

Disclaimer

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Hikvision

Updated 16 August 2026

Introduction

In order to achieve seamless integration between your Hikvision Portal and GCXONE platform, it is essential to configure various network and software settings accurately. This document provides a step-by-step guide to configuring your Hikvision portal, ensuring that it communicates effectively with both internal and external systems.

Prerequisites

1. The Hikvision device is set up with Continuous Recording
2. Whitelist the IP address 35.156.60.98 (Hikvision Receiver)
3. Local Mode is installed (For P2P streaming, Audio, Encrypted stream)

Hikvision Configuring

A. System

Time Management:

Step 1: Log in to your Hikvision portal by providing the credentials needed.

Step 2: Navigate to the configuration page, then select System . Proceed to System Settings and choose Time Settings . The below window will appear:

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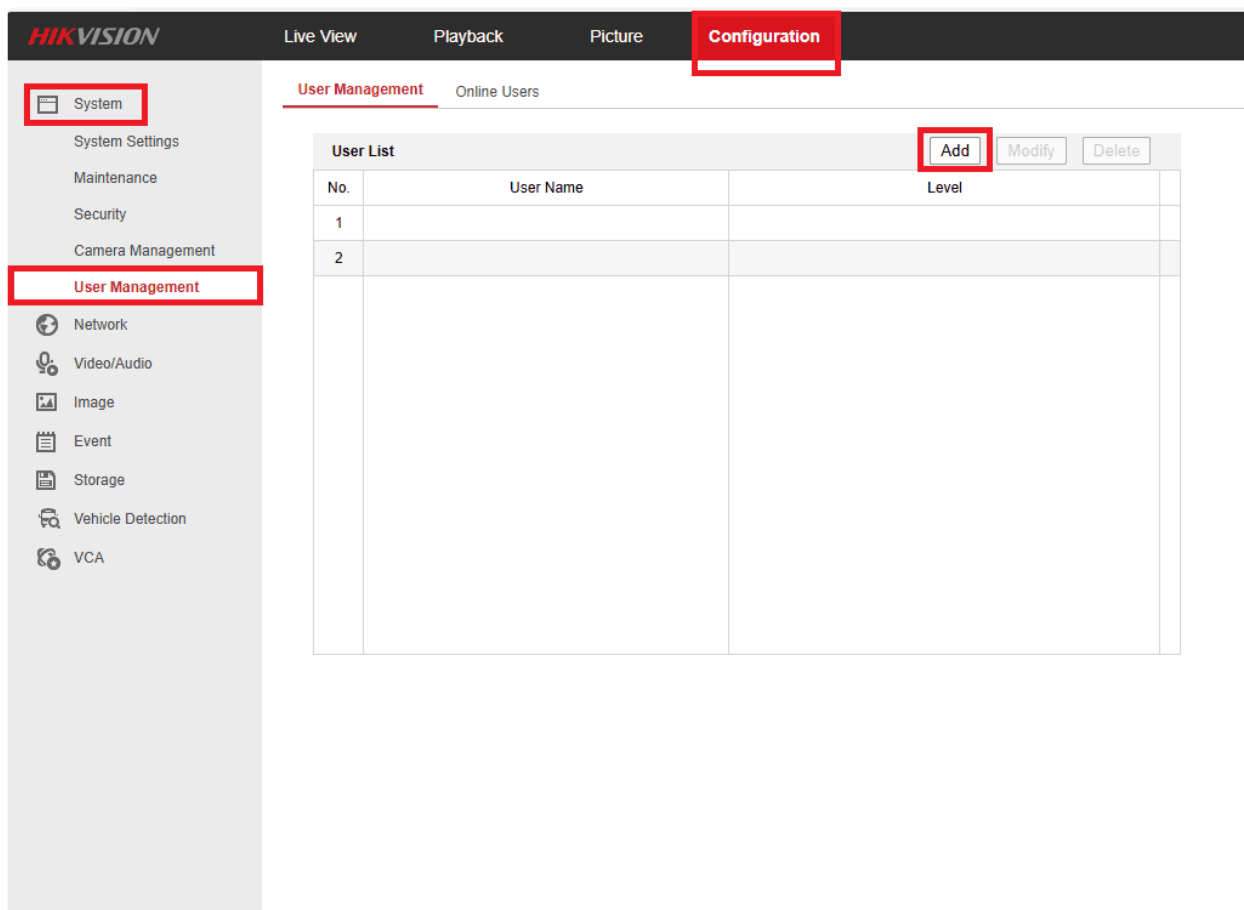
Hikvision

Choose the time zone of your device and make sure to enable the NTP, It is a protocol used to synchronize the clocks of computers and other devices over a network.

If your device supports DST, we recommend enabling it. The primary goal of DST is to make better use of daylight during the longer days of summer.

User Management:

Step 1: Navigate to the configuration page, then select System . Proceed to User management then click on "Add".



The screenshot displays the Hikvision web interface. At the top, there is a navigation bar with tabs: Live View, Playback, Picture, and Configuration (highlighted in red). On the left side, a sidebar menu lists various system settings: System (highlighted in red), System Settings, Maintenance, Security, Camera Management, User Management (highlighted in red), Network, Video/Audio, Image, Event, Storage, Vehicle Detection, and VCA. The main content area is titled 'User Management' and includes a sub-tab 'Online Users'. Below this, there is a 'User List' table with columns for 'No.', 'User Name', and 'Level'. The table contains two rows of data. To the right of the table, there are three buttons: 'Add' (highlighted in red), 'Modify', and 'Delete'.

No.	User Name	Level
1		
2		

Hikvision

Step 2: A new window will open, allowing you to enter the username and password for NXGEN. We recommend setting the username to "NXG" with the specified permissions.

Add user

User Name
NXG

Level
User

Admin Password

Password

Valid password range [8-16]. You can use a combination of numbers, lowercase, uppercase and special character for your password with at least two kinds of them contained.

Confirm

☐ Select All

☐ Local: Upgrade/Format
☐ Local: Shutdown/Reboot
☐ Local: Parameters Settings
☒ Local: Log Search
☐ Local: Camera Management
☒ Local: Playback
☐ Local: Manual Operation
☐ Local: PTZ Control
☐ Local: Video Export
☐ Remote: Parameters Settings

OK

Cancel

Hikvision

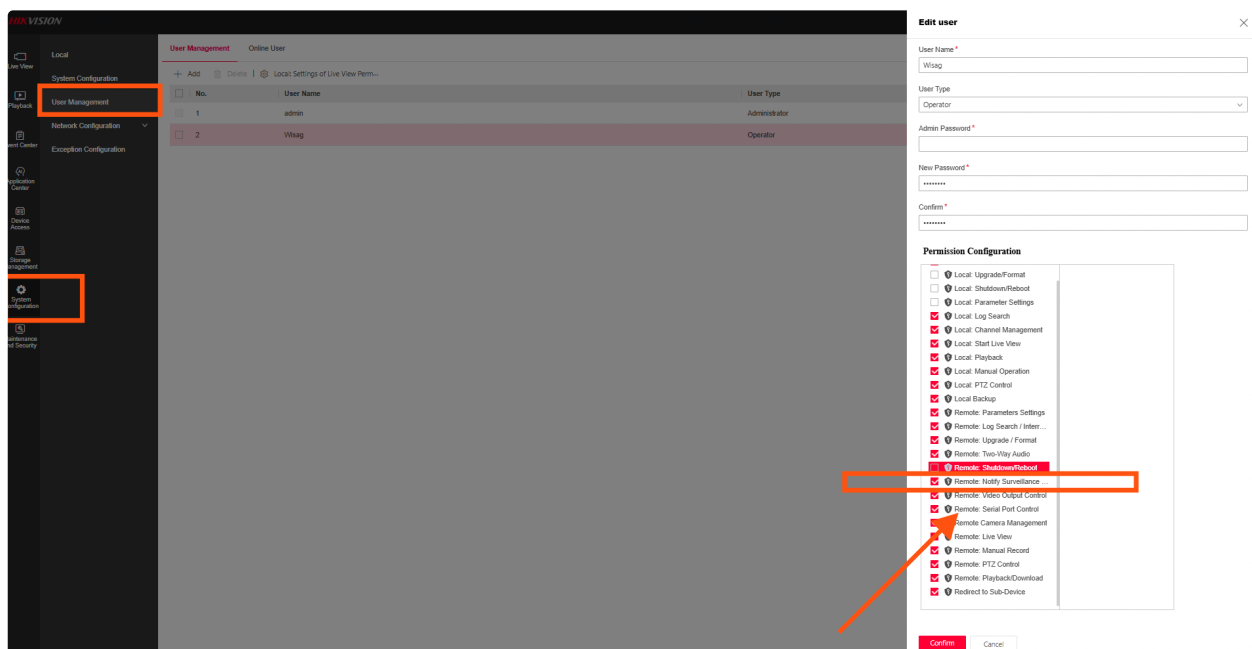
Step 3: Permissions:

Choose the permissions below for the user "NXG" and select the specific cameras you want to apply these permissions to.

- Local: Parameters Settings.
- Local: Log Search.
- Local: Playback.
- Local: Manual Operation.
- Local: PTZ Control.

- Local: Video Export.
- Remote: Parameters Settings.
- Remote: Log Search / Interrogate Working.
- Remote: Two-way Audio.
- Remote: Notify Surveillance Center / Trigger.
- Remote: Video Output Control.
- Remote: Live View.
- Remote: PTZ Control.
- Remote: Playback/Download.

Note: The "Remote: Notify Surveillance Center / Trigger" permission is required for GXONE to receive alarms from this device. If this permission is disabled, alarm notifications will not be triggered even if events are configured correctly on the device.



The Hikvision Edit user dialog with the permission list open and the Remote Notify Surveillance permission highlighted, reached from User Management under System Configuration.

Confirm

☐ Select All	☒ Select All
☐ Local: Upgrade/Format	☒ D1
☐ Local: Shutdown/Reboot	☒ D2
☒ Local: Parameters Settings	☒ D3
☒ Local: Log Search	☒ D4
☐ Local: Camera Management	☒ D5
☒ Local: Playback	☒ D6
☒ Local: Manual Operation	☒ D7
☒ Local: PTZ Control	☒ D8
☒ Local: Video Export	☒ D9
☒ Remote: Parameters Settings	☒ D10

OK

Cancel

Hikvision

Confirm

☐ Select All	☒ Select All
☒ Remote: Parameters Settings	☒ D1
☒ Remote: Log Search / Interrogate Wor...	☒ D2
☐ Remote: Upgrade / Format	☒ D3
☒ Remote: Two-way Audio	☒ D4
☐ Remote: Shutdown / Reboot	☒ D5
☒ Remote: Notify Surveillance Center / T...	☒ D6
☒ Remote: Video Output Control	☒ D7
☐ Remote: Serial Port Control	☒ D8
☐ Remote Camera Management	☒ D9
☒ Remote: Live View	☒ D10

OK

Cancel

Hikvision

Confirm

☐ Select All	
☒ Remote: Two-way Audio	
☐ Remote: Shutdown / Reboot	
☒ Remote: Notify Surveillance Center / T...	
☒ Remote: Video Output Control	
☐ Remote: Serial Port Control	
☐ Remote Camera Management	
☒ Remote: Live View	
☐ Remote: Manual Record	
☒ Remote: PTZ Control	
☒ Remote: Playback/Download	

OK

Cancel

Hikvision

Don't forget to click the OK button to save the changes.

Security:

We highly recommend configuring both RTSP and WEB authentication as Digest. This enhances security by ensuring that your credentials are protected with stronger encryption, reducing the risk of unauthorized access.

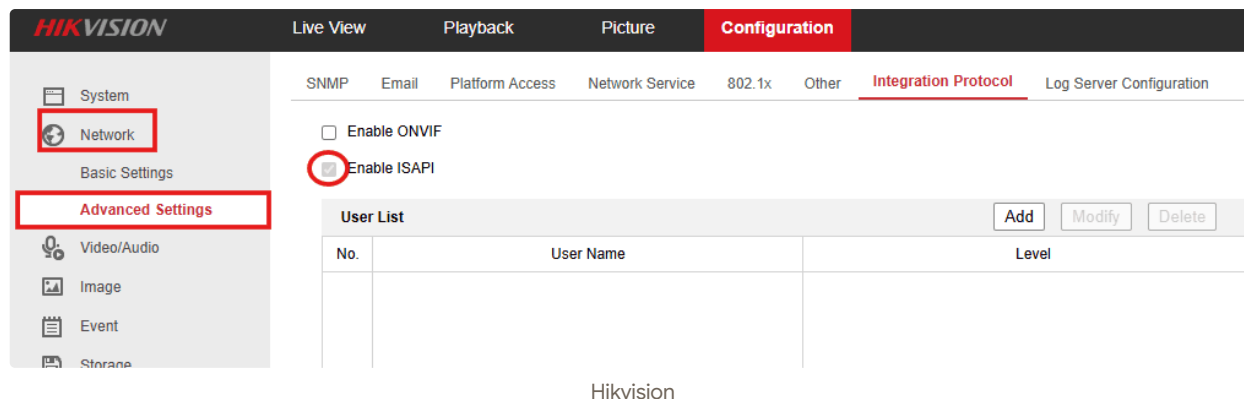
HIKVISION		Live View	Playback	Picture	Configuration
System System Settings Maintenance Security Camera Management User Management	Authentication Security Service Default IP Camera Password Management				
	RTSP Authentication digest ▼				
	WEB Authentication digest ▼				
	Save				

Hikvision

B. Network

Under "Network," go to "Advanced Settings," and then select "Integration Protocol."

Enable the ISAPI by simply clicking on the check box.



C. Events

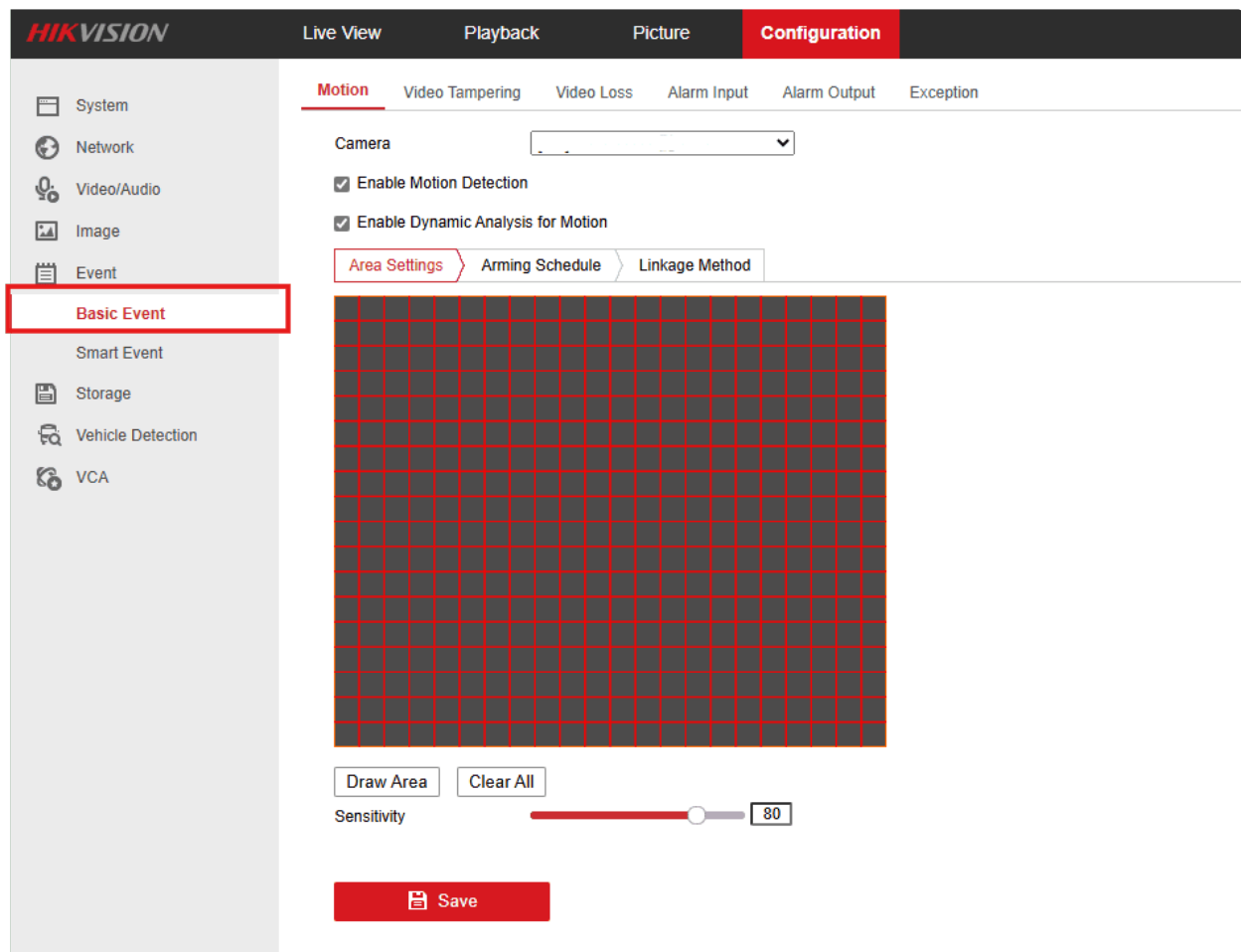
Camera configurations are managed at the individual camera level. There are two types of configurations:

basic and smart. This chapter provides a brief explanation of each type.

Basic Events:

These steps apply to all basic events (Motion, Video Tampering, etc.).

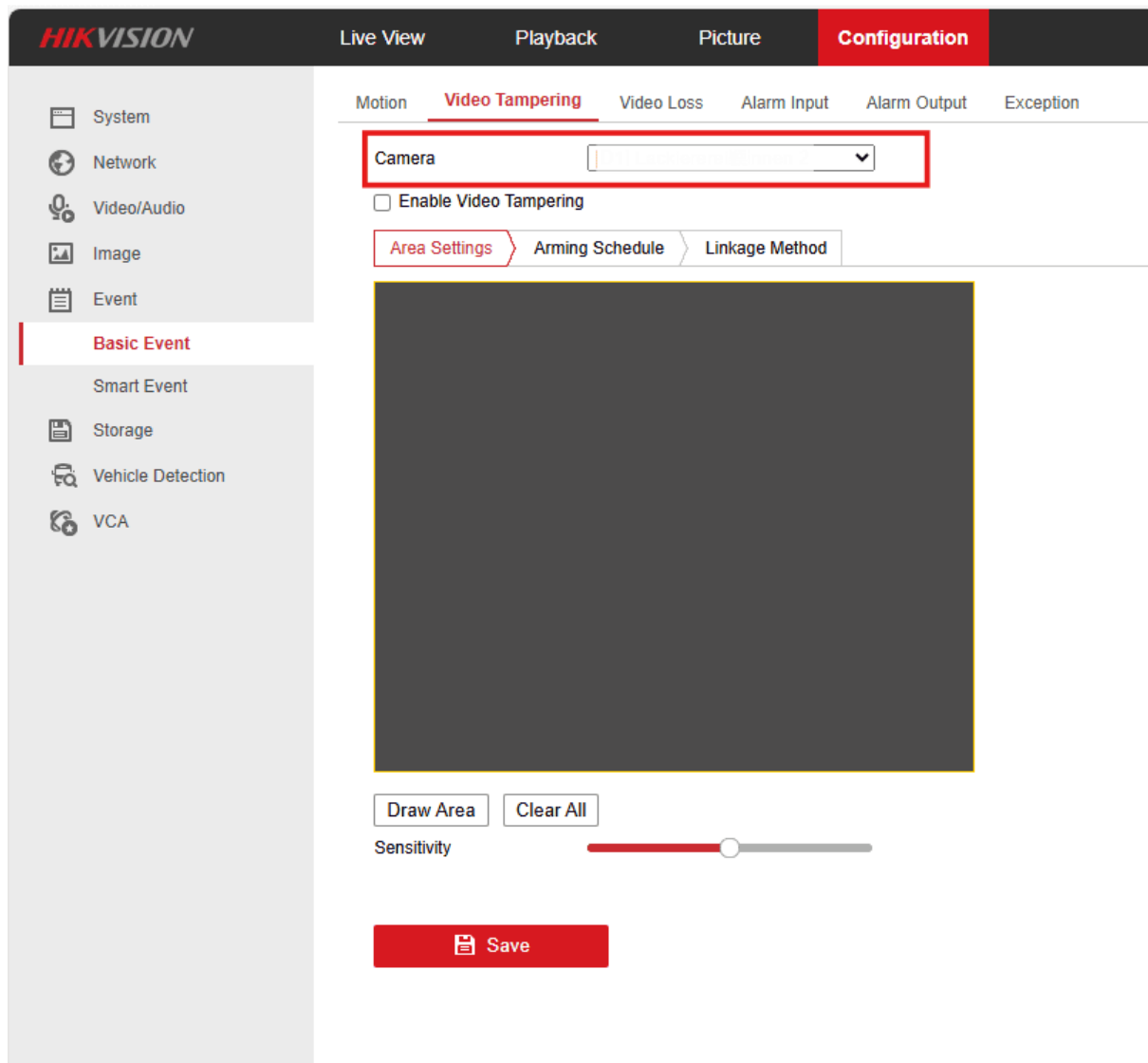
Step 1: On the "Configuration" page, under the "Event" application, click on "Basic Event". The window below will appear:



Hikvision

Note: Avoid setting up Motion events; they can trigger too many alarms and cause issues.

Step 2: Choose the camera you want to configure.



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Step 3: Draw your area of interest.

☐ Enable Video Tampering

Area Settings

Arming Schedule

Linkage Method

Draw Area

Clear All

Sensitivity

 Save

Hikvision

Step 4: Choose the Arming Schedule under the "Arming Schedule" tab.

Hikvision

Live View Playback Picture **Configuration**

Motion **Video Tampering** Video Loss Alarm Input Alarm Output Exception

Camera Camera 1

☐ Enable Video Tampering

Area Settings **Arming Schedule** Linkage Method

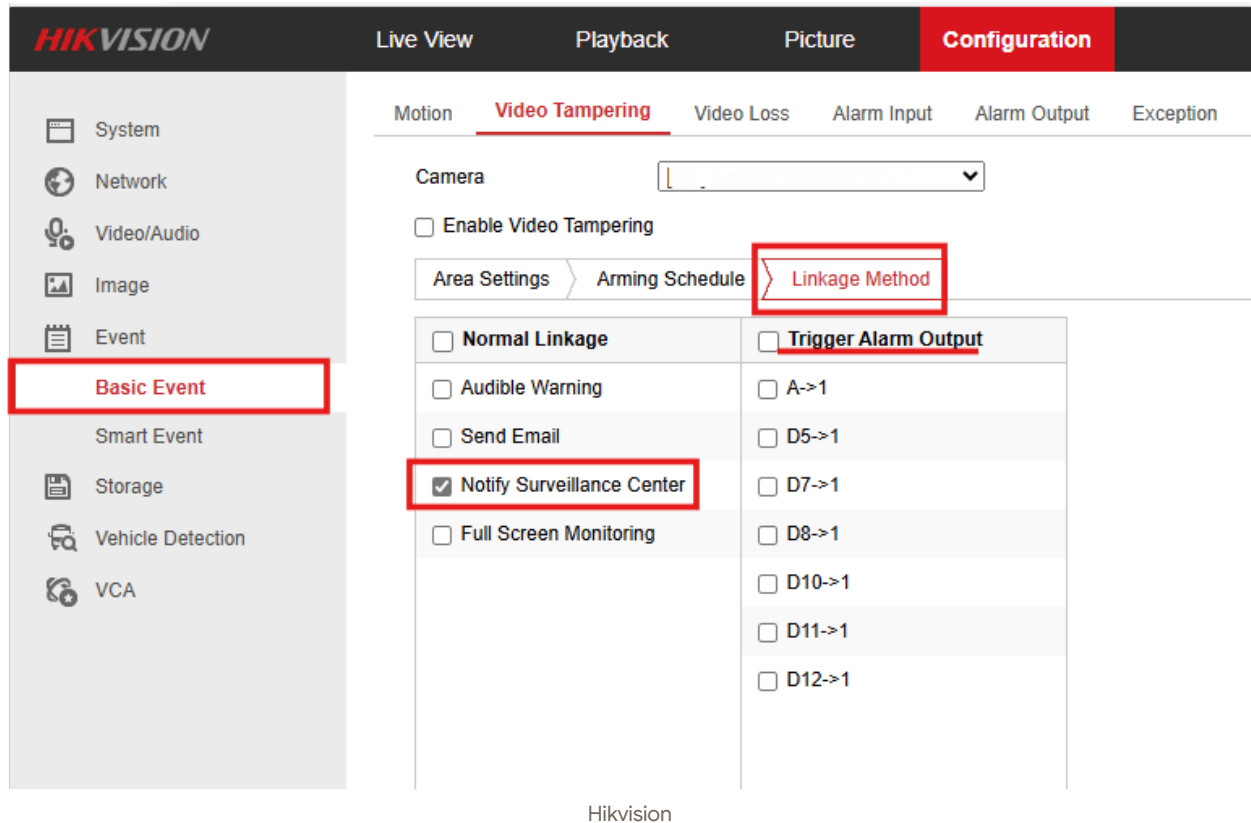
✕ Delete Delete All

	0	2	4	6	8	10	12	14	16	18	20	22	24
Mon													
Tue													
Wed													
Thu													
Fri													
Sat													
Sun													

Save

Hikvision

Step 5: In the "Linkage Method" tab, enable the checkbox under the camera and check "Notify Surveillance Center." To trigger alarms from other cameras, use the "Trigger Alarm Output" options in the "Normal Linkage" section.



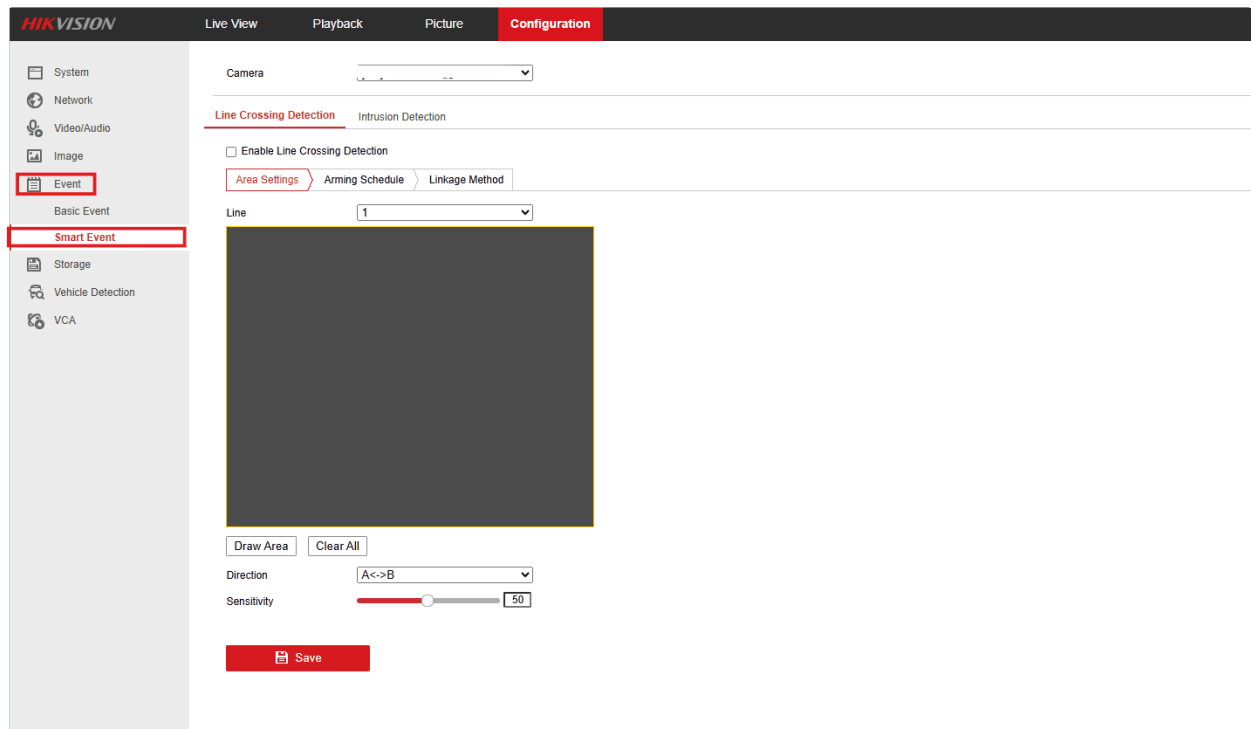
Smart Events:

Line Crossing Detection : This feature identifies when an object crosses a predefined virtual line, useful for monitoring entry and exit points.

Intrusion Detection : It detects when an object enters or moves within a designated area, ideal for securing restricted zones.

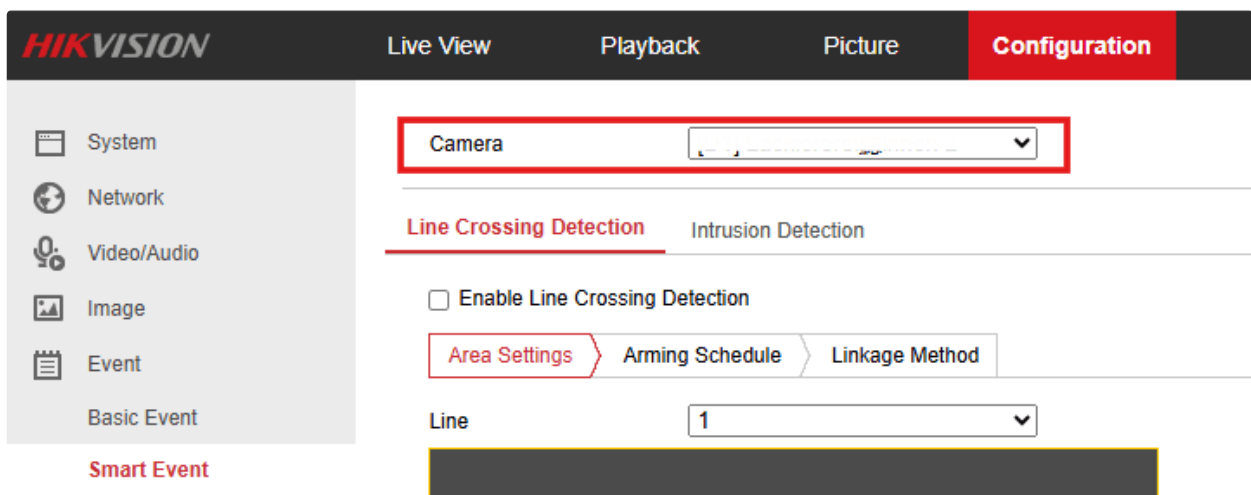
The Steps are applicable for both events:

Step 1: On the "Configuration" page, under the "Event" application, click on "Smart Event". The window below will appear:



Hikvision

Step 2: Choose the camera you want to configure.



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Step 3: Draw lines on the area of interest.

System

Network

Video/Audio

Image

Event

Basic Event

Smart Event

Storage

Vehicle Detection

VCA

Camera

Line Crossing Detection

Intrusion Detection

Enable Line Crossing Detection

Area Settings

Arming Schedule

Linkage Method

Line

1

Draw Area

Clear All

Direction

A<->B

Hikvision

Step 4: Choose the Arming Schedule under the "Arming Schedule" tab.

Hikvision

Live ViewPlaybackPictureConfiguration

System

Network

Video/Audio

Image

Event

Basic Event

Smart Event

Storage

Vehicle Detection

VCA

Camera

Line Crossing DetectionIntrusion Detection

Enable Line Crossing Detection

Area SettingsArming ScheduleLinkage Method

DeleteDelete All

	0	2	4	6	8	10	12	14	16	18	20	22	24
Mon													
Tue													
Wed													
Thu													
Fri													
Sat													
Sun													

Save

Hikvision

Step 5: In the "Linkage Method" tab, enable the checkbox under the camera and check "Notify Surveillance Center." To trigger alarms from other cameras, use the "Trigger Alarm Output" options in the "Normal Linkage" section.

The screenshot shows the Hikvision web interface's Configuration page. The 'Line Crossing Detection' tab is active, and the 'Linkage Method' sub-tab is selected. The 'Enable Line Crossing Detection' checkbox is checked. Under 'Normal Linkage', the 'Notify Surveillance Center' checkbox is checked. Under 'Trigger Alarm Output', the 'A->1' checkbox is checked. The 'Trigger Recording' section shows a list of checkboxes for D1 through D13, with D1 checked. The 'PTZ Linking' dropdown is set to 'D1'. A red box highlights the 'Notify Surveillance Center' checkbox.

Hikvision

Hikvision Config Guide with GCXONE

Step 1: Navigate to the Devices tab.

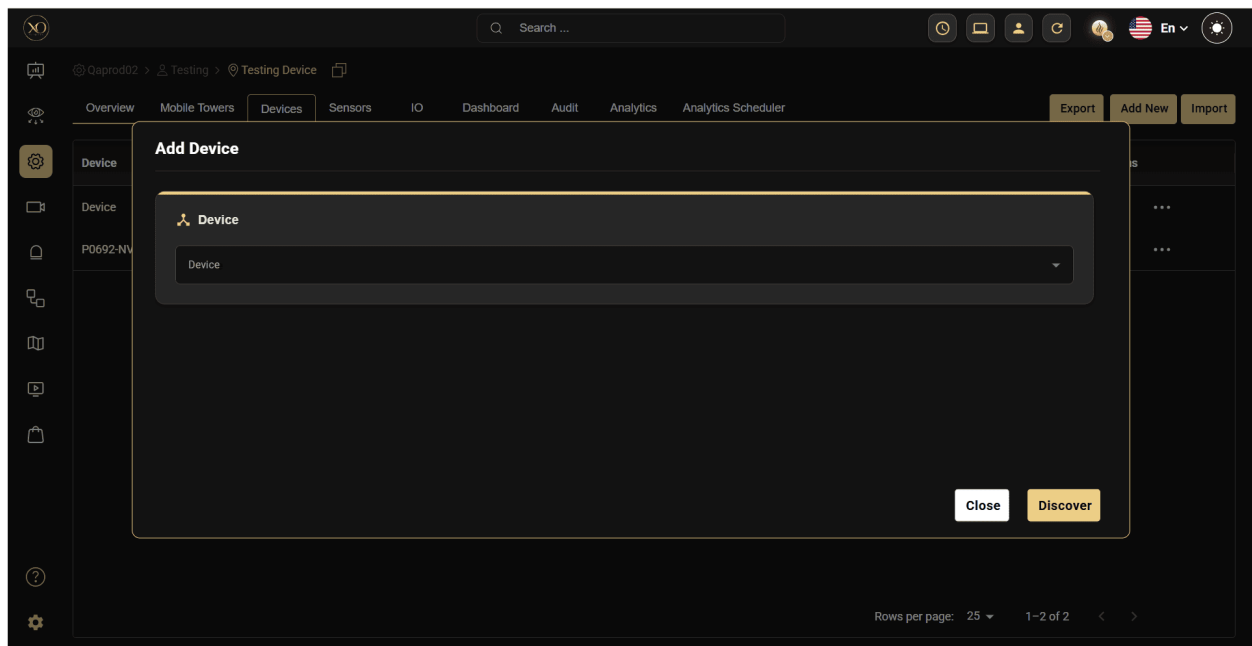
The screenshot shows the GCXONE interface with the 'Devices' tab selected. The 'Add New' button is highlighted with a red box. The table below lists the devices.

Device	Date	Type	Site	Customer	Active	Audio	Actions
Device	2026-02-10 13:50	HikProConnect	Testing Device	Testing			...
P0692-NVR	2026-02-10 13:43	HikVision	Testing Device	Testing			...

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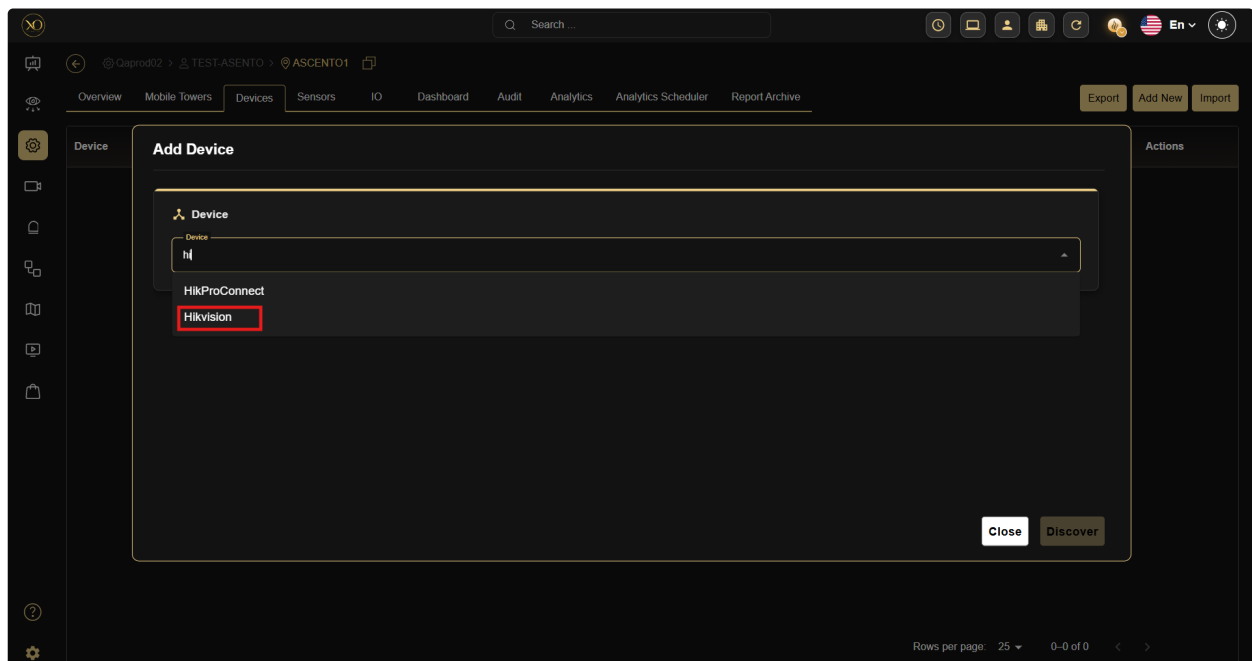
Step 2: Click the Add New button.

Step 3: The Add Device dialog will be displayed.



Hikvision

Step 4: In the dialog, open the Device dropdown and select Hikvision .



1

Step 5: Enter all required fields: Name, IP Address or Host, Username, Password, Server Port, HTTPS Port, RTSP Port, Encryption Key

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Hikvision

Step 6: Below the connection fields, the dialog also has a **Select Entity Group** dropdown, a required **Timezone** , an **Enable Audio** toggle, a **Device Configuration** section (**Site Pulse Configuration**), an **Advanced Settings** section (**Event Polling**, **Configure Heatmap Mask**, **Periodic Health Check**, **Event Retention Time** — 30 days by default), and an optional **Location** section (**Latitude**, **Longitude**, **Plus Code**, **What3Words**).

Step 7: Click Discover.

The screenshot shows the 'Add Device' window in the Hikvision software. The window has a dark theme with yellow accents. It contains three main sections: 'Device Configuration' with a 'Site Pulse Configuration' checkbox, 'Advanced Settings' with 'Event Polling', 'Configure Heatmap Mask', and 'Periodic Health Check' checkboxes, and a dropdown for 'Event Retention Time' set to '30 days'. The 'Location' section is at the bottom. At the bottom right, there are 'Close' and 'Discover' buttons. The 'Discover' button is highlighted with a red rectangular box.

Hikvision

Step 8: Once the device is successfully discovered, click Save.

This screenshot shows the 'Add Device' window after a device has been discovered. The 'Event Polling' checkbox under 'Advanced Settings' is now checked. Below it, a 'Polling Interval' dropdown is set to '10'. The 'Event Retention Time' dropdown remains at '30 days'. The 'Location' section has input fields for 'Latitude', 'Longitude', 'Plus Code', and 'What 3 Words'. At the bottom right, there are 'Close', 'Rediscover', and 'Save' buttons. The 'Save' button is highlighted with a red rectangular box.

Hikvision

Additional Details

Live & Playback — Local Mode

- SDK — RTSP is not required as the device communicates directly with the device via SDK
- RTSP — If the RTSP port is entered, streaming will happen only via the configured RTSP port

Cloud Only Toggle

- SDK — Regardless of Local Mode, streaming will work via cloud

Non-Local Mode Users

- RTSP — Streaming will work only based on the RTSP port configured

Alarms

- ISAPI (multipart decoder) — No specific configuration required. Alarm images are transmitted via ISAPI from the device. If the device does not provide images, they will be fetched via playback (only if available)
- Webhook — Only for IP cameras not connected to any NVR. Device-level alarm server configuration is required. If the device does not provide images, they will be fetched via playback (only if available)
- Event Polling — Device time settings must be in sync between GCXONE and the device. If the device does not provide images, they will be fetched via playback (only if available)

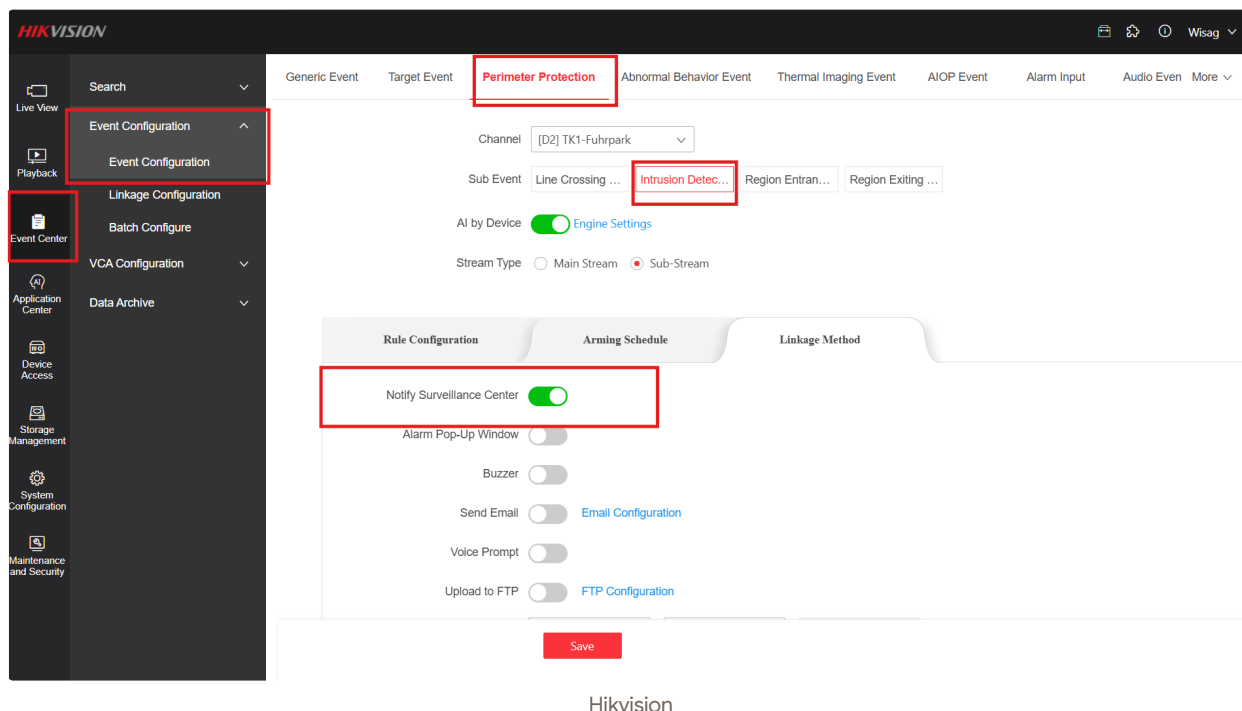
Audio

- Local Mode — Localhost URL is required at the device level
- Cloud Only Toggle — streaming03 URL is required at the device level

Troubleshooting

Not Receiving Alarms

If GCXONE is not receiving alarms for an event, confirm that **Notify Surveillance Center** is enabled for that event's Linkage Method. Depending on the NVR's firmware/UI version, this setting can also be reached via **Event Center** → **Event Configuration** → **Event Configuration**, then the relevant event tab (for example **Perimeter Protection** → **Intrusion Detection**), and the **Linkage Method** tab:



Also confirm the **Remote: Notify Surveillance Center / Trigger** permission is enabled for the NXG user account (see User Management above). Both the event-level linkage and the user permission need to be enabled for alarms to reach GCXONE.