

Title:	How to Solve Hik-Connect Offline Issue	Version:	v1.0	Date:	07/12/2019
Product:	Cameras, NVR, DVR			Page:	1 of 8

## How to Solve Hik-Connect Offline Issue

When our customer adds a device to the Hik-Connect account and the APP returns *device is offline*, we can follow steps below to solve the problem or locate the causes.

1. Go to device to see the register status. The status can be saw on web GUI, local GUI.

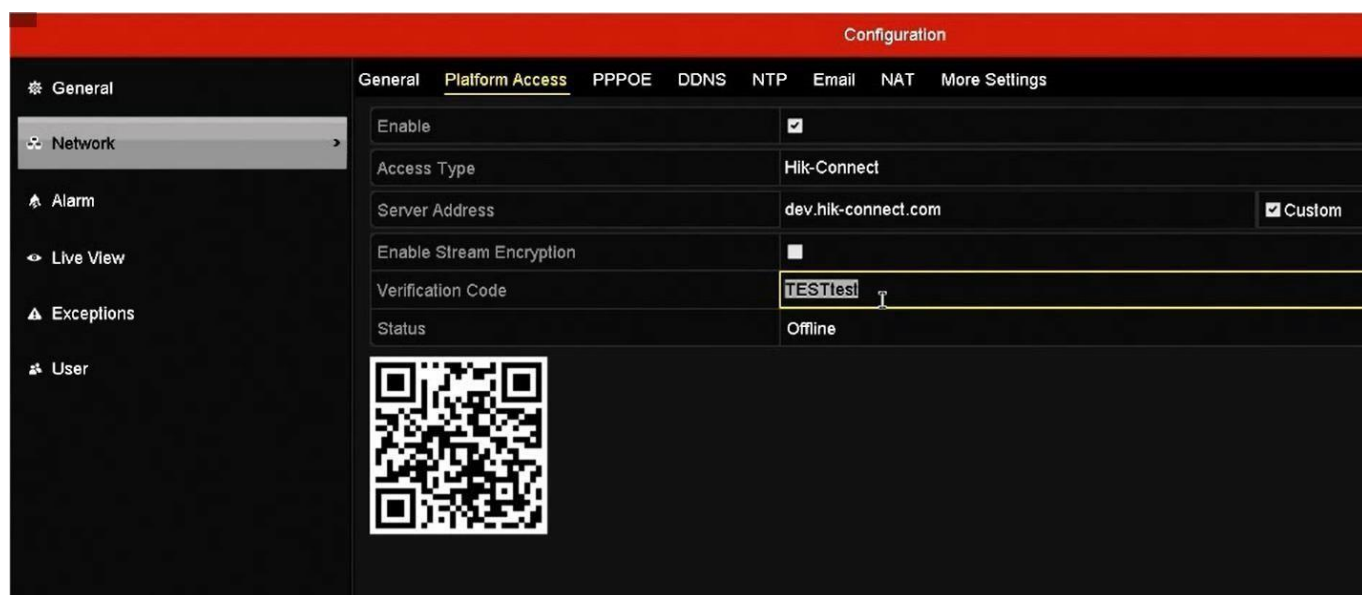
a) If the Enable box hasn't been checked, enable it and see the register status.

Path: Configuration → Network → Advanced Settings.

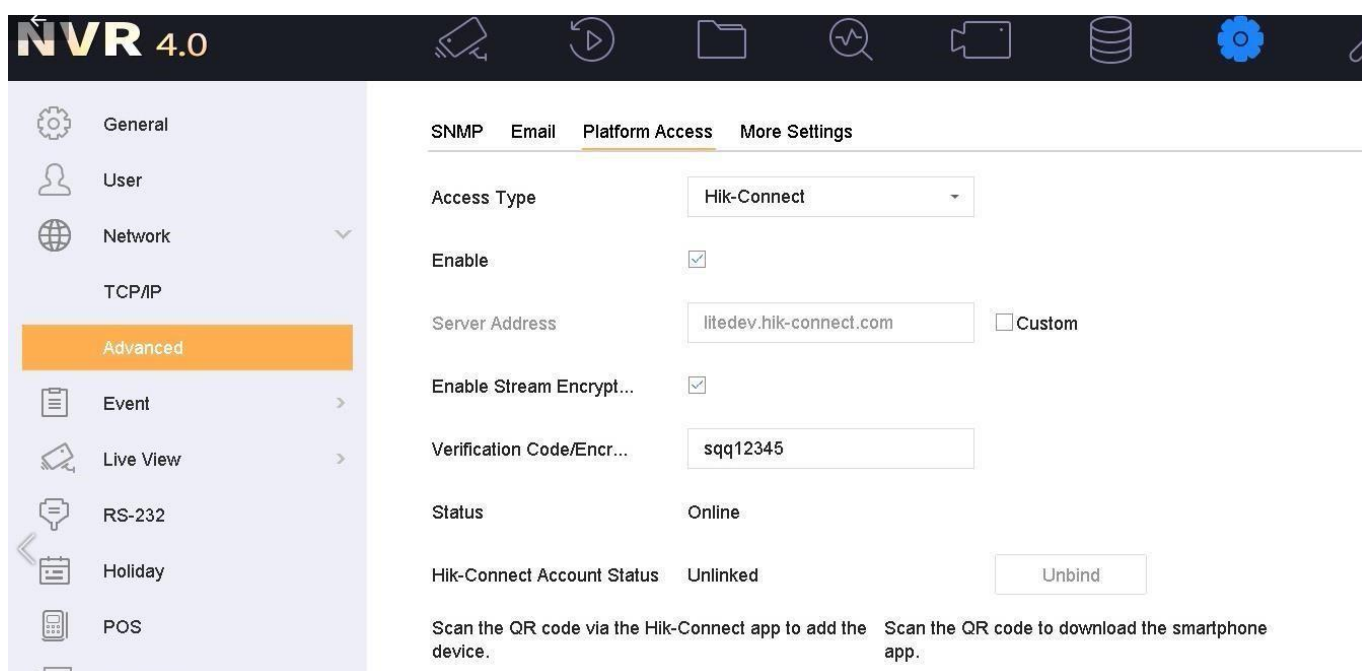
The screenshot shows the Hikvision web GUI configuration page for Network - Platform Access. The 'Enable' checkbox is unchecked. The Platform Access Mode is set to 'Hik-Connect'. The Server IP is 'dev.hik-connect.com' with the 'Custom' checkbox checked. The Register Status is 'Offline'. The Verification Code field is masked with dots and has a help icon. Below the field, there is a note: '6 to 12 letters (a to z, A to Z) or numbers (0 to 9), case sensitive. You are recommended to use a combination of no less than 8 letters or numbers.'

On NVR 3.0: Menu-Configuration-Network-Platform Access.

Title:	How to Solve Hik-Connect Offline Issue	Version:	v1.0	Date:	07/12/2019
Product:	Cameras, NVR, DVR			Page:	1 of 8



On NVR 4.0: Menu-System-Network-Advanced.



- b) If it has been enabled and the Register Status keeps offline, go to step 2.
2. Make sure the device has been connected to the Internet and it can connect to the Hik-Connect Server.

Title:	How to Solve Hik-Connect Offline Issue	Version:	v1.0	Date:	07/12/2019
Product:	Cameras, NVR, DVR			Page:	1 of 8

- a) Go to device to see whether the IP parameters belong to LAN. The IP address, subnet mask and default gateway need to be set correctly. Path: Configuration-Network-Basic Settings-TCP/IP.

The screenshot displays the Hikvision Configuration interface. The top navigation bar includes 'Live View', 'Playback', 'Picture', and 'Configuration'. The left sidebar shows a menu with 'Local', 'System', 'Network', 'Basic Settings', 'Advanced Settings', 'Video/Audio', 'Image', 'Event', and 'Storage'. The 'Network' section is expanded to show 'TCP/IP', 'DDNS', 'PPPoE', 'Port', and 'NAT'. The 'TCP/IP' tab is active, showing the following settings:

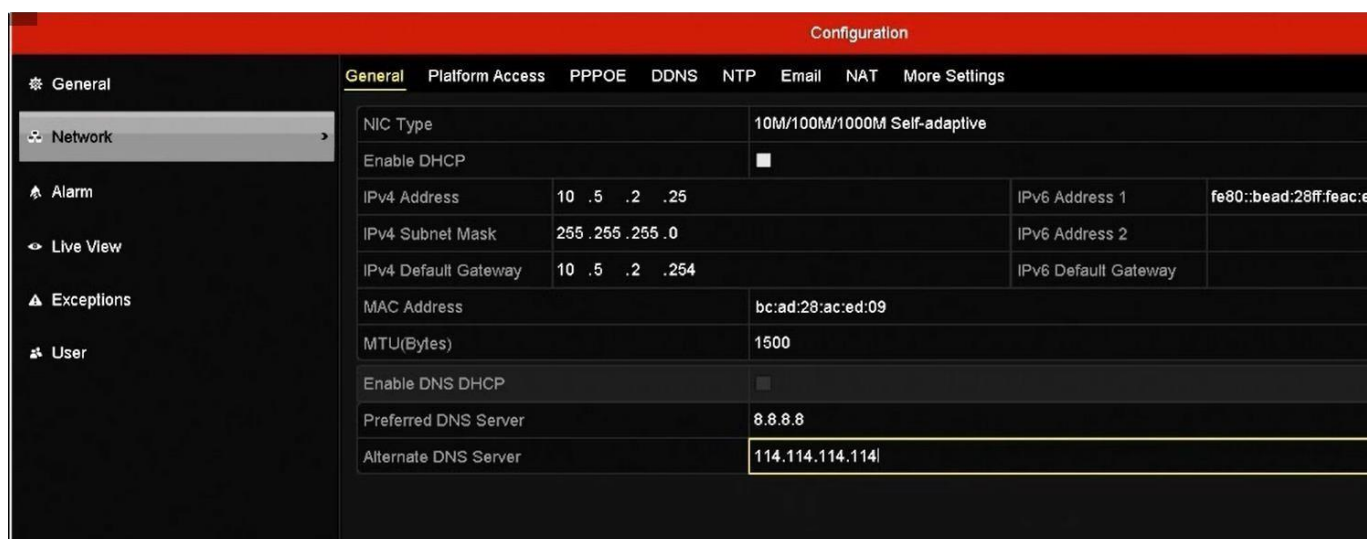
- NIC Type: Auto
- DHCP:
- IPv4 Address: 192.168.1.121 (with a 'Test' button)
- IPv4 Subnet Mask: 255.255.255.0
- IPv4 Default Gateway: 192.168.1.1
- IPv6 Mode: Route Advertisement (with a 'View Route Advertisement' button)
- IPv6 Address: [Empty]
- IPv6 Subnet Mask: [Empty]
- IPv6 Default Gateway: ::
- Mac Address: a4:14:37:46:84:1b
- MTU: 1500
- Multicast Address: [Empty]
- Enable Multicast Discovery:

Below these settings is a 'DNS Server' section with the following fields:

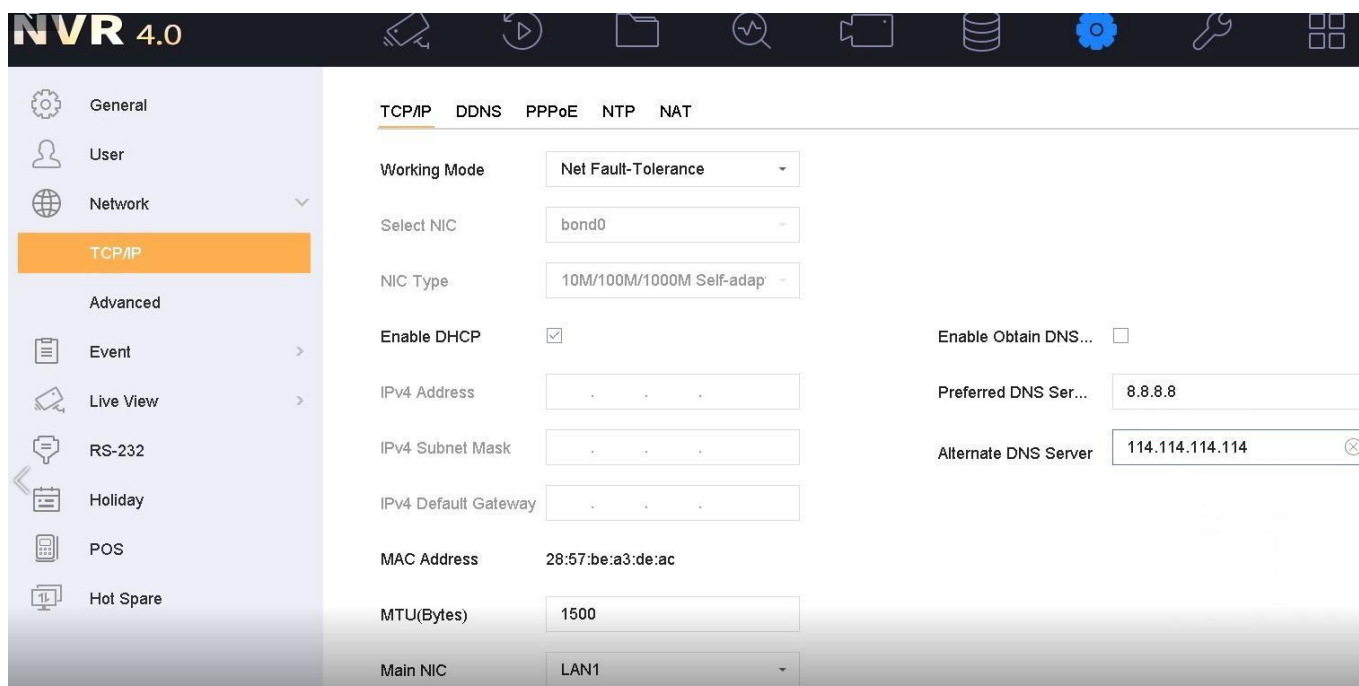
- Preferred DNS Server: 8.8.8.8
- Alternate DNS Server: [Empty]

On NVR 3.0: Menu-Configuration-Network-General.

Title:	How to Solve Hik-Connect Offline Issue	Version:	v1.0	Date:	07/12/2019
Product:	Cameras, NVR, DVR			Page:	1 of 8



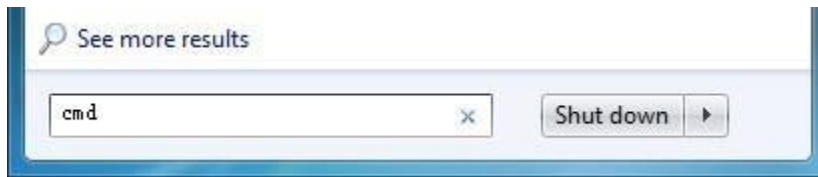
On NVR 4.0: Menu-System-Network-TCP/IP.



- b) The DNS Server address is suggested to set as 8.8.8.8 or local frequently-used DNS address.
- c) Try to change Server address, change dev.hik-connect.com to litedev.hik-connect.com or change litedev.hik-connect.com to dev.hik-connect.com.

Title:	How to Solve Hik-Connect Offline Issue	Version:	v1.0	Date:	07/12/2019
Product:	Cameras, NVR, DVR			Page:	1 of 8

- d) Upgrade device to latest firmware.
3. If the Register Status is still offline, you may need to check the network.
- a) Check the Hik-Connect Server accessible or not.
- i. Connect your PC to the same LAN of the device.
  - ii. Go to windows start menu, input cmd and click Enter key.



- iii. Input command `ping dev.hik-connect.com` and click Enter. If there is response, it means the DNS server address is correct and the Hik-Connect Server IP address is returned to the device.

If there is no response, the DNS server address need to be modified correctly.

A screenshot of a Windows command prompt window titled 'Administrator: C:\Windows\system32\cmd.exe'. The window shows the following text:

```
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\>ping dev.hik-connect.com

Pinging lbs-860051718.ap-southeast-1.elb.amazonaws.com [52.77.151.68] with 32 bytes of data:
Reply from 52.77.151.68: bytes=32 time=240ms TTL=235
Reply from 52.77.151.68: bytes=32 time=233ms TTL=235
Reply from 52.77.151.68: bytes=32 time=243ms TTL=235
Reply from 52.77.151.68: bytes=32 time=238ms TTL=235

Ping statistics for 52.77.151.68:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 233ms, Maximum = 243ms, Average = 238ms

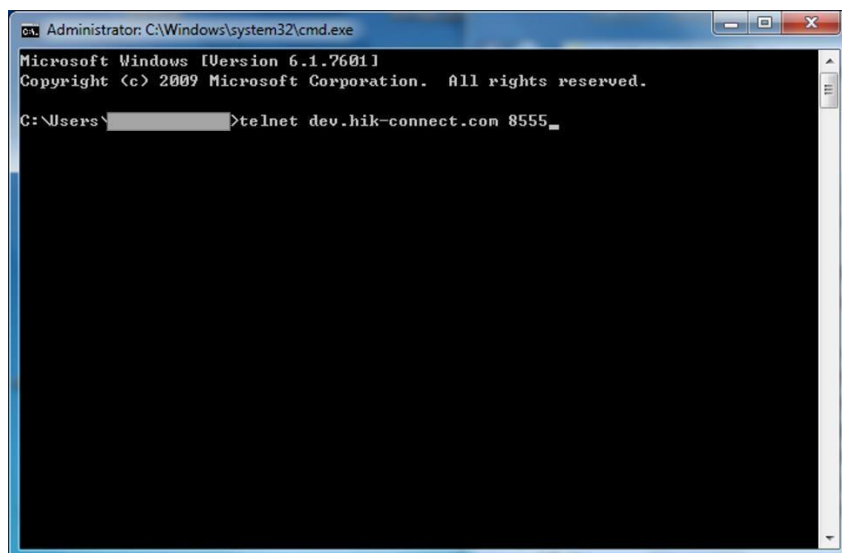
C:\Users\>
```

- b) Check if the fire wall blocks the connection between device and Hik-Connect Server.
- i. Connect your PC to the same LAN of the device.
  - ii. Go to windows start menu, input cmd and click Enter key.

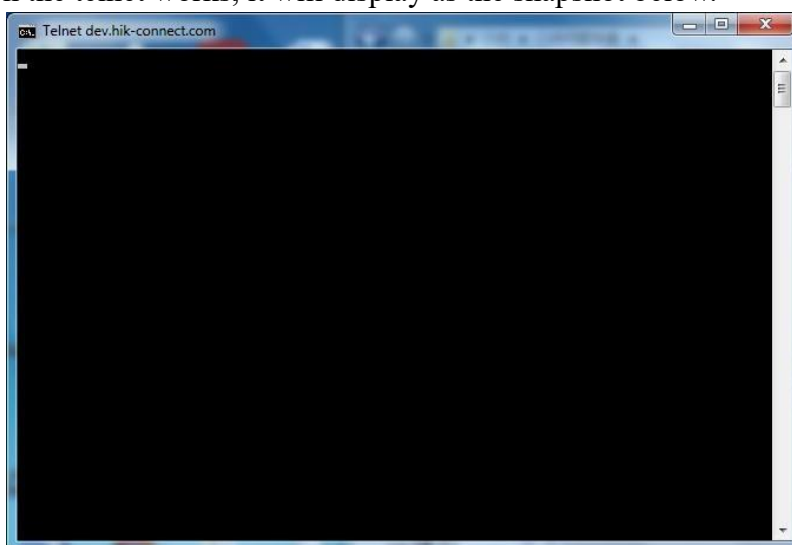


Title:	How to Solve Hik-Connect Offline Issue	Version:	v1.0	Date:	07/12/2019
Product:	Cameras, NVR, DVR			Page:	1 of 8

- iii. Input command *telnet dev.hik-connect.com 8555* or *telnet litedev.hik-connect.com 8666* and click Enter.



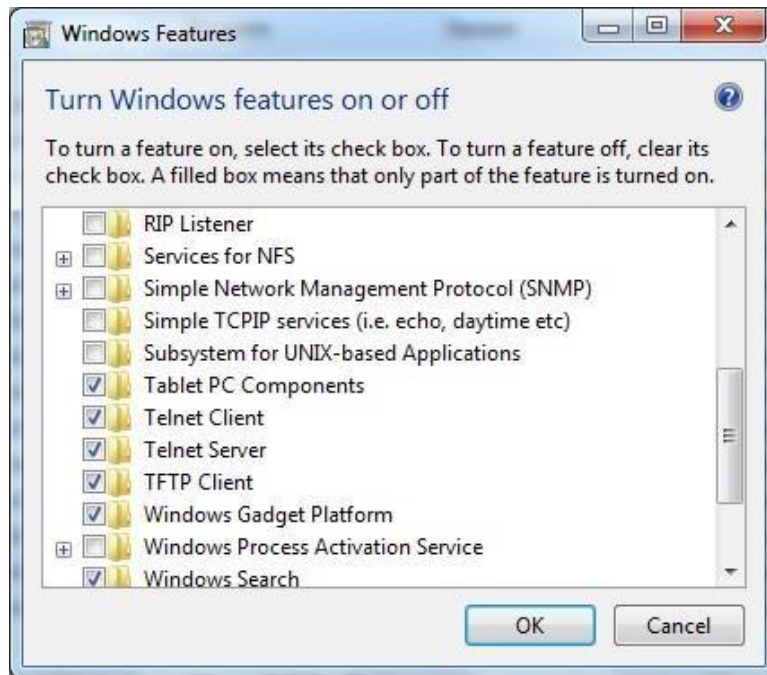
- iv. When the telnet works, it will display as the snapshot below.



- v. If the telnet failed, you may need to check if there are settings on fire wall block the connection between the device and Hik-Connect server. **Notes:**

The Telnet function is disabled on PC as default, so it need to be enabled firstly. Path: Control Panel→All Control Panel Items→Programs and Features→Installed Updates→Turn Windows features on or off.

Title:	How to Solve Hik-Connect Offline Issue	Version:	v1.0	Date:	07/12/2019
Product:	Cameras, NVR, DVR			Page:	1 of 8





Title:	How to Solve Hik-Connect Offline Issue	Version:	v1.0	<b>Date:</b>	07/12/2019
Product:	Cameras, NVR, DVR			<b>Page:</b>	1 of 8

**First Choice for Security Professionals**

**HIKVISION Technical Support**

© Hangzhou Hikvision Digital Technology Co.,Ltd. All Rights Reserved.

No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China • Tel: +86-571-8807-5998 • Fax: +1 909-595-0788

E-Mail: [support@hikvision.com](mailto:support@hikvision.com) • [www.hikvision.com](http://www.hikvision.com)

---