HikCentral Access Control

Quick Start Guide

Contents

Chapter 1 Guide Content

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

To ensure the properness of usage and stability of the HikCentral Access Control, 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.

Chapter 3 System Requirements for Servers

Operating System

Microsoft ˚ Windows 11 (64-bit), Microsoft ˚ Windows 10 (64-bit), Windows 8.1 (64-bit), Windows 7 SP1 (64-bit); Windows Server 2019 (64-bit), Windows Server 2016 (64-bit), Windows Server 2012 R2 (64-bit), Windows Server 2008 R2 SP1 (64-bit)

Note

For Windows 8.1 and Windows Server 2012 R2, make sure it is installed with the rollup (KB2919355) undated in April, 2014.

CPU

Intel ˚ Core™ I3 and above

Memory

4 GB and above

HDD

SATA-II 7200 RPM Enterprise Class disk with 200 GB storage capacity. When running the SYS, there should be at least 1 GB free space.

Chapter 4 Installation

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

⊡Note

- You can install a service with a higher version without uninstalling the one with a lower version. For example, if you have installed the service with the version 1.0 on your PC, you can directly install the one with the version 1.1 to upgrade the platform.
- If you want to degrade the platform, you must uninstall the service with a higher version, and then install the one with a lower version.
- If you have installed the service in basic version on your PC, you can directly install a service in a professional version without uninstalling the basic one to upgrade the platform to the professional version.

An installation package is provided on the Hikvision's official website (***https://hikvision.com***) for building your system. The package is named as "HikCentral Access Control.exe", which contains all the modules to build the system, including System Management Service and Database Service.

4.1 Install SYS

You can install the SYS on a PC or server, and you can also select the installation directory for the service program and the database as desired.

Steps

1. Double-click 🟥 (HikCentral Access Control) 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. **Optional:** Click **Custom Installation** to select a proper directory as desired to install the service program and the database.
4. **Optional:** Click **Custom Installation** again to return to the Welcome panel.
5. Click **Install Now** to begin the installation.

   A panel indicating progress of the installation will display.
6. Click **Finish** to complete the installation.

Result

The Service Manager used to manage services will automatically be installed.

4.2 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

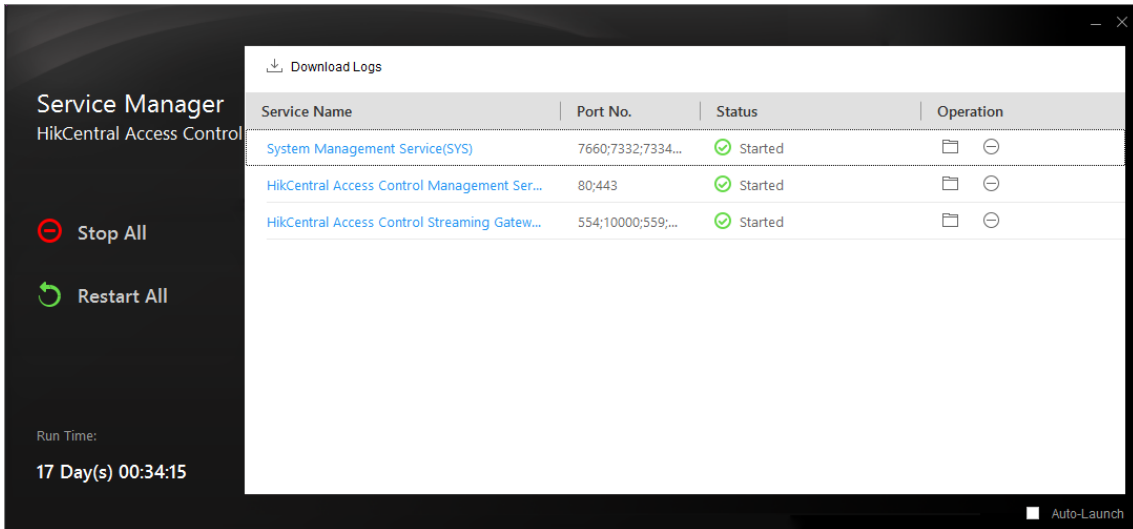**1.** Right-click [icon] and select **Run as Administrator** to run the Service Manager.

Figure 4-1 Service Manager Main Page

[i] **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.

[i] **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 [icon] to go to the installation directory of the service.

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

Chapter 5 Login

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

> **ℹ️Note**
> 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 Web Client.

CPU

Intel® Core™ i3-8100 @3.6 GHz and above

Memory

4 GB and above

Web Browser

Internet Explorer® 11 and above, Firefox® 84 and above, Google Chrome® 84 and above, Safari® 11 and above， Microsoft® Edge 89 and above.

> **ℹ️Note**
> You should run the web browser as administrator.

5.2 Login for First Time for admin User

By default, the platform 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.
2. Enter the password and confirm password for the admin user in the pop-up Create Password window.

> ⚠ **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 installer and/or end-user.

3. Click **OK**.

   The Home page of Web Client will be displayed after you successfully creating the admin password.

5.3 Login for First Time for Employee

Employees can log in to the Web Client by themselves.

Steps

1. Open the Web Client.
2. Select the **Self-Service** tab.
3. Login with employee ID and password. The default password is the employee ID.

> ⓘ **Note**
>
> Employees are required to change the default password upon the first login.

4. Click **OK**.

Result

The Web Client homepage displays after employees successfully log in to the system.

5.4 Change Login Password of Employee

Employees can change the login password by themselves.

Steps

1. Log in to the Web Client.
2. Click the employee ID on the upper right corner of the homepage, and then click **Change Password**.
3. Enter the old password and the new password employees want to set, and confirm the new password. Then click **OK**.

Result

Employees can log in to the web client with the new password.

Chapter 6 License Management

After installing HikCentral Access Control, you can access a specified number of access points and limited functions. To ensure the proper use of HikCentral Access Control, 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 Access Control:

- **Base:** By default, a free basic License is provided. You can purchase more basic Licenses to increase the capability of your system (e.g., connect more access points).
- **Expansion:** You can purchase an expanded License to access more functions.

☐**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 Activate License - Online

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

Steps
1. Log in to HikCentral Access Control via the Web Client.
2. On the Home page, click **Activate** to open the Activate License panel.
3. Click **Online Activation** to activate the License in online mode.
4. 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).
5. Check **I accept the terms of the agreement** to open the License Agreement panel and click **OK**.
6. Click **Activate**.

   The email settings pane will appear after you activated the License.
7. Enter an email address for the admin user.

   ☐**Note**

   This email is used to receive the License activation code when the admin user forgets the password for logging in to the platform and the activation code at the same time.
8. Set the email server parameters.

9. Click **OK** to save the email settings.

6.2 Update License - Online

As your project grows, you may need to increase the connectable number of resources (e.g., devices) for your HikCentral Access Control. 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 Access Control via the Web Client. Refer to **_Login for First Time for admin User_** for details.
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**.

See Far, Go Further

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