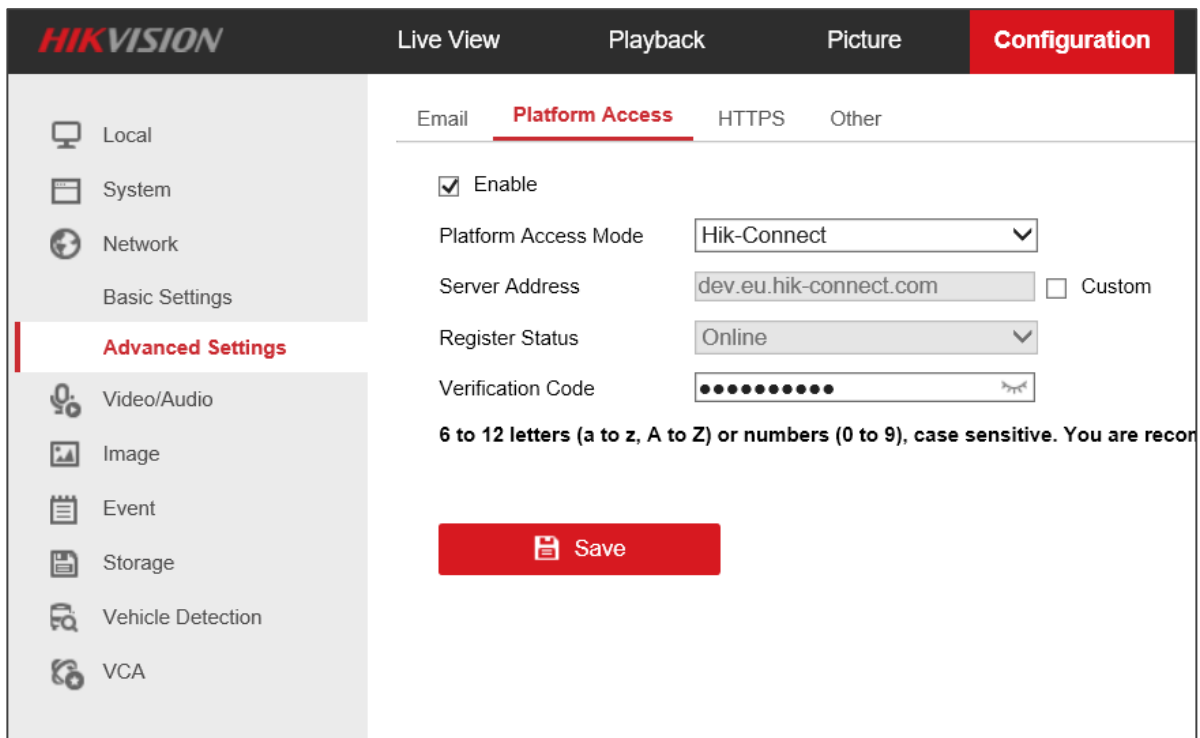
Hikvision – NVR/DVR Setup Guide for webeyeCMS

Prerequisites

You will need access to the NVR/DVR menu interface. This can be accessed either by connecting a monitor and mouse to the device, or by browsing to the web interface from your web browser. In this guide, we will be using the web interface. The interface may differ slightly on your device depending on your model and firmware version.

Setting up P2P

1. Log in to your NVR/DVR so the menu interface is available.
2. Go to "Configuration/System > Network > Advanced Settings".
3. Click on "Platform Access".
4. Tick the "Enable" checkbox.
5. Enter a verification code. You must come up with the verification code yourself. It must be 6 to 12 letters (a-z, A-Z) or numbers (0-9). Keep a note of the code you choose as you will need it later in webeyeCMS.
6. Click "Save".



The screenshot shows the Hikvision web interface with the 'Configuration' tab selected. The left sidebar contains a menu with 'Local', 'System', 'Network', 'Basic Settings', 'Advanced Settings' (highlighted), 'Video/Audio', 'Image', 'Event', 'Storage', 'Vehicle Detection', and 'VCA'. The main content area is titled 'Platform Access' and includes tabs for 'Email', 'Platform Access' (selected), 'HTTPS', and 'Other'. Under 'Platform Access', there is a checkbox for 'Enable' which is checked. Below it are fields for 'Platform Access Mode' (set to 'Hik-Connect'), 'Server Address' (set to 'dev.eu.hik-connect.com' with a 'Custom' checkbox), 'Register Status' (set to 'Online'), and 'Verification Code' (a field with 12 dots and an eye icon). A note below the verification code field states: '6 to 12 letters (a to z, A to Z) or numbers (0 to 9), case sensitive. You are recor'. At the bottom is a red 'Save' button.

Setting up Direct Connection (DDNS)

1. Log in to your NVR/DVR so the menu interface is available.
2. Go to "*Configuration/System > Network > DDNS*".
3. Tick the "*Enable*" checkbox.
4. Select your DDNS provider from the dropdown.
5. Enter the DDNS server IP address, allocated hostname, port, and the username/password of the DDNS provider.
6. Click "*Save*".

IMPORTANT NOTE: For webeyeCMS to live stream your device via direct connection, please ensure *Platform Access* is disabled (P2P).

Add device to webeyeCMS

In your web browser, navigate to [webeyeCMS](#) and begin adding a device to the site.

Serial number

The serial number is located on the bottom of the NVR/DVR.



Type of device

Choose "*Hikvision NVR/DVR*" from the device type dropdown.

Submit the form

Once you have filled out the form, press the "*submit*" button to add the device to your site.

You will then be presented with the "*Configure Device*" page. Here you can obtain the SMTP settings for configuring your device, and set the channel limit, time zone and arming schedule.

Depending on your connection type, you will need to enter either the Access Token (verification code) for P2P (Fig1) or connection details for direction connection (Fig2).

(Fig1)

Connection Type*	P2P
Connection Details Using P2P allows remote connections to Hikvision video recorders without additional network configuration. webeyeCMS will use P2P to request full videos on alarm, along with LiveLink functionality. webeyeCMS recommends using P2P for most applications. P2P should only not be used in special circumstances such as strict network environments.	
Access Token*	dhkosjkqw172

(Fig2)

Connection Type*	Direct
Connection Details Direct connections allow connections to Hikvision video recorders without using the P2P network. webeyeCMS will use direct connections to request full videos on alarm, along with LiveLink functionality. webeyeCMS recommends using P2P in favour of direct connections where possible. Direct connections require additional on site network configuration.	
Host*	nvr1.hikvision.webeyecms.com
Port*	8005
Username*	Administrator
Password*	ExamplePassword

***NOTE:** The above are examples only and not to be used.

You will need to save any changes by clicking "*Update device configuration*".

If webeyeCMS can establish a P2P connection to your device, it will be added and enabled.

If there was an issue establishing a connection, webeyeCMS will display an error message, the device will still be added but in a disabled state. The connection problems must be resolved before the device can be enabled.

If you are unsure on how to resolve the connection problems:

- Ensure the device has a working Internet connection.
- Double check the verification code you entered into webeyeCMS matches the one you entered in the device.
- If you have a Hik-Connect account, you will need to remove your device from that account.
- If none of the above is applicable, try rebooting the device.

- Contact technical support. Keep note of the device serial and the error message webeyeCMS shows you as this will help diagnose the problem.

Once the device is added and enabled, proceed to the next step.

Setting up SMTP

Once the device is added in webeyeCMS, you will need to configure the SMTP settings of your device. To find these settings, in webeyeCMS, go to the *"advanced configuration"* page of the device and locate the *"SMTP settings"* section. Proceed to setup your device.


1. In the NVR/DVR menu interface, go to *"Configuration/System > Network > Advanced Settings"*.
2. Click on *"Email"*.
3. Configure the settings so they match the settings provided by webeyeCMS.
4. Click *"Save"*.
5. To test your settings work, click the *"Test"* button. You should receive a popup saying *"Test succeeded"* and on webeyeCMS you should get an *"Alarm test"* signal from the device in your alarm queue.

Email
Platform Access
HTTPS
Other

Sender: Hikvision NVR ✓
Sender's Address: 123456@webeyecms.com ✓
SMTP Server: hikvision.webeyecms.com ✓
SMTP Port: 2525
☐ Enable SSL
☒ Attached Image
Interval: 3 s
☒ Authentication
User Name: 123456 ✓
Password:
Confirm:

Receiver

No.	Receiver	Receiver's Address	Test
1	Webeye Receiver	hikvision@webeyecms.com	<button>Test</button>
2			<button>Test</button>
3			<button>Test</button>

 Save

Configure events to use SMTP

At this point, everything is set up to allow webeyeCMS to receive events over SMTP. Now you just need to configure which events should be sent to WebeyeCMS. To do this, go to “*event configuration*” (in this case, we’ll configure the “*Intrusion Detection*” event)

1. In the NVR/DVR menu interface, go to “*Configuration/system > Event > Smart Event*”.
2. Click on “*Intrusion Detection*”.
3. Go to “*Linkage Method*” and tick the “*Send Email*” linkage method. Enabling this option sends the event to Webeye.
4. Click “*Save*”.
5. Repeat these steps for each event you want to send to webeyeCMS.