



IVSS

FAQ Manual



Foreword

This manual mainly provides solutions and operation guidance for common device failures, parameter setting questions, usage errors and other issues encountered in the actual use environment.

The description in this document needs to be analyzed in combination with the actual on-site equipment and is not the only solution. If you have any questions, please contact technical support for more help.

Safety Instruction

The following signal words might appear in the manual.

Signal Words	Meaning
 CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, reductions in performance, or unpredictable results.
 TIPS	Provides methods to help you solve a problem or save time.
 NOTE	Provides additional information as a supplement to the text.

Revision History

Version	Revision Content	Release Time
V1.0.0	First release.	January 2025

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1 Problems Related to Display

1.1 Enable face recognition by camera, the device's live video page is unable to snapshot and recognize faces

Problem

After enabling the face recognition by camera and the face snapshots, faces cannot be detected and face images cannot be captured in the live video page.

Possible Causes

- The camera surveillance angle is unreasonable.
- The smart plan is not enabled.
- The PCAPP client is running incorrectly.

Solutions

1. Check the camera surveillance angle.

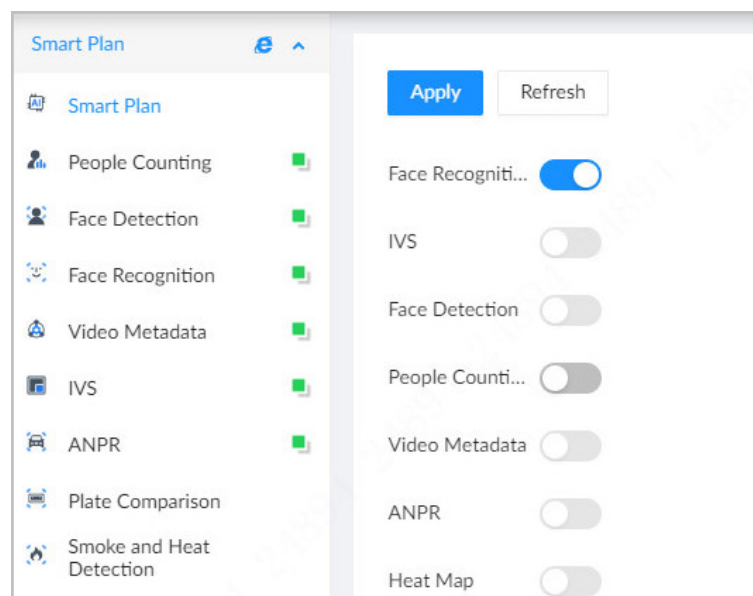
Ensure that the minimum pixel size for faces in the usage scenario is greater than 50x50.

2. Check if the smart plan is enabled.

If it is not enabled, enable the smart plan.

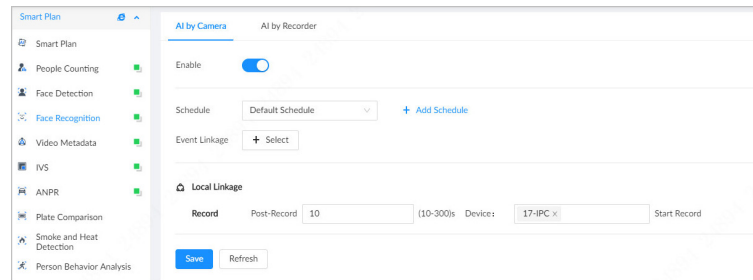
- a. Log in to the PC client, click , and then select **Event**.
- b. Select the remote device in the device tree on the left, and then select **Smart Plan** > **Smart Plan**.

Figure 1-1 Smart plan



- c. Select **Face Recognition**, and then click **AI by Camera**.

Figure 1-2 AI by Camera



- d. Click  to enable the AI functions.
- e. Click **Save** to save the configurations.
- f. Check whether the issue is solved. If not, proceed with the following steps.
3. After uninstalling the PCAPP client, download it again.
 - a. Open the browser, enter the device IP address in the address bar, and then press the Enter key. Click **Download PC Client** to download the PC client installation package.
 - b. Double-click the PC client installation package and follow the prompts displayed on page to complete the installation.
 - c. Open the PC client, enter your user name and password, select the login type, and then click **Login**.
4. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

1.2 Enable face recognition by recorder, the device's live video page is unable to snapshot and recognize faces

Problem

After enabling AI by Recorder for face recognition and face snapshot, faces cannot be detected in the live video page and face pictures cannot be captured.

Possible Causes

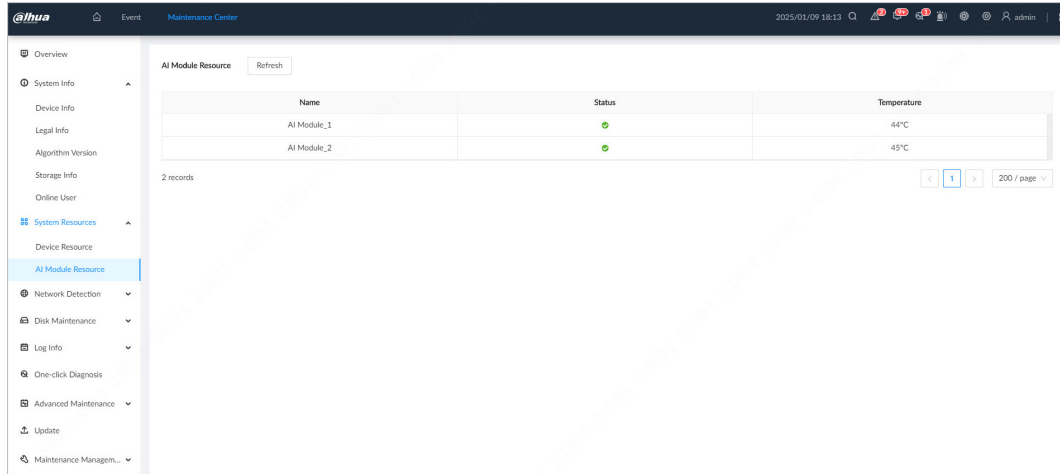
- The camera surveillance angle is unreasonable.
- AI module runs abnormally.
- The SVC function is enabled.
- The PCAPP client is running incorrectly.
- Intelligent settings are incorrect.

Solutions

1. Check the camera surveillance angle.

Ensure that the minimum pixel size for faces in the usage scenario is greater than 50x50.
2. Check whether the AI module is running normally or not.
 - a. Select **Maintenance Center** > **System Resources** > **AI Module Resource**.

Figure 1-3 AI module resource



Name	Status	Temperature
AI Module_1	●	44°C
AI Module_2	●	45°C

2 records

b. Check the status of the AI module. Green means normal, red or gray means abnormal.

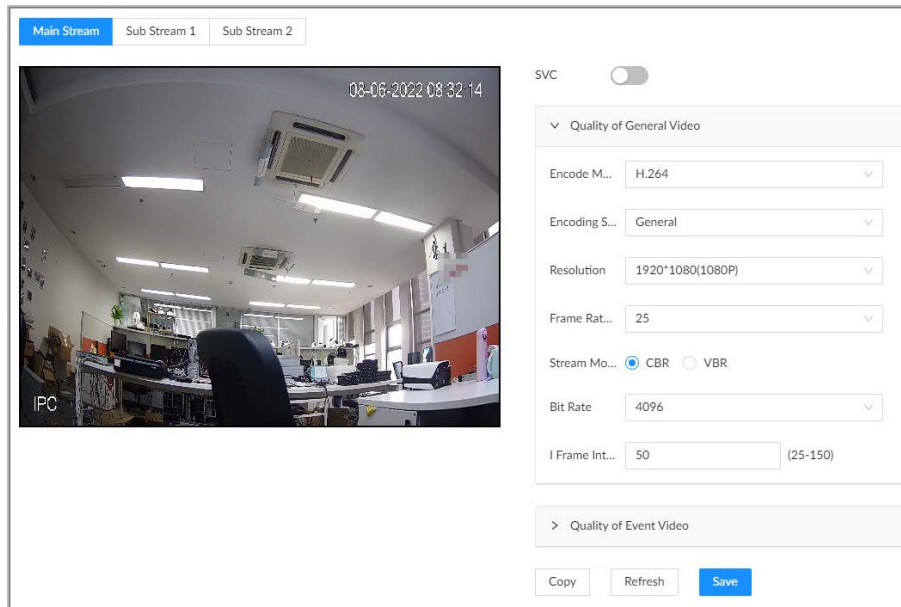
If the AI module runs abnormally, you need reinstall it.

c. Check whether the issue is solved. If not, proceed with the following steps.

3. Turn off the SVC function.

- Click , and then select **Camera**.
- Select a remote device, and then click **Video** tab.
- Turn off the SVC function, and then click **Save**.

Figure 1-4 SVC



08-06-2022 08:32:14

IPC

SVC ☐

Quality of General Video

Encode M... H.264

Encoding S... General

Resolution 1920*1080(1080P)

Frame Rat... 25

Stream Mo... ☒ CBR ☐ VBR

Bit Rate 4096

I Frame Int... 50 (25-150)

Quality of Event Video

Copy Refresh Save

4. After uninstalling the PCAPP client, download it again.

- Open the browser, enter the device IP address in the address bar, and then press the Enter key. Click **Download PC Client** to download the PC client installation package.
- Double-click the PC client installation package and follow the prompts displayed on page to complete the installation.
- Open the PC client, enter your user name and password, select the login type, and then click **Login**.

5. Smart settings restore the default configuration.

- a. Click  on the settings page, and then click **Maintenance Center**.
- b. Select **Maintenance Management** > **Default**.
- c. Select **AI Settings**, and then click **Default**.
6. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

1.3 The device displays abnormally after the upgrade

Problem

After the device is upgraded, the page displays abnormal strings or has no corresponding functions.

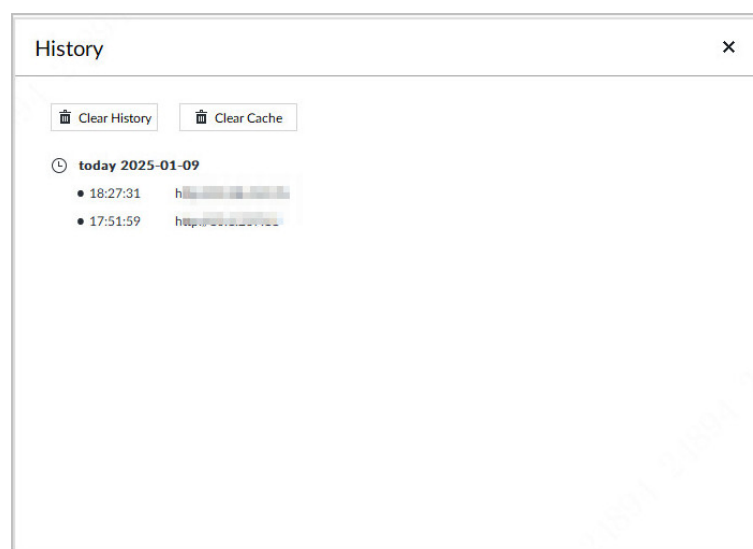
Possible Causes

- The PCAPP client runs incorrectly.
- Excessive device cache.

Solutions

1. After uninstalling the PCAPP client, download it again.
 - a. Open the browser, enter the device IP address in the address bar, and then press the Enter key. Click **Download PC Client** to download the PC client installation package.
 - b. Double-click the PC client installation package and follow the prompts displayed on page to complete the installation.
 - c. Open the PC client, enter your user name and password, select the login type, and then click **Login**.
2. Click  in the client, select **History** > **Clear Cache**, and then restart the client.

Figure 1-5 Clear cache



3. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

1.4 When you query the device for AI Search, event records can be found, but the reasons for not being able to display snapshots or recordings are unclear

Possible Causes

- Disk not connected.
- Disk installation error.
- Format disk.
- Disk full. The original video and face snapshots have been overwritten.

1.5 Reasons for low face recognition rate

Possible Causes

The face snapshots do not meet quality standards, showing problems like blurriness, looking down and side faces.

2 Problems Related to Configuration

2.1 Failed to create the facial feature model database

Problem

Failed to create the facial feature model database.

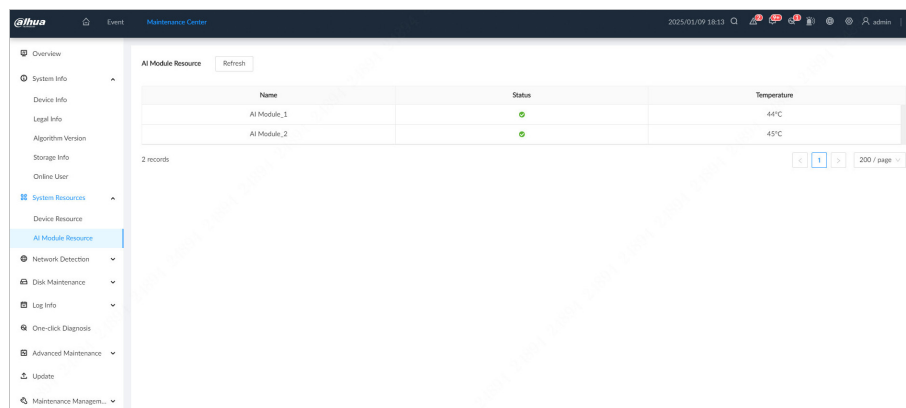
Possible Causes

- AI module runs abnormally.
- The modeling images did not meet the requirements.

Solutions

1. Check whether the AI module is running normally or not.
 - a. Select **Maintenance Center** > **System Resources** > **AI Module Resource**.

Figure 2-1 AI module resource



Name	Status	Temperature
AI Module_1	●	44°C
AI Module_2	●	45°C

2 records

- b. Check the status of the AI module. Green means normal, red or gray means abnormal.
If the AI module runs abnormally, you need reinstall it.
 - c. Check whether the issue is solved. If not, proceed with the following steps.
2. Modeling images must meet the following conditions.
 - The modeling image must have no obvious obstruction on the face.
 - The mask or hat exceeds 1/2 of the effective face area and it is not a cartoon character or multiple faces.
 - The face image must be less than 4 MB, and only JPG format is supported. The image size pixel requirement is: 100×100–3840×2160.
 3. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

2.2 Failed to configure the AI event function

Problem

After the device activates AI events, the page cannot be saved.

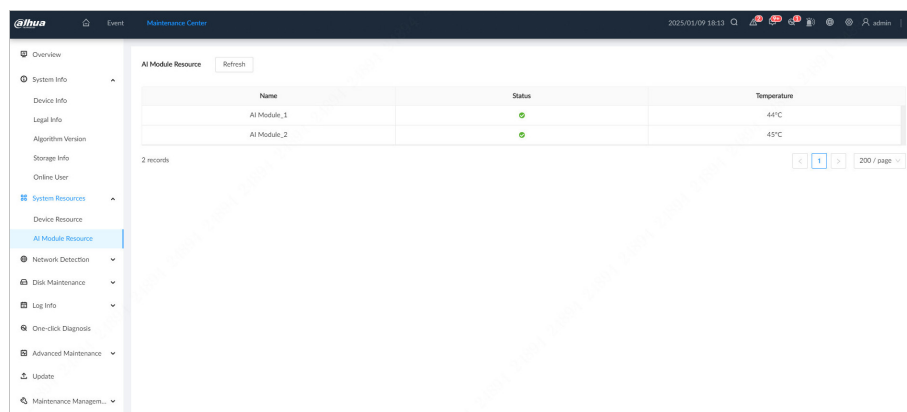
Possible Causes

AI module offline.

Solutions

1. Check whether the AI module is running normally or not.
 - a. Select **Maintenance Center** > **System Resources** > **AI Module Resource**.

Figure 2-2 AI module resource



Name	Status	Temperature
AI Module_1	●	44°C
AI Module_2	●	45°C

2 records

1 / 200 / page

- b. Check the status of the AI module. Green means normal, red or gray means abnormal.
If the AI module offline, you need reinstall it.
2. Check whether the issue is solved.
If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

ENABLING A SMARTER SOCIETY AND BETTER LIVING

ZHEJIANG DAHUA VISION TECHNOLOGY CO., LTD.

Address: No. 1399, Binxing Road, Binjiang District, Hangzhou, P. R. China | Website: www.dahuasecurity.com | Postcode: 310053

Email: dhoverseas@dhvisiontech.com | Tel: +86-571-87688888 28933188