

# **DDNS Management System User Manual V1.0**

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## 1. Introduction

DDNS Management System is the Dynamic Domain Name Server of Hikvision. It provides DDNS service to all Hikvision devices such as DVR's, DVS and IP cameras.

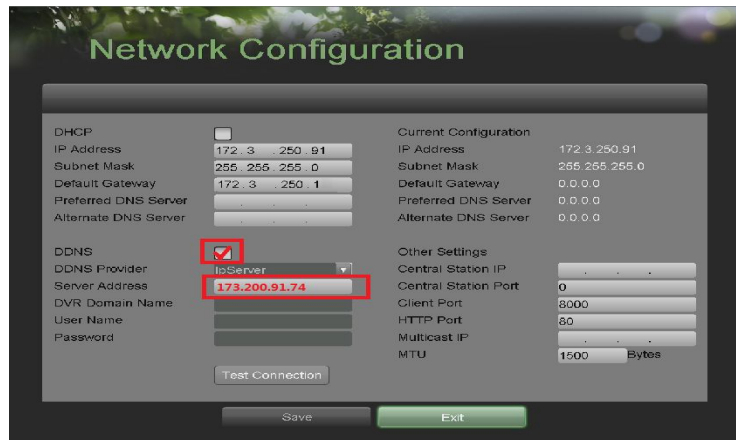
## 2. Network Configuration

### 2.1 Configuring DDNS locally through DVR Menu

*Hikvision products use the default IP address of 192.0.0.64*

You can configure your network settings directly on your DVR menu.

- Enter **Main Menu**,
- Click : **System Configuration**,
- Then: **Network Configuration**



Manually enter in a valid IP address, Subnet Mask, Default Gateway and preferred DNS Server. When assigning the DVR an IP address, make sure it's in the same network as your local computer.

**Example**

	PC/Laptop	DVR
IP Address	172.3.250.10	172.3.250.91
Subnet Mask	255.255.255.0	255.255.255.0

**Note:** For United States Customers, DDNS Server address is 173.200.91.74. **For non U.S. customers, please contact your corresponding Hikvision Branch for more information.**

Default ports are 8000 for client Port and 80 for HTTP Port.

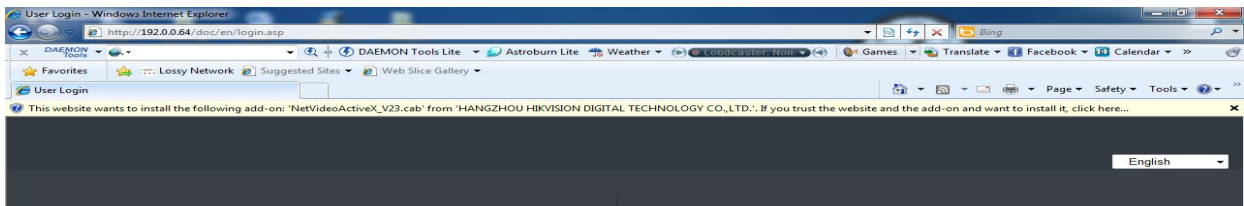
These ports need to be forwarded on your router. Click on link for assistance on port forwarding.

[http://www.hikvisionusa.com/tech\\_tips/Remote%20Access%20Via%20Internet.pdf](http://www.hikvisionusa.com/tech_tips/Remote%20Access%20Via%20Internet.pdf)

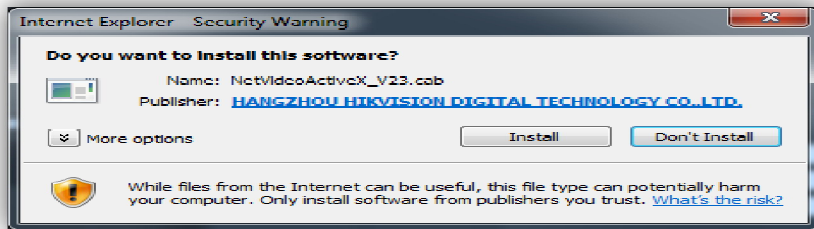
### 2.2 Configuring DDNS through Internet Explorer

Click on Internet Explorer (32 bit).

In the address bar type in the IP address of the device



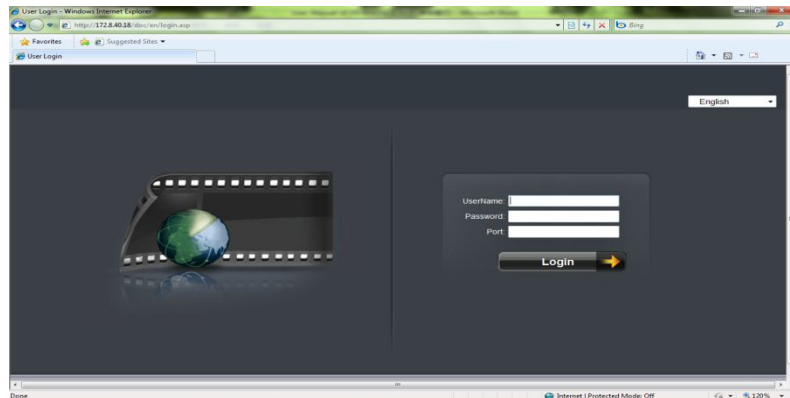
If prompted for ActiveX, allow the installation of the Hikvision application



*Note:* If you are experiencing problems installing the ActiveX control. The manual ActiveX installation file is available at [http://www.hikvision.com/en/us/download\\_more.asp?id=944](http://www.hikvision.com/en/us/download_more.asp?id=944)

### 2.3 Login to Device

After successfully installing ActiveX, you will be able to login to the device by entering the correct username, password and port number of the device.

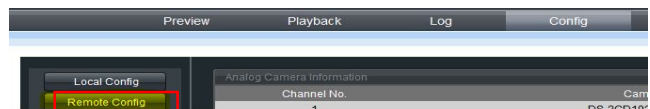


After you login to the device:

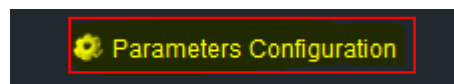
- Click on the **Config** tab



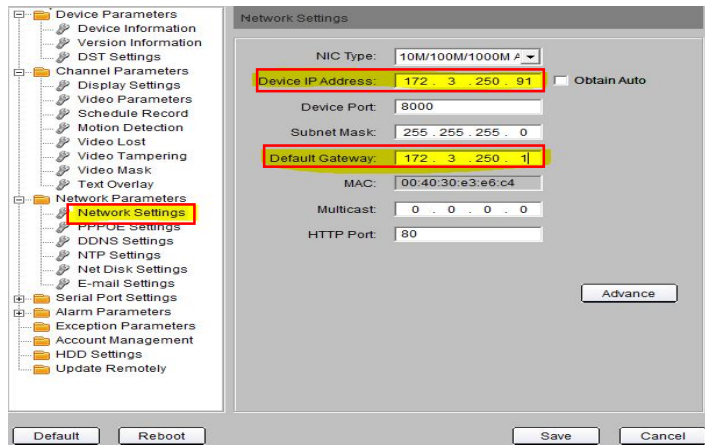
- Click on **Remote Config**



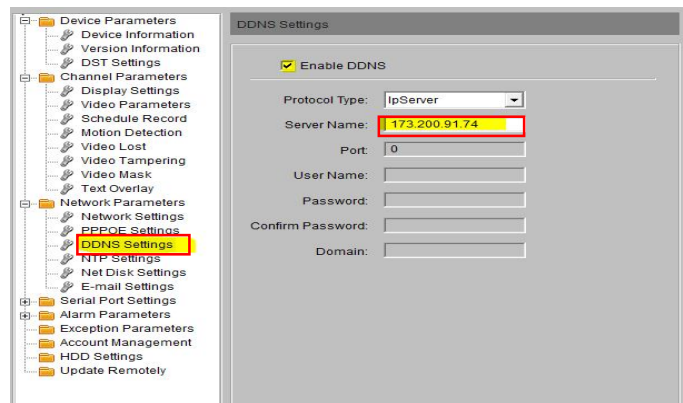
- Click on **Parameters Config** (Lower Right Corner) *Note:* If using NVR or HYBRID, skip this step



- Click on **Network Settings**  
Input the correct LAN IP address and Default Gateway.



- Click on **DDNS Settings**
- Click **Enable DDNS** checkbox
- For **Protocol Type**, choose *IpServer*
- In the **Server Name** field, enter the IP address of the DDNS server.
- Click on **Save**



For United States customers, the Hikvision DDNS Server address is 173.200.91.74.  
For non U.S. Hikvision customers please contact your local Hikvision Branch.

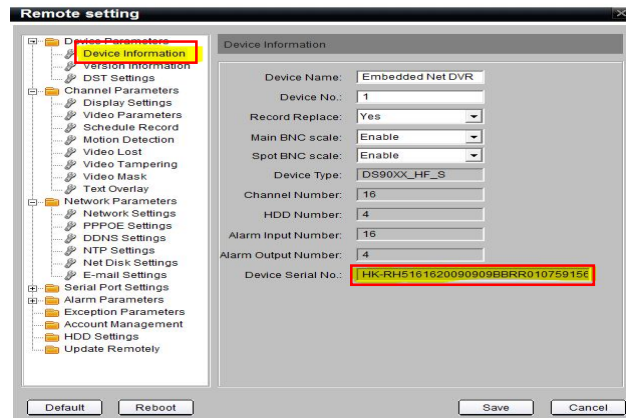
### 3. Device Configuration

#### 3.1 Getting Device Serial Number

- Still in **Remote setting**, click on **Device Information**

*Note:* Write down the Device Serial No. or highlight the number and copy to clipboard. This information will be required during the DDNS setup.

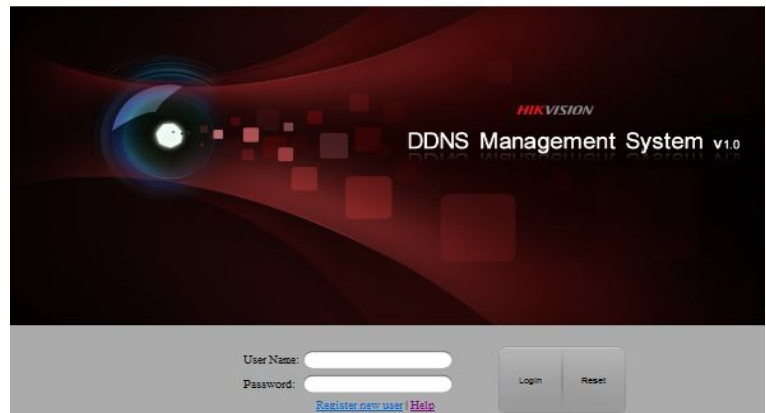
*Note:* We can use a short serial number as well. A Short serial number is partial complete serial number. For example, (403904864) is part of 2DF1-5140020110624BCCH403904864WC  
Short serial number can also be found in the label on the box.



## 4. DDNS Management System

### 4.1 Login Page

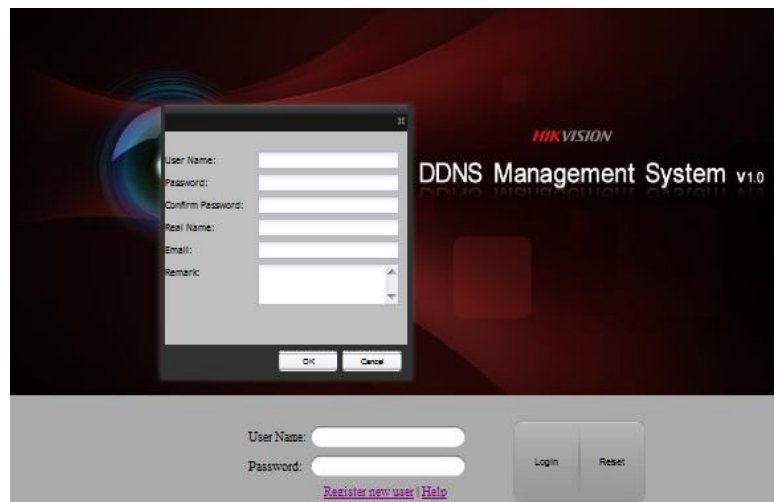
Click on Internet Explorer (32 bit)  
In the address bar, type IP address  
of DDNS Management Server  
<http://www.hik-online.com/>



### 4.2 Register New User

If you don't have an account, click **register new user** to create a new user. (Remember your information for future reference)

- Enter **User Name**,
- **Password**,
- **Confirm Password**,
- **Real Name** and
- **Email**,
- Click **OK** to save

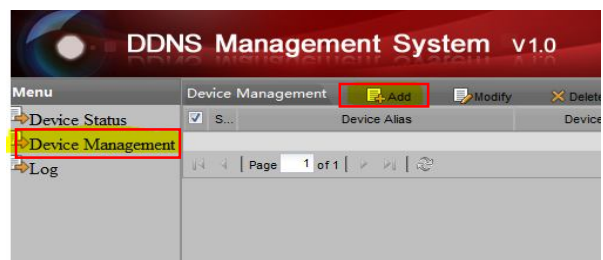


After creating a user, enter in *User name* and *password*. Then click **Login** to enter DDNS Management System.

### 4.3 Device Management

After login

- Click on **Device Management**
- Then click on **Add** button



Enter *Device Alias* name and *Device Serial No.* (Refer to 3.1) By default, *Http Port* is 80.  
If *http port* of device was changed from 80, please enter new port in *Http Port* field

**Note:** Make sure *Device Serial No.* and port number you input are exactly correct, otherwise device cannot register to DDNS server successfully. Device alias names should follow:

- 1) numeric, character and “-“;
- 2) start with character, cannot end with “-“;
- 3) more than 2 characters.

Device Management				
S...	Device Alias	Device Serial No.	Http Port	Login User Name
<input type="checkbox"/>	1 <a href="#">sample</a>	01698187	80	

Serial number will self adjust after device is added. If user wants to modify device alias, check the box in the left and click **Modify**.

#### 4.4 Device Status

Click on **Device Status** to show all information of added devices such as Serial number, Dynamic IP, HTTP port, DDNS IP address.

Device Status					
Serial No.	Device Name	Device Link URL	Device Serial	Dynamic IP	Port No.
1	homeoffice7204hivist	This device is offline.	401391307		
2	testsid	<a href="http://www.hik-online.com/testsid">http://www.hik-online.com/testsid</a>	400473246	98.151.6.193	80

(Device Status should display *Device Link URL*, a *Dynamic IP* and a *Port number*.  
As shown above)

#### 4.5 Access device

To access your device:

- Type in <http://www.hik-online.com> in IE address bar to access device.
  - Login into DDNS Management System, then click device name.
- or
- Type in <http://www.hik-online.com/alias> or <http://alias.hik-online.com> to login directly into your device

*Note: Alias is your device name*