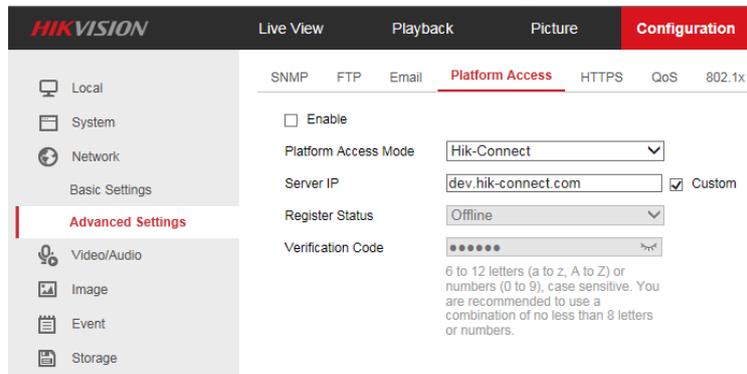


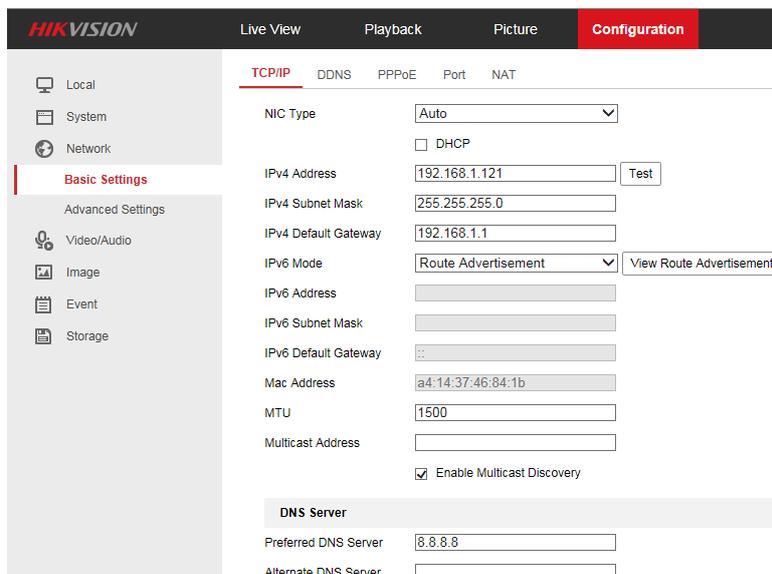
## How to solve Hik-Connect offline issue or locate the causes.

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.

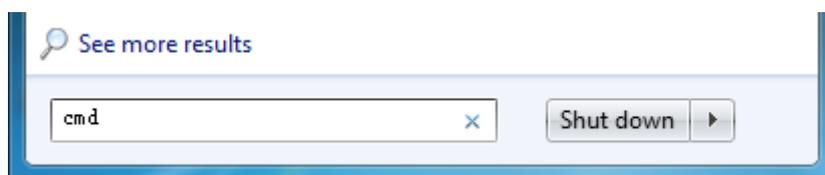
1. Go to device to see the register status. Path: Configuration→Network→Advanced Settings. The status can be saw on web GUI, local GUI or SADP.
  - a) If the Enable box hasn't been checked, enable it and see the register status.



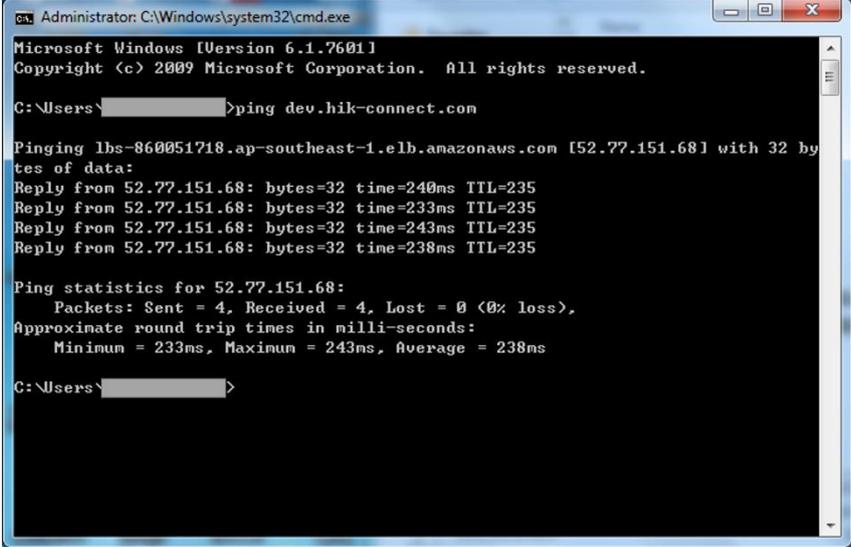
- b) If it has been enabled and the Register Status keeps offline, go to step 2.
2. Make sure the device has been connected to the Internet and it can connect to the Hik-Connect Server.
    - a) Go to device to see whether the IP parameters belong to LAN. The IP address, subnet mask and default gateway need to be set correctly. Path: Configuration→Network→Basic Settings→TCP/IP.



- b) The DNS Server address is suggested to set as 8.8.8.8 or local frequently-used DNS address.
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.



```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
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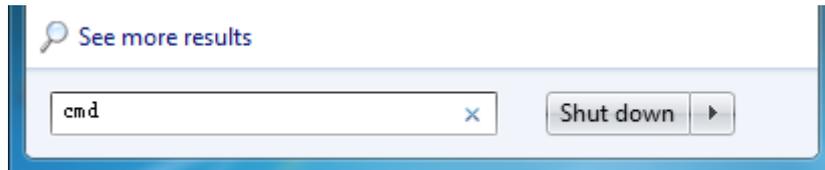
C:\Users\>ping dev.hik-connect.com

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

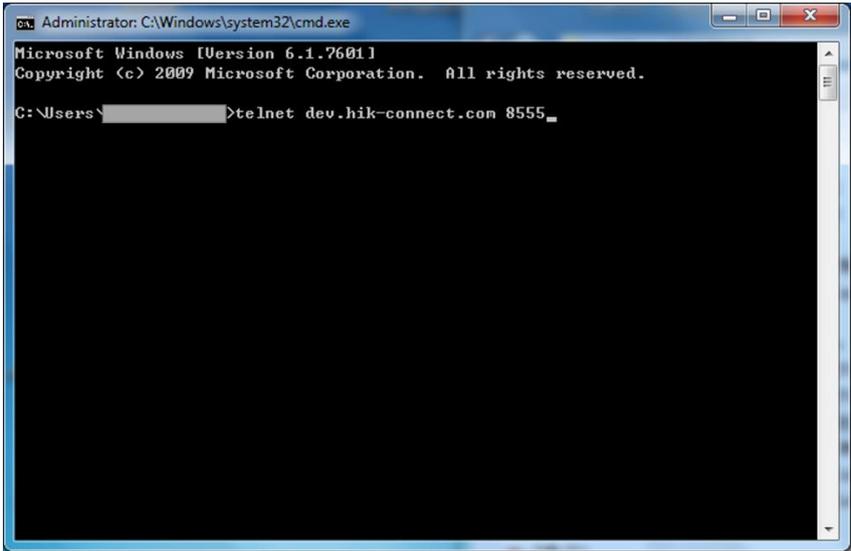
Ping statistics for 52.77.151.68:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 233ms, Maximum = 243ms, Average = 238ms

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.



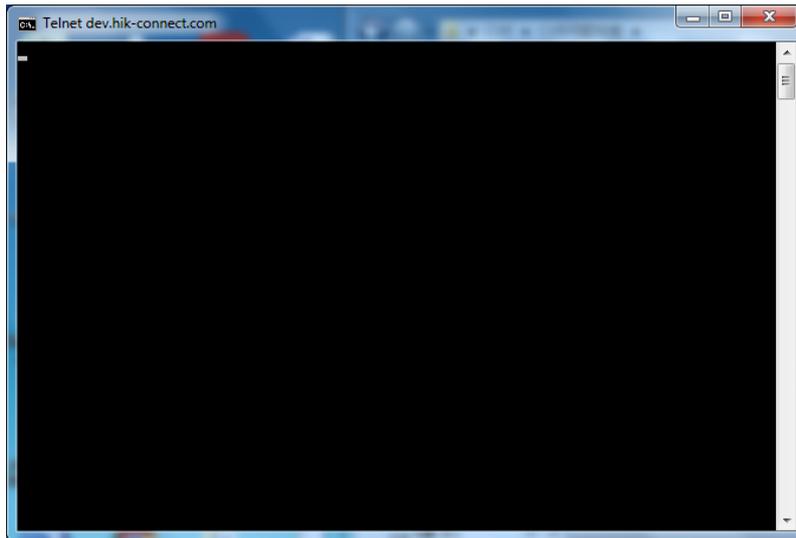
- iii. Input command `telnet dev.hik-connect.com 8555` and click Enter.



```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\>telnet dev.hik-connect.com 8555_
```

- 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.

