Blazer Express V1.4

Frequently Asked Questions (FAQ)

Frequently Asked Questions

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About this Manual

This Manual is applicable to Blazer Express Station.

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website (http://overseas.hikvision.com/en/).

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Overview

This document describes the frequently asked questions when installing and operating the Blazer Express Web Client and Control Client, and also gives the corresponding answers to help the users to solve the problems.

Scopes

Blazer Express Station Version 1.4

Modifications

Document Version	Modifications
1.4 (2017-10)	Questions: 1.4, 2.3, 2.4, 2.5, 2.6, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 5.1, 6.1, 6.2, 6.3, 7.5, 7.7, 7.8, 7.10, 10.1, 10.2, 10.3 are newly added.

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Chapter 1 Installation

1.1 Why an "!" prompts when I install the HDD?

Question

Why does the system prompt "!" when I install the HDD?

Answer

The installed HDD has been allocated before.

Perform the following steps:

1. Right-click on **Computer**, enter **Manage→Disk Management**.
2. Right-click on a disk, and click **Mark Partition as Active**.
3. Click **Format→Delete Volume**.

   Note: Do NOT delete Disk C or Disk D.

1.2 What is the recommended minimum free space of Disk C on local Blazer Express?

Question

What is the recommended minimum free space of Disk C on local Blazer Express?

Answer

To ensure Blazer Express works properly, the recommended minimum free space of Disk C on the local Blazer Express server is 2 GB.

1.3 Why the Blazer Express with PoE function has three Local Area Connections?

Question

Blazer Express with PoE function has two network interfaces, but there are three Local Area Connections shown in the system. Why?

Answer

The third Local Area Connection is the IP address for PoE interface, which is 192.168.254.1 by default.

1.4 Can I access the device in LAN via the Control Client in WAN?

Question

Can I access the device in LAN via the Control Client in WAN?

Answer

If the added devices are deployed on the LAN and the Control Client is on the WAN, you can access the devices via the Control Client. But the following functions are not supported:

- Broadcast with devices
- Searching device logs

Chapter 2 Login

2.1 How to log into Blazer Express for the first time?

Question

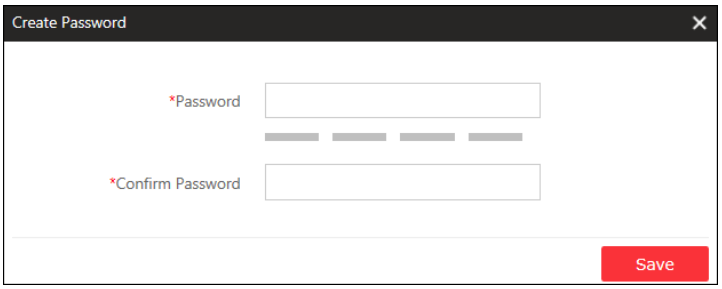
How to log in to Blazer Express for the first time?

Answer

If it is the first time, perform the following steps to log in to Blazer Express:

1. Open Blazer Express Web Client.
   - In the address bar of the web browser, input the IP address or domain name of the Blazer Express and press the **Enter** key.
   - For locally accessing the system on Blazer Express, you can also click on **Web Client** panel on the desktop to pop up the login window.

   A login page will pop up.
2. Create a password for admin user of Blazer Express in the pop-up window.



3. Input the new password and confirm password, and click **Save** to create the password. After creating the password, you can log in to Blazer Express with admin account and the new password.

2.2 Why does it prompt “incorrect network request” when logging in to the Web Client?

Question

Why does the system prompt “incorrect network request” when logging in to the Web Client?

Answer

Right-click the Service Manager and click **Start**.

2.3 Can I log into Blazer Express with an IP address if it is configured with a domain name?

Question

Can I log into Blazer Express with an IP address if it is configured with a domain name?

Answer

No. If you have configured a domain name for Blazer Express, you cannot log in with an IP address.

2.4 Why does it prompt “Invalid token” when I log into the Web Client on Blazer Express locally?

Question

Why does it prompt “Invalid token” when I log into the Web Client on Blazer Express locally?

Answer

Please check if you have logged into the account via the Web Client in Blazer Mode or via the Web Client in Administrative Mode. You cannot log into Blazer Express via these two Web Clients at the same time due to web browser restriction.

2.5 How to access Blazer Express via Hik-Connect service?

Question

How to access the Blazer Express via Hik-Connect service?

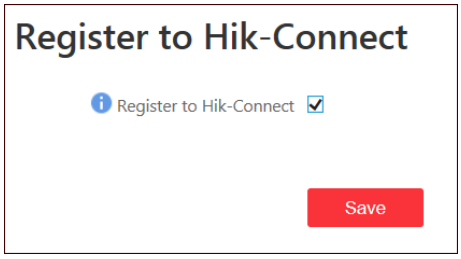
Answer

If the Blazer Express’s IP address always changes, you can access the Blazer Express via Hik-Connect service after added to Hik-Connect service.

Perform the following steps to access Blazer Express via Hik-Connect:

Steps:

1. Register Blazer Express to Hik-Connect service.
   1) Enter Blazer Express Web Client.
   2) Click **System** on the Web Client Home page.
   3) Click **Register to Hik-Connect** tab on the left.

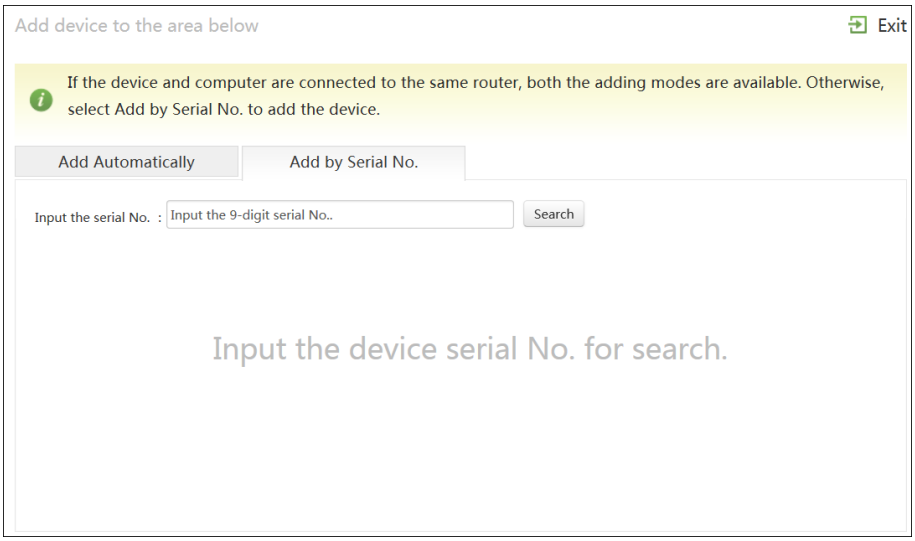


   4) Check the **Register to Hik-Connect** checkbox to register the Blazer Express to Hik-Connect service.
   5) Click **Save** to save the settings.
2. (Optional) Configure the WAN access and port mapping on route if the Blazer Express is in LAN.

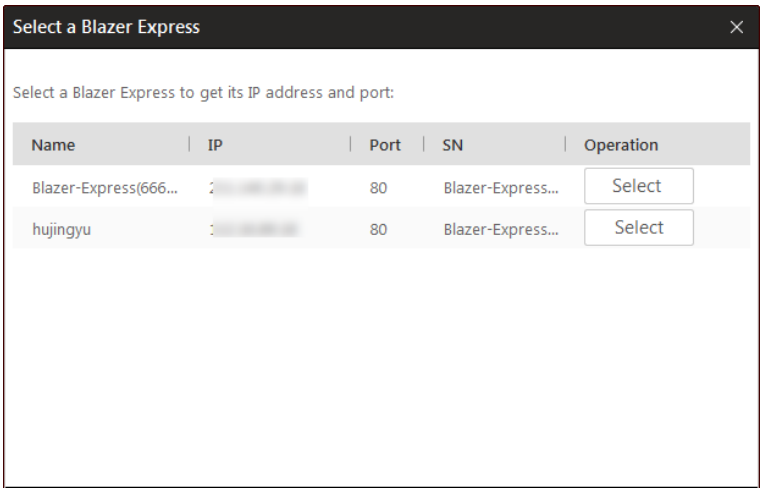
   Note: If the Blazer Express is in WAN, skip this step.
   1) Enter **System > WAN Access** on the Blazer Express Web Client.
   2) Set the **WAN Access** switch to **ON**.

3) Input the Blazer Express's WAN IP address in **IP Address** field.
4) Set the port numbers. You can use the default value.
5) Click **Save**.
6) Configure the port mapping on the route for the Blazer Express's ports.

3. After registering to Hik-Connect, perform the following steps to add Blazer Express to your Hik-Connect account.
   1) Enter www.ezvizlife.com and click **Cloud Sign In** to enter EZVIZ cloud page.
   2) Log into your Hik-Connect account.
      If you do not have an account, register one.
   3) Enter **Device Management** and click **Quick Adding**.
   4) Select **Add by Serial No.**



   5) Input the Blazer Express's serial number which you can find on the label of the server, and click **Search**.
   6) Click in the search result and input **ABCDEF** in the Device Verification Code.
   7) Click **OK** to add the Blazer Express to your account.
4. After the Blazer Express has been added to one Hik-Connect account, you can get its IP address and port via Hik-Connect service on Control Client.
   1) Run the Blazer Express Control Client and enter the login page.
   2) Click **Show Server Address** to show the parameters panel.
   3) Click **Get IP Address from Hik-Connect**.
   4) Select the country or region of your Hik-Connect account.
   5) Click **Next** to continue.
   6) Input the Hik-Connect service account and password to login the Hik-Connect service.
   7) Select the Blazer Express to get the IP address and click **Select** in Operation column.



The IP address and port number will fill the server parameters fields automatically.

8) Input the user name and password of Blazer Express and click **Login**.

2.6 Why does it prompt connection failed when I access the Blazer Express via Hik-Connect service?

Question

Why does it prompt connection failed when I access the Blazer Express via Hik-Connect service on the Control Client?

Answer

If the IP address of the Blazer Express is changed, it will prompt you connection failed. You should switch user and log in again.

Chapter 3 Device Management

3.1 Why does it prompt “Device type is not supported” when adding DVR or NVR to the Blazer Express?

Question

Why does the system prompt “Device type is not supported” when adding DVR or NVR to the Blazer Express?

Answer

Blazer Express doesn’t support adding NVR or DVR to the system via the Web Client. You can add DVR and NVR via the Control Client in Station Management as cascaded stations.

3.2 Can the Hikvision camera be added to the Web Client automatically after it is plugged into Blazer Express server via PoE interface?

Question

If I plug one Hikvision camera into the Blazer Express server via PoE interface, will it be added to the Web Client automatically?

Answer

It depends on different situations:

- If the camera is not activated before, its admin account will be activated automatically and added to the Web Client after it is plugged into the Blazer Express server’s PoE interface. After activated, the password of camera’s admin account is the same with the password of Blazer Express admin account.
- If an activated camera has the same user name and password with Blazer Express, the camera will be added to the Web Client automatically after it is plugged into the Blazer Express server’s PoE interface. The IP address of the camera will be modified automatically so that it is in the same network segment with PoE switch of Blazer Express.
- If an activated camera has a different user name and password with the Blazer Express, the camera will NOT be added to the Web Client automatically after it is plugged into the Blazer Express server’s PoE interface. You need to add the camera manually via the Web Client.

Chapter 4 Remote Site Management

4.1 What is Remote Site Management (RSM)?

Question

What is Remote Site Management (RSM)?

Answer

You can add Blazer Express to the Central System with a Remote Site Management (RSM) module as Remote Site for central management.

After adding a Remote Site to the Central System, you can manage the Remote Site's cameras (such as live view and playback) and add the Remote Site's configured alarms so that you can manage the alarms via the Central System. You can also set the recording schedule for the Remote Sites' cameras and store the recorded video files in the Central System's Recording Server.

4.2 Can I add one Blazer Express to another Central System if I have added it to one Central System?

Question

If I have already added one Blazer Express to the Central System as a Remote Site, can I add it to other Central System?

Answer

No. One Blazer Express can only be added to one Central System for central management.

4.3 Can I add one Blazer Express to Central System of HTTPS transfer protocol?

Question

Can I add the Blazer Express to Central System of HTTPS transfer protocol?

Answer

No, you can't. The Blazer Express only supports HTTP transfer protocol. For Remote Site, its transfer protocol should be the same with the Central System's. As a result, you can only add Blazer Express to Central System of HTTP transfer protocol as Remote Site.

4.4 Why there are no Live View and Playback modules on the Blazer Express when I login via Central System Web Client?

Question

After adding the Blazer Express to Central System as Remote Site, Why there are no Live View and Playback modules on the Web Client when logging into Blazer Express via Central System Web Client and performing remote configuration?

Answer

After adding the Blazer Express to Central System as Remote Site, when you log into the Remote Site via Central System Web Client, the plugin is unavailable. As a result, you cannot view the Live View, Playback, online device detection and user manual.

4.5 Can I add Blazer Express in LAN to Central System in WAN?

Question

Can I add Blazer Express in LAN to Central System in WAN?

Answer

No, you can't. The Central System (HikCentral system) doesn't support this situation.

4.6 Why can't I view the live video of Blazer Express's camera in Central System?

Question

Why can't I view the live video of Blazer Express's camera in Central System?

Answer

For the camera connected via Blazer Express's PoE interface, if it is added to the Central System's area which is configured with Streaming Server, you cannot view its live video in Central System.

4.7 Why can't I play back the video files of Blazer Express's camera in Central System?

Question

I have upgraded the Blazer Express to version 1.4, and added it to Central System as Remote Site. Why can't I play back the video files of its camera in Central System?

Answer

Please make sure you have enabled the 10000 port in firewall after upgrade. The 10000 port is used for Central System to get stream for playback from Blazer Express added as Remote Site.

Chapter 5 Recording Configuration

5.1 How do I record video files when events and alarms occur?

Question

How do I record video files automatically when events and alarms occur?

Answer

Select **All-Day Event-based Template** when setting the recording schedule for cameras in the Blazer Express Web Client > **Recording**. If you properly configure the events and alarms for the device, the video files recorded based on events and alarms can be saved automatically.

Chapter 6 Event and Alarm Configuration

6.1 Why is there a red exclamation mark shown beside event/alarm name?

Question

Why is there a red exclamation mark displayed beside the added event/alarm name?

Answer

If the event or alarm is disabled on the device, a red exclamation mark will display near the configured event or alarm name. Move the cursor to the red mark and it will prompt you "The event/alarm is disabled on the device".

Perform the following steps to enable the event or alarm on the device:

1. Click **Configuration** on the tooltip to enter the configuration page.
2. Enter **Event Configuration** page.
3. Select **Notify Surveillance Center** for the event.

6.2 How to add an alarm category and link a category to the alarm?

Question

How do I add alarm categories and link the added categories to the alarms?

Answer

Perform the following steps to add an alarm category:

1. Enter the Blazer Express Web Client.
2. Click **Event & Alarm > Alarm > Alarm Settings** to enter the alarm settings page.
3. Click **Add** on the Alarm Category field and add the customized alarm category.
4. Select a number for the alarm category.
   Note: Up to 25 alarm categories can be added.
5. Input a name for the alarm category as desired.
6. Click **Save** to add the alarm category.

Perform the following steps to link a category to an alarm:

1. Enter the Blazer Express Control Client.
2. Click **Alarm Center > Alarm**.
3. Click the alarm name.
4. Select one alarm category in the pop-up window.

6.3 How to set audible warnings with custom voice text?

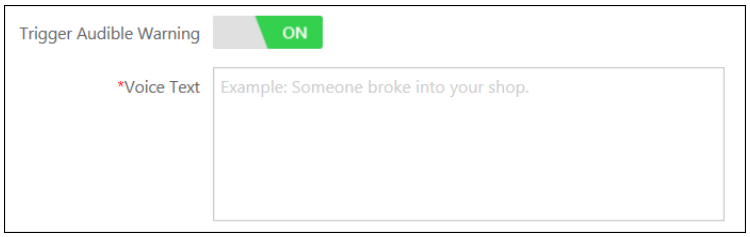
Question

How do I set the Control Client's audible warning with a custom voice text for triggered alarms?

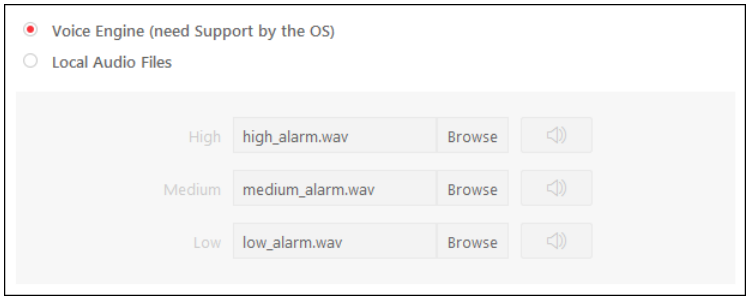
Answer

Perform the following steps to set audible warning with custom voice text:

1. Enter the Blazer Express Web Client and enter **Event & Alarm**.
2. In the alarm details page, set **Trigger Audible Warning** switch to **ON**.
3. Input voice text as desired.



4. Enter the Control Client and enter **System > Alarm Center** page.
5. Select **Voice Engine** to enable.



Note: The OS must support the voice engine function.

Chapter 7 Live View and Playback

7.1 How to switch stream type during live view on the Control Client?

Question

How to switch stream type during live view on the Control Client?

Answer

You should add the switch-stream icon to the live view toolbar first.

Perform the following steps:

1. Enter the Blazer Express Control Client.
2. Enter **System Settings→Application Settings→Live View**.
3. Add the switch-stream icon to the live view toolbar.
4. Start live view.
5. Click or on the toolbar to switch the live view stream to main stream or sub-stream.

7.2 How many channels are supported during live view?

Question

How many channels are supported during live view?

Answer

- For the Control Client installed on the Blazer Express server locally, it supports up to 32 channels for live view at the same time.
- For the Control Client installed on other PC, it supports up to 64 channels for live view at the same time.
- For the Web Client, it supports up to 4 channels for live view at the same time.

7.3 How to perform fisheye expansion?

Question

How to perform fisheye expansion after adding fisheye camera?

Answer

You should add the fisheye expansion icon to the live view and playback toolbar first.

Perform the following steps:

1. Enter the Blazer Express Control Client.
2. Enter **System Settings→Application Settings→Live View** or **Playback**.
3. Add the fisheye expansion icon to the live view and playback toolbar.
   Then you can see the fisheye expansion icon in the toolbar during live view and playback.
4. Start live view or playback.
5. Click on the toolbar to enter the fisheye expansion mode.

7.4 How many live view screens does the Control Client support?

Question

How many live view screens does the Control Client support?

Answer

- The Control Client installed on the Blazer Express server locally supports one main live view screen and one auxiliary live view screen.
- The Control Client installed on other PC supports one main live view screen and three auxiliary live view screens.

7.5 How to set a view group for view auto-switch?

Question

How do I set a view group for view auto-switch?

Answer

Perform the following steps to set a view group:

1. Enter the Blazer Express Control Client and enter the Live View page.
2. Click to enter the view mode.
3. Click to add a view group.
4. Click to create a new view.
   The new view is in 4-window mode by default.
5. (Optional) Click and select the window division type for the new view.
6. Click to enter the area mode.
7. Drag the camera to the display window, or double-click the camera name after selecting the display window to start the live view.
8. Click **Save** to save the new view.
9. Drag the custom view group to a display window.
   The views belongs to the view group will start switching automatically.

7.6 Why can’t I get thumbnail images during playback?

Question

Why can’t I get thumbnail images during playback?

Answer

When playing back video files in a cascaded DVR or NVR, the Control Client does not support obtaining thumbnail images of the video.

7.7 How to view alarm-triggered video files during playback?

Question

How to search and view the alarm triggered video files of a specified camera on the Control Client during playback?

Answer

Perform the following steps to search and view the alarm-triggered video files.

1. Enter Playback page on the Blazer Express Control Client.
2. Drag the specified camera to the display window, or double-click the camera to start playback.
3. Click on the toolbar to select the date and time to search the video files.
4. Click on the left side of the playback toolbar to select **Event Recording**.
   The alarm-triggered video files will be filtered and played.

7.8 When does the Control Client adopt GPU decoding and when CPU decoding?

Question

When does Control Client adopt GPU hardware decoding and when CPU software decoding?

Answer

- You can set the default decoding mode as GPU hardware decoding or CPU software decoding in **System→Image**.
- By default, when viewing live video or playing back video files via the Control Client installed on Blazer Express server locally, it adopts GPU hardware decoding by default.
- By default, when viewing live video or playing back video files via the Control Client installed on other PC, it adopts CPU hardware decoding.
- You can set to switch to CPU software decoding when GPU hardware decoding failed in **System→Image**.
- In fisheye expansion mode during live view or playback, it adopts CPU software decoding, because fisheye expansion doesn't support GPU hardware decoding.
- During live view or playback of PanoVu camera, it only supports GPU hardware decoding.
- For H.265 encoding format, it doesn't support GPU hardware decoding.

7.9 Why can't I get temperature information during thermal camera playback?

Question

Why can't I get temperature information during thermal camera playback?

Answer

Displaying temperature information during thermal camera playback is not supported by Blazer Express.

7.10 What is the difference between Public View and Private View?

Question

What's the difference between Public View and Private View?

Answer

Any user logged in to Blazer Express can see the views in Public View and perform related operations.

Only the user who created the view can see the views in Private View and perform related operations.

7.11 I have created a public view on the Control Client, but I can't find it after logging in to the Control Client again. Why?

Question

I have created a public view on Control Client, but I can't find it after logging into Control Client again. Why?

Answer

- If a public or private view is created in the multiple stations mode, the next time you want to log in to the Control Client and check the view you created before, you should check the **Enable Multiple Stations** box first before login.
- If a public or private view is created not under the multiple stations mode, the next time you want to log in to the Control Client and check the view you created before, you should uncheck the **Enable Multiple Stations** first before login.

Chapter 8 Cascading

8.1 How does Blazer Express realize cascading function?

Question

How does Blazer Express realize cascading function?

Answer

Perform the following steps to perform cascading function:

1. Check **Enable Multiple Stations** when you log in to the Control Client.
2. After logging in, click **Station** on the control panel.
3. Click **Add** to add a Blazer Express, DVR, or NVR as station for cascading.

8.2 What models of Hikvision DVR/NVR does Blazer Express support as cascaded station?

Question

What models of Hikvision DVR/NVR does Blazer Express support as cascaded station?

Answer

Blazer Express supports NVR/DVR with 32 channels or less. For detailed models, refer to Hikvision Product Compatibility List of Blazer Express.

Chapter 9 Reports

9.1 How long will it take to generate a heat map report?

Question

How long will it take to generate a heat map report?

Answer

The time for generating a heat map report depends on the camera. Generally, the report will be generated on the hour.

9.2 How long will it take to generate a people counting report?

Question

How long will it take to generate a people counting report?

Answer

The time of generating a people counting report depends on the camera. By default, the uploading data interval of people counting camera is 15 minutes. But for 6 series people counting camera, the uploading interval is optional: 1min, 5min, 15min, 20min, 30min, 50min and 60min.

Chapter 10 Security

10.1 How to set the minimum password strength?

Question

How can I set the system's minimum password strength?

Answer

Blazer Express provides three types of password strength, i.e., Weak, Medium, and Strong. By default, the minimum password strength is Medium.

You can access the Web Client and enter **Security** > **Security Settings**, check the definition for each type of password strength and select one optionally.

10.2 How to reset another user account's password?

Question

For Admin user, how can I reset a normal user's password?

Answer

To reset a password, you can access the Blazer Express Web Client and perform the following steps:

1. Enter **Security** > **Users.**
2. Click the user's user name to enter the user details page.
3. Click **Reset** icon to reset the user's password to the default one (*Abc123*).

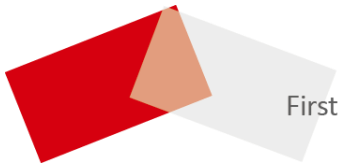
10.3 Can I change the password for an added third-party device?

Question

I have added a third-party encoding device to Blazer Express, but I can't change its password via the Web Client. Why?

Answer

You can only change the password for Hikvision device. Devices added via ONVIF protocol do not support this function.



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