GuardingVision Introduction

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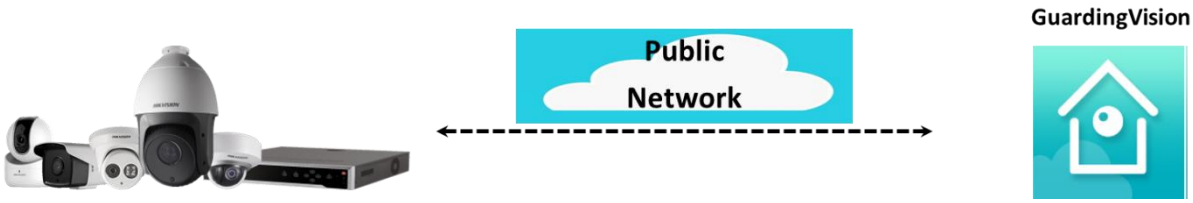
What is GuardingVision?

SIMPLEDDNS is a Dynamic Domain Name Service provided by Hikvision to customers for remote access over the past few years. However, as the user base continues to grow, a new platform with enhanced scalability has become necessary. To meet our customer expectation, Hikvision is pleased to introduce a cloud-based service named GuardingVision (https://www.GuardingVision.com), which integrates the Dynamic Domain Name Service with alarm PUSH notification service.



Due to this change, we encourage customers now using the SIMPLEDDNS service migrate to GuardingVision service. Customers can manage all devices at the GuardingVision APP/GuardingVision web portal and take advantages of the GuardingVision platform features by following a few easy steps.

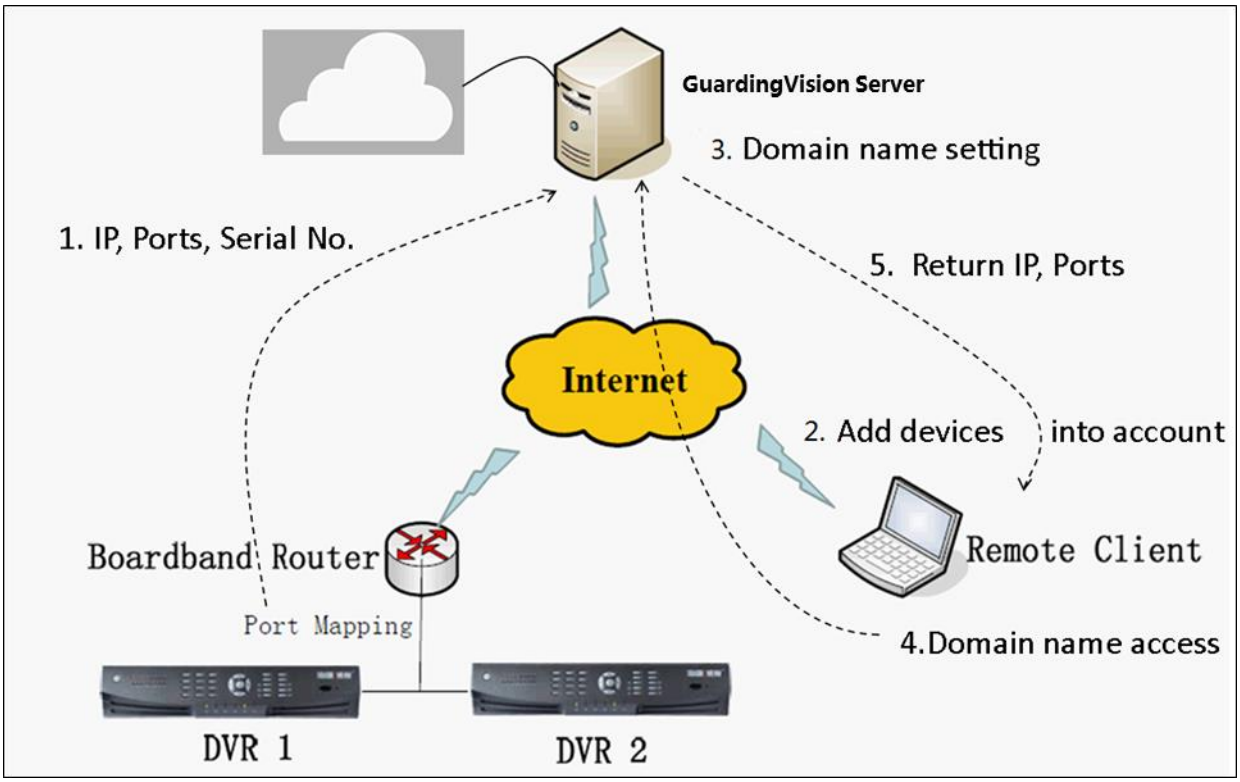
Why the change?

1. Due to an extremely high number of SIMPLEDDNS-registered devices, enormous volume of traffic, and restrictions of the traditional hik-online server architecture, a new and upgraded platform with enhanced capabilities is required.
2. With the number of available IPV4 addresses being gradually exhausted, many ISPs provide virtual IP addresses to customers instead. This restricts SIMPLEDDNS from working in this scenario.

In order to keep up with today's fast moving technology, a new extranet access service will be deployed using AWS cloud platform: GuardingVision.

What is the DDNS within GuardingVision?

The original SIMPLEDDNS service has likely created habits that customers came to rely on. Therefore, in order to offer options that suit a plethora of business needs, the new GuardingVision includes Dynamic Domain Name Service. Theoretically, they conform to the same basic principles.

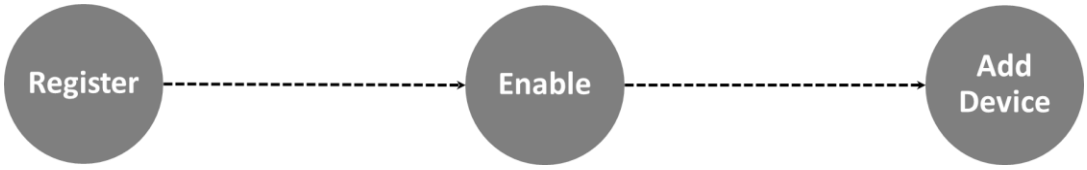


Main Process:

- Register device to GuardingVision platform. IP, Ports, Serial No., etc. information are uploaded to the platform;
- The uploaded information is stored into the database;
- Heartbeat communication between the device & the platform ensures IP and port information is updated regularly;
- Add devices to the account via GuardingVision APP, GuardingVision web portal, CMS software etc. and configure parameters, such as setting domain;
- Access device by domain name , GuardingVision Platform will return the designated IP and port.

How to use GuardingVision?

Three main steps to connect your devices to GuardingVision



How to Register a GuardingVision Account

Method 1: Register GuardingVision account via GuardingVision App using Email address or cell phone number.

Step1, Download and install the GuardingVision App on the phone.

(1) Search GuardingVision mobile client software in Google Play Store or App Store.

(2) Choose GuardingVision and Click INSTALL.

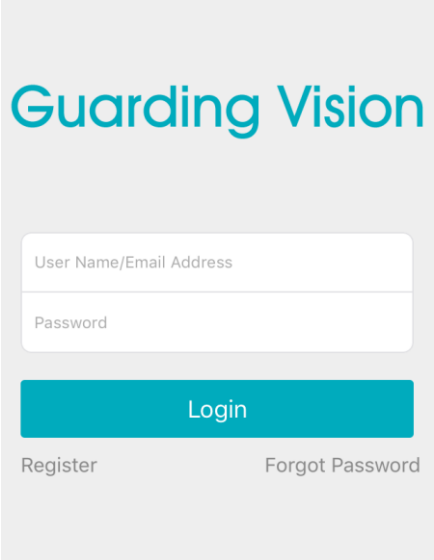
(3) If download the APP from Google Play Store, please ACCEPT access rights to install the APP.

Step2, Open the GuardingVision App

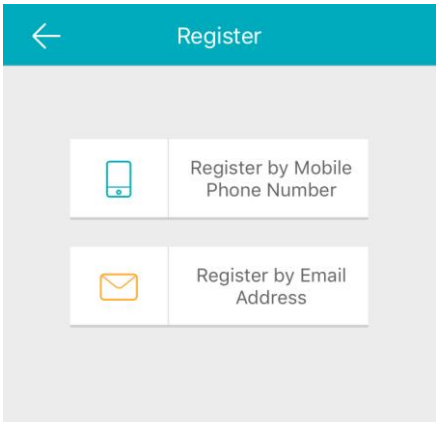
Click OPEN or click the shortcut icon on your phone's main screen.

Step3, Register by Email Address or Cell Phone Number

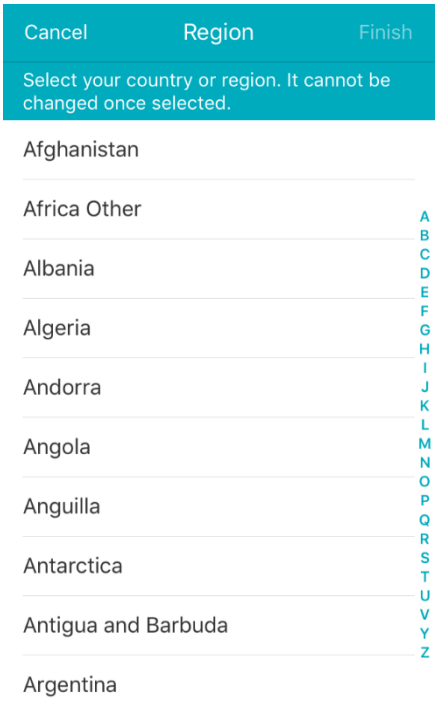
(1) Tap Register in the login interface.



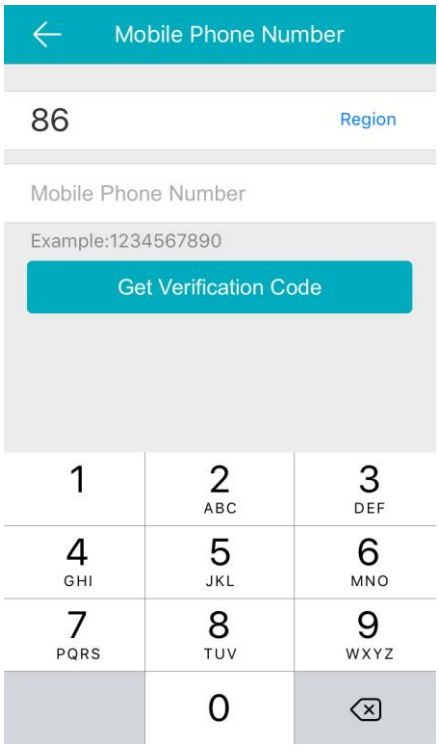
(2) Choose Register by Mobile Phone Number or Register by Email Address (Pic2).

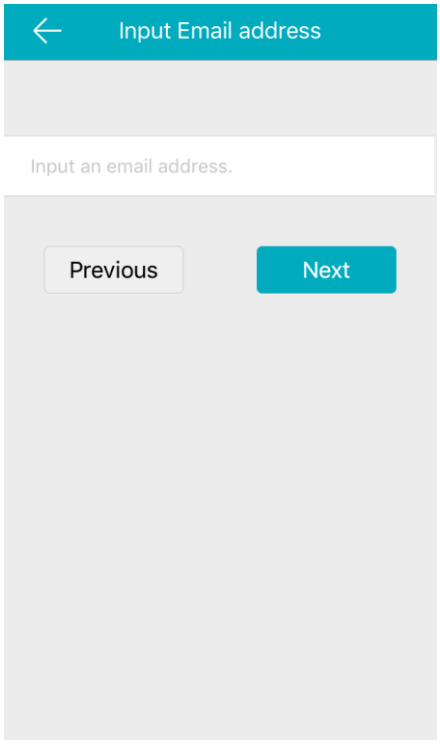


(3) Scroll to locate your region and touch to mark it. Please notice that the country or the region could not be changed once you have selected. You should prudently select the accurate country of your region. After choosing the region, please tap Finish at the upper-right corner of the interface.

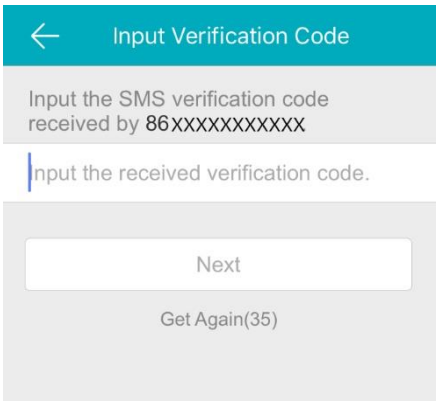


(4) Input your E-mail address or mobile phone number and tap Next.

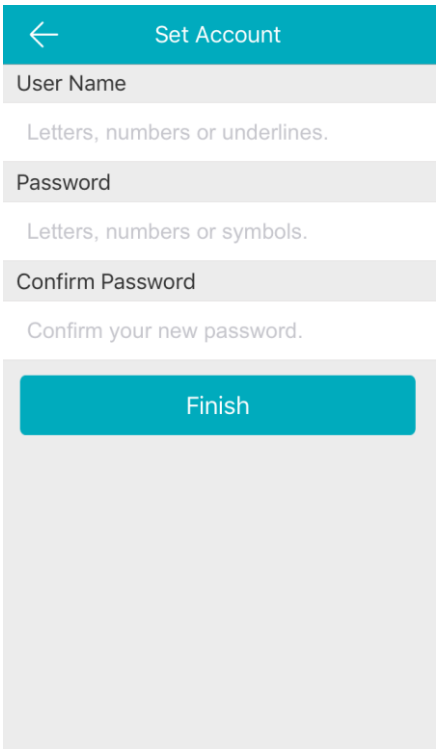




(5) The verification code will be sent to the target E-mail address or the mobile phone number. Be sure to check both regular and spam inboxes.Input the received verification code in the box and tap Next.



(6) Input a user name and password and confirm password in the interface. Tap Finish to complete registering. For your privacy, we strongly recommend setting the password according to your own needs(using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security.



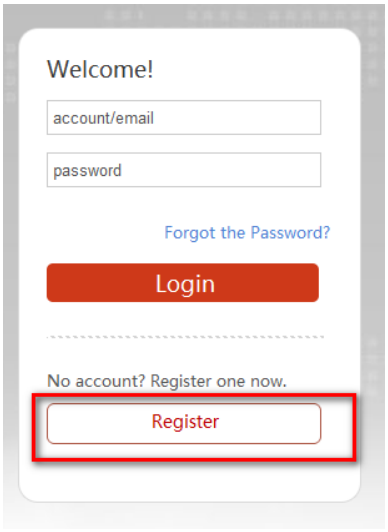
(7) The App will automatically log you in.

Method 2: Register GuardingVision account via GuardingVision Web portal using Email address or cell phone number.

Step1, Access the GuardingVision.com Website

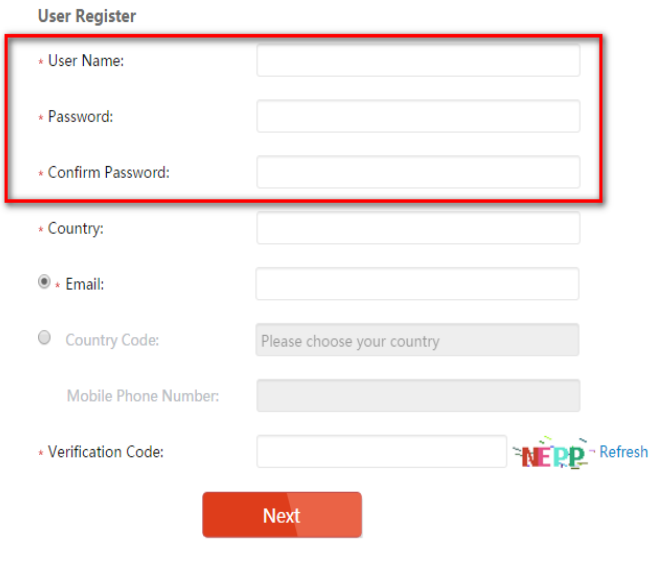
(1) Type GuardingVision.com into browser location bar.

(2) On main page, click Register

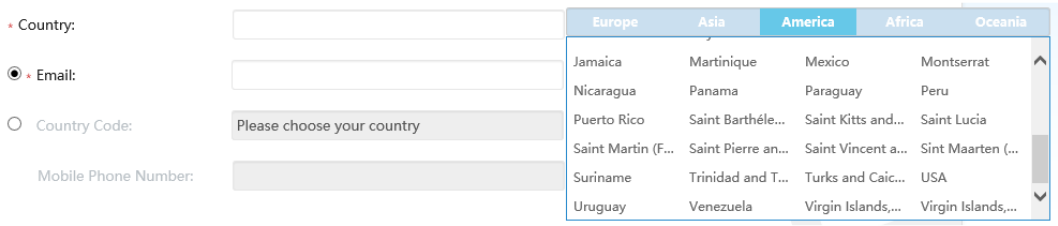


Step2, Fill in the user register information form

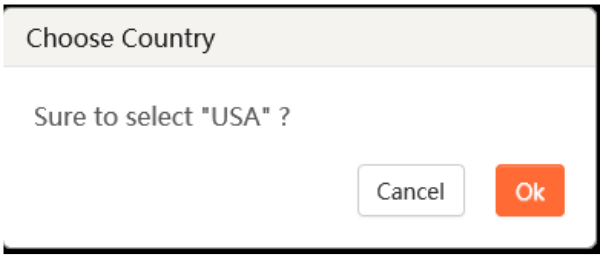
(1) Create User Name and Password and confirm password in the interface. For your privacy, we strongly recommend setting the password according to your own needs(using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security.



(2) Select Country from Pop-Up Window, click on the region and scroll to click on and select the country which you locate.

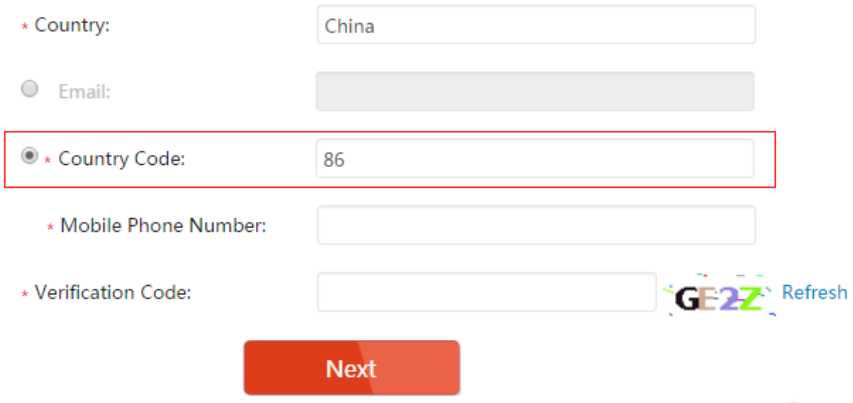


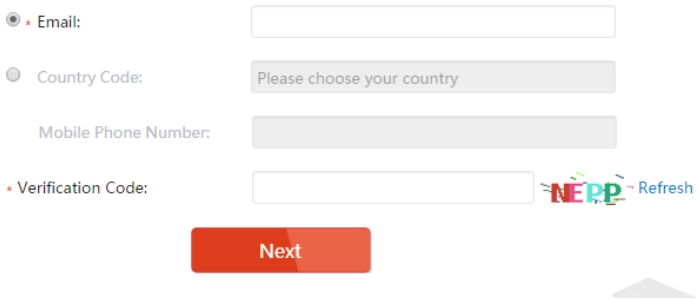
(3) In pop-up window, click OK.



(4) Choose Register by Mobile Phone Number (Pic22) or Register by Email Address (Pic23). Input E-mail address or mobile phone number and type the verification code using capital letters shown into that field.

NOTE: Click the Country Code button, value is filled in automatically based on the Country chosen. Click “Next”



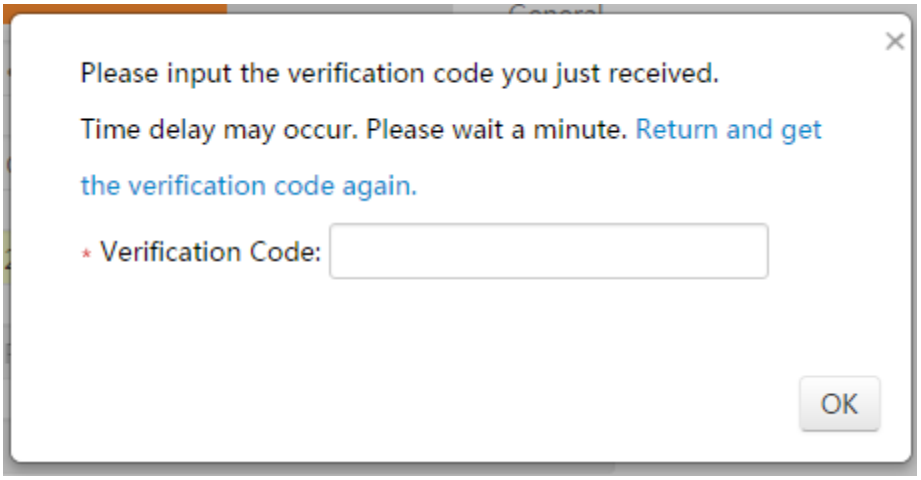


Step3, Check your texts and enter verification code

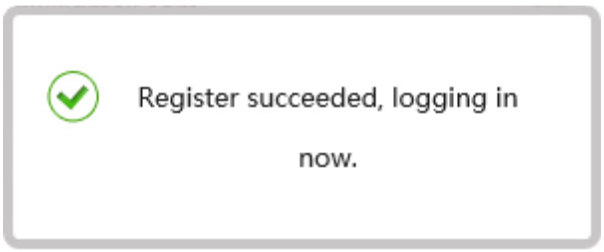
(1) The verification code will be sent to the target E-mail address or the mobile phone number. Be sure to check both regular and spam inboxes.

NOTE: Do not close the GuardingVision.com page; a pop-up will appear for you to enter a verification code that is sent to you by text.

(2) Type that verification code into the pop-up box on the GuardingVision.com page.



(3) After inputting the verification code. A pop-up will confirm that you have completed the registration process.



How to enable GuardingVision service in device

GuardingVision function can be enabled via SADP tool, device local GUI (for DVRs/NVRs), device web GUI, Mobile app and CMS client software.

Note:

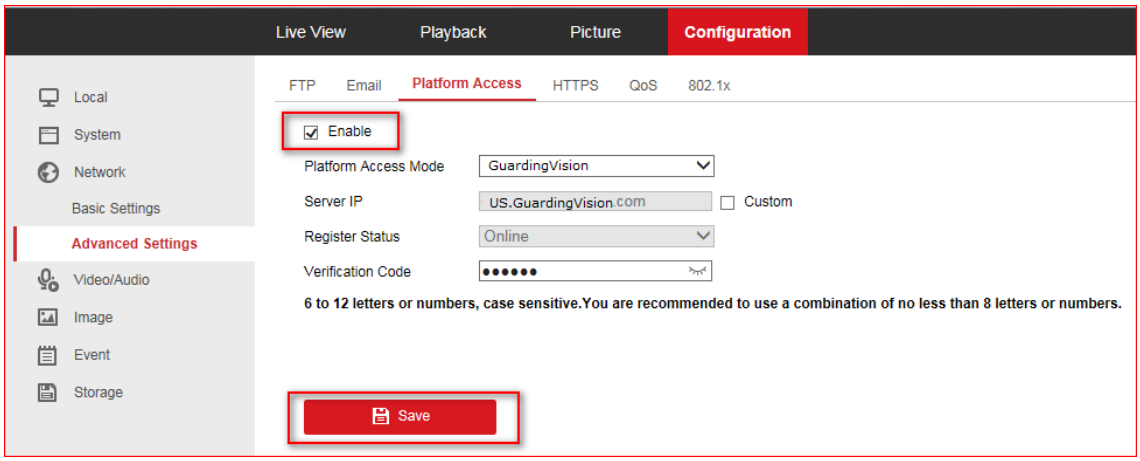
1) The GuardingVision function is **DISABLED** by default in device.
2) For SADP, mobile app & CMS, please wait the new version which will be released to support GuardingVision later, we will update the contents in this document accordingly.

Method 1: Enable GuardingVision via device web browser

Steps:

a. Login the device via web browser;

b. Go to **Configuration > Network > Platform Access** and enable GuardingVision service by placing a check in the Enable checkbox.

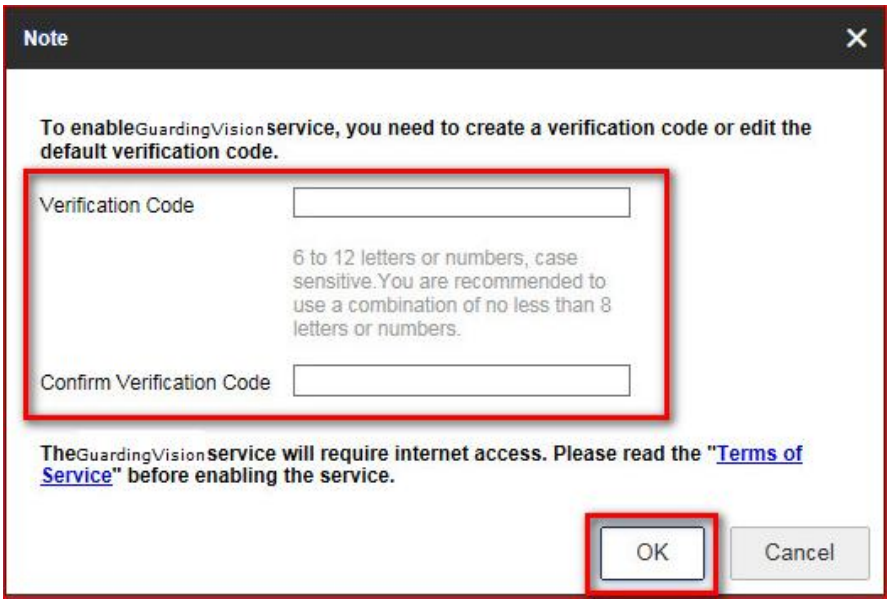


c. For the first time to use, users need to create a verification code.

i. Enter a new verification code and confirm;

ii. Read the terms of service;

iii. Click **'OK'** to save the settings.



d. Click **'Save'** after all settings.

Note:

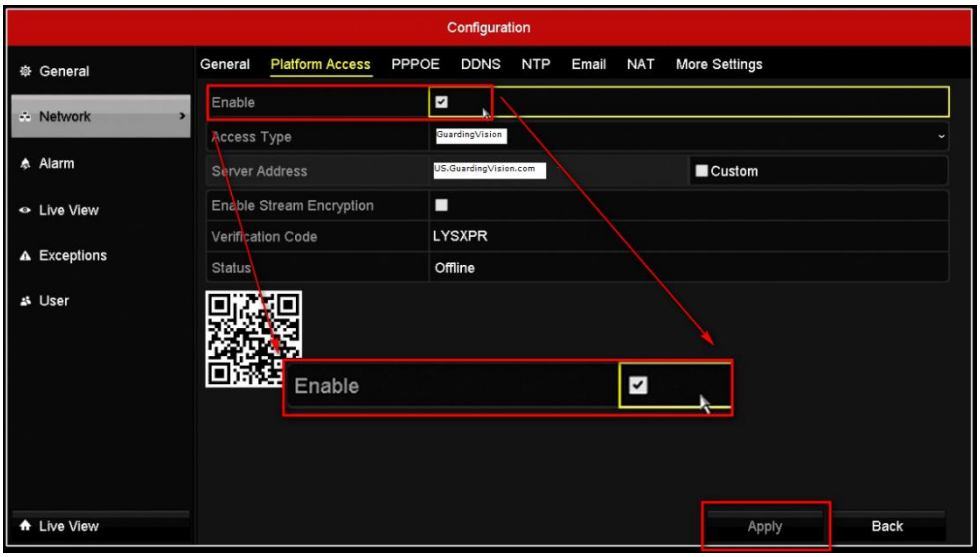
Users can check or modify the verification code in this page as well.

Method 2: Enable GuardingVision via device local GUI (for DVRs/NVRs)

Steps:

a. Enter the device local GUI, go to **Configuration>Network>Platform Access.**

b. Enable the GuardingVision service by placing a check in the Enable checkbox.



c. For the first time to use, users need to create a verification code.

i. Enter a new verification code;

ii. Read the terms of service and check the check box of terms of service;

iii. Click **'OK'** to save the settings.

d. Click **'Apply'** after all settings.

Note:

User can check or modify the verification code in this page as well.

How to add devices into GuardingVision account

Users can enable GuardingVision function via GuardingVision APP; https://www.GuardingVision.com web portal; Mobile app or CMS client.

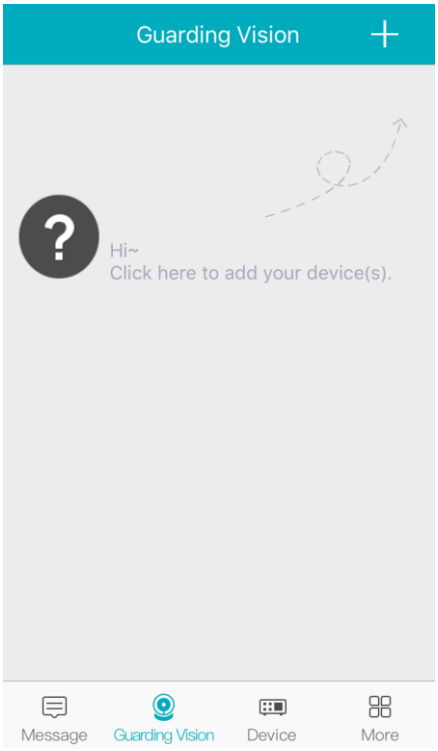
Note:

For Mobile app & CMS Client, we suggest waiting for new available version released soon.

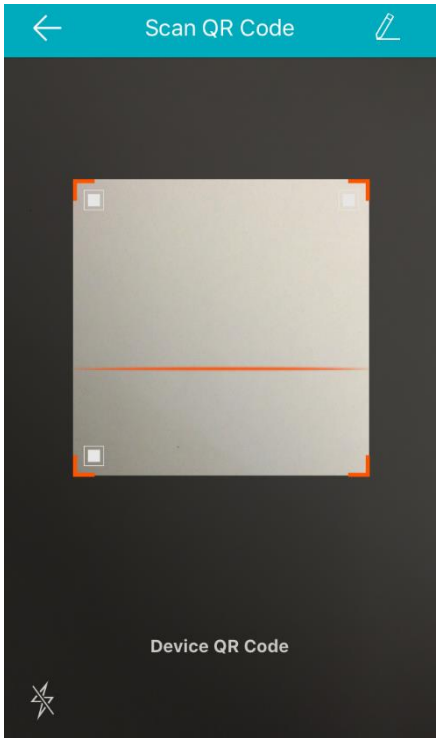
Method 1: Add devices via GuardingVision APP

Steps:

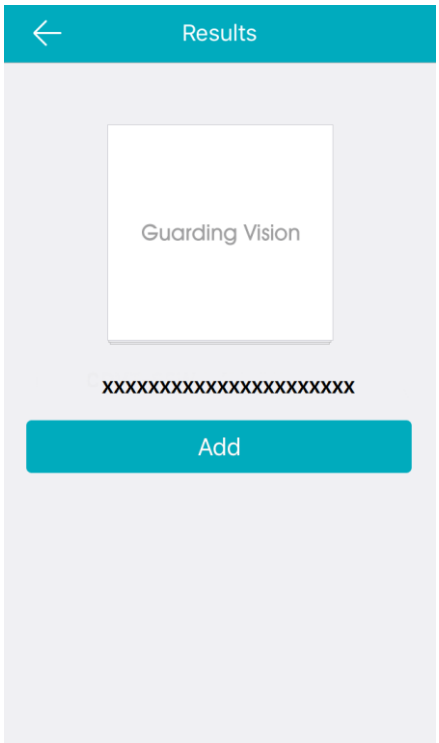
(1) Run GuardingVision app at your mobile;



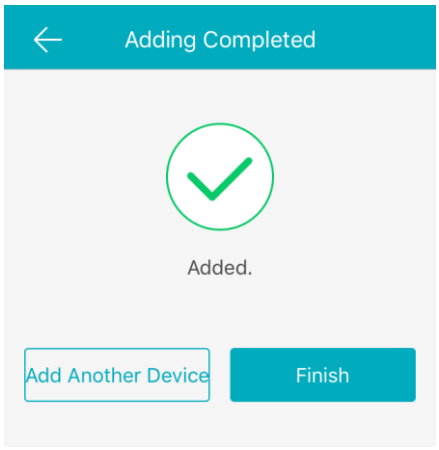
(2) Add the device by scanning device QR code or inputting device serial number manually;



(3) Click '**Add**' to continue;



(4) Finish adding.



(5) Go back to **GuardingVision** tab to live view.

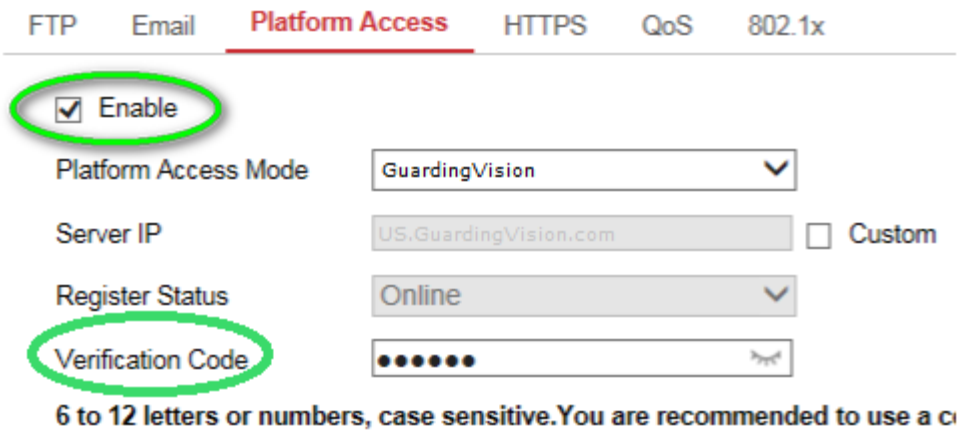
Note:

How to find device verification code?

a) Try to find device verification code on the label of the device;

b) Try to find the device verification code on the local GUI of DVRs/NVRs.

c) Try to find the verification code in the device web configuration interface for both camera and DVRs/NVRs.

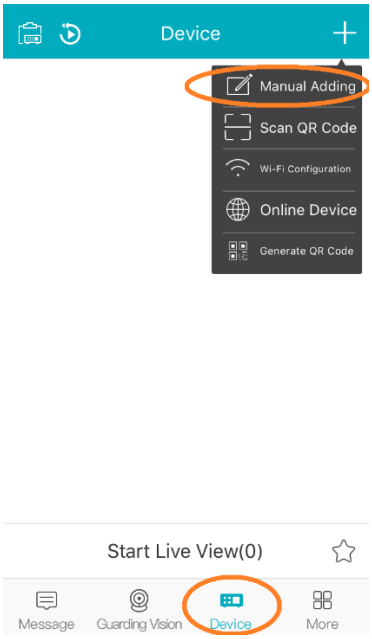


Note:

If the user wants to use GuardingVision domain name service at GuardingVision App, he needs to continue to add this device in **Device** tab with GuardingVision Domain adding type.

Steps:

(1) Go to **Device** tab; click the '+' at the upper-right of the interface;



(2) Select **Manual Adding** and select Register Mode as **'GuardingVision Domain';**

(3) Click **Device Domain** input box and select the corresponding device from the list;

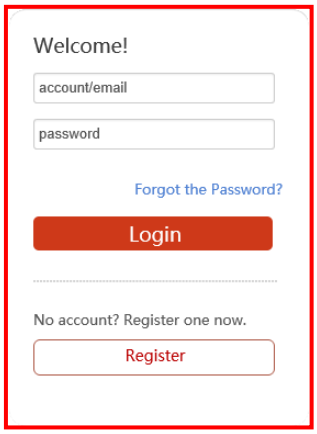
(4) Enter device **user name** and **password** to finish adding process. Click **Start to live view** to watch.

Method 2: Add devices via www.GuardingVision.com web portal

Steps:

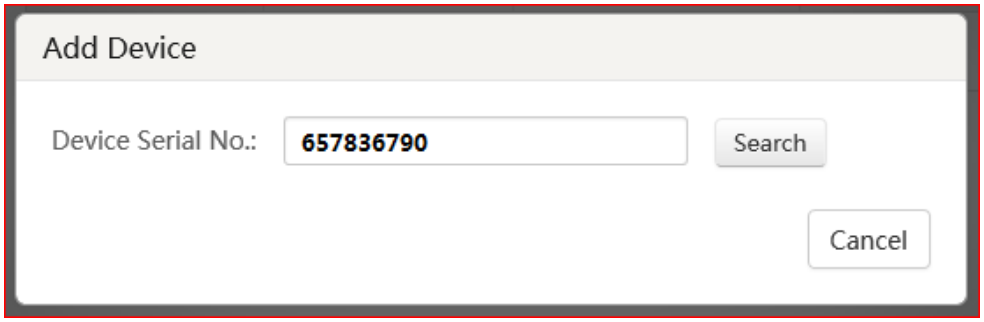
(1) Type www.GuardingVision.com into browser location bar;

(2) Login with your account user name and password.

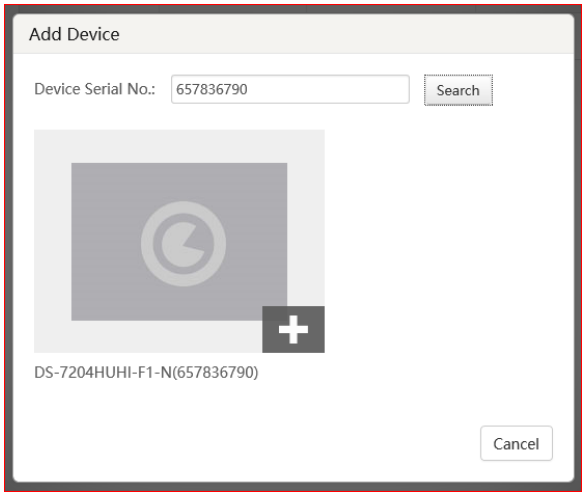


(3) Go to **Device Management** and click **Add** to add a device.

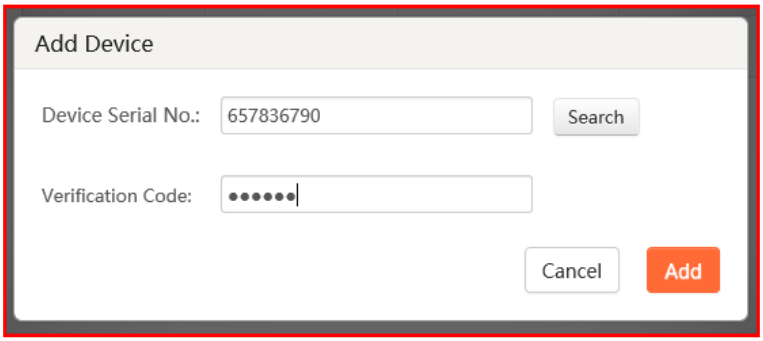
(3) Click **Add;** Input your device **Serial no.** then click **Search**.



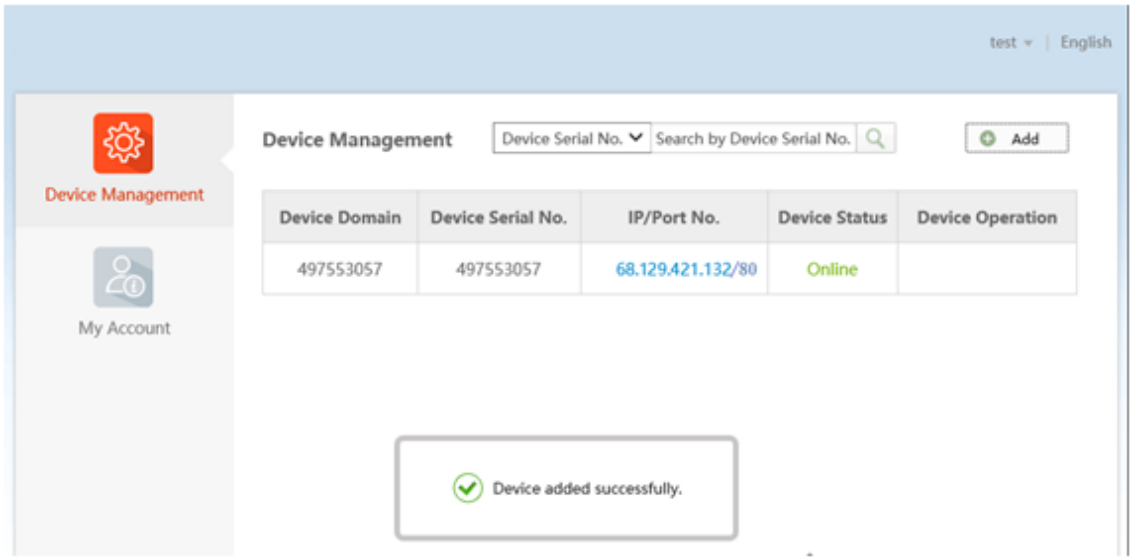
(4) When a connection is made to the device (it must be powered on and connected to the Internet) a pop-up shows the model and confirms the S/N. If this is the desired device, Click '+' to continue;



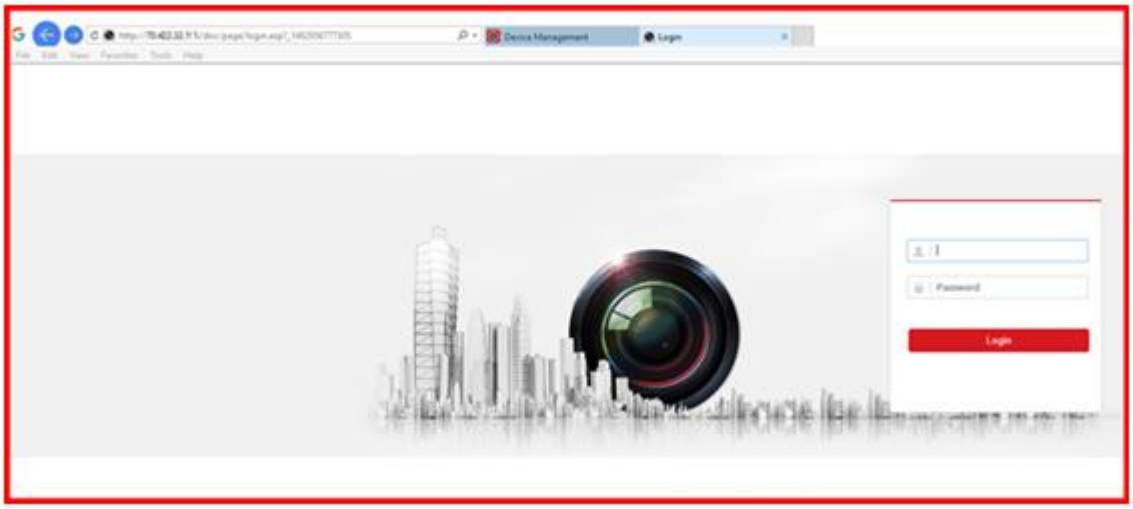
(5) Iuput your device **verification code**, then click **Add** to finish.



(6) A pop-up confirms success. And the device now appears on the **Device Management** page.



(7) Double click on the **IP address** and **Port No.** of a connected device, a new windows opens showing the login screen for the device. Enter the **user name** and **password** to login into the device.


Device Management
Login
Password
Login

FAQ

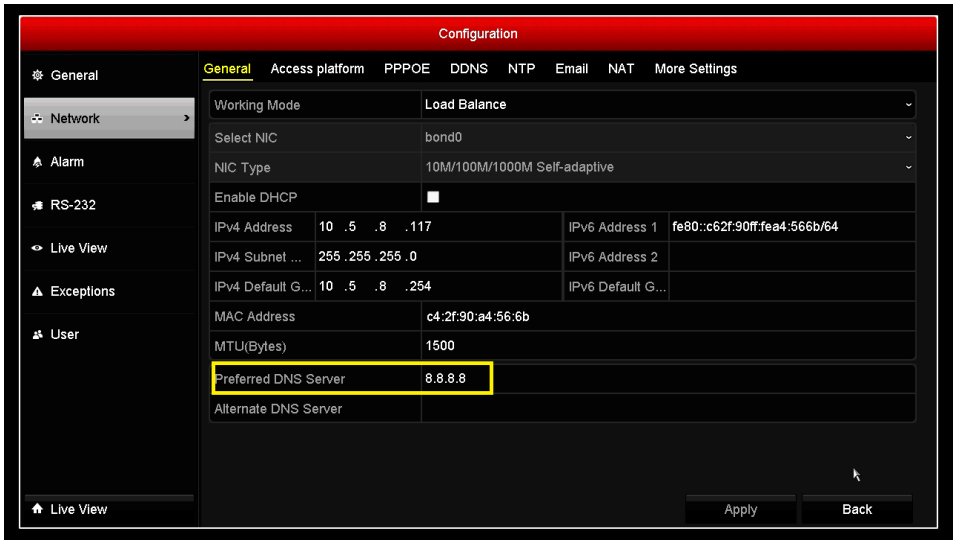
1. How to configure Port Forwarding?

Method 1: Configure Port Forwarding via UPnP

Steps:

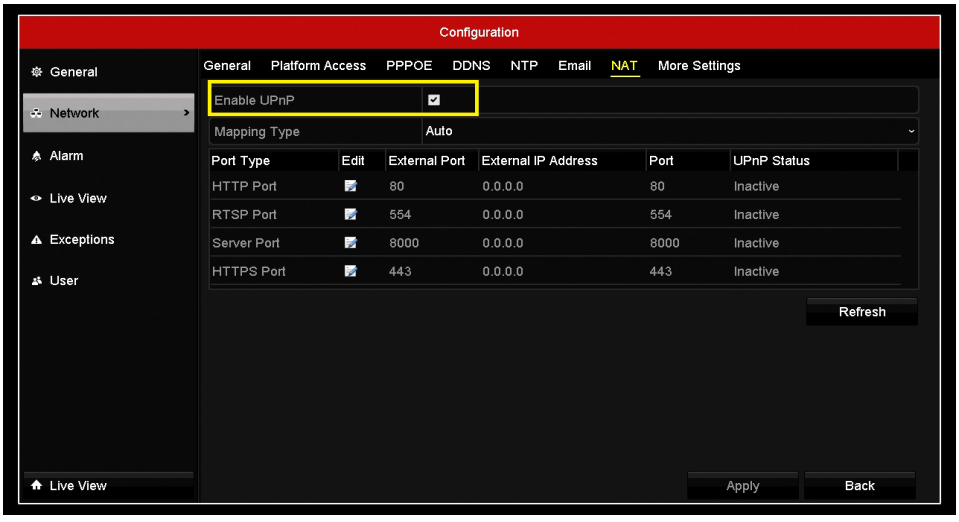
(1) Go to **Configuration -> Advanced Configuration -> Network -> General** to correctly configure network parameters to make sure your device is accessible in LAN. **DNS server address** is necessary in this case.

(2) Click **Apply** to continue.



(3) Go to **Menu->Configuration->Network->NAT** to check '**Enable UPnP**';

(4) Login router management interface via web and enable UPnP function.



Note:

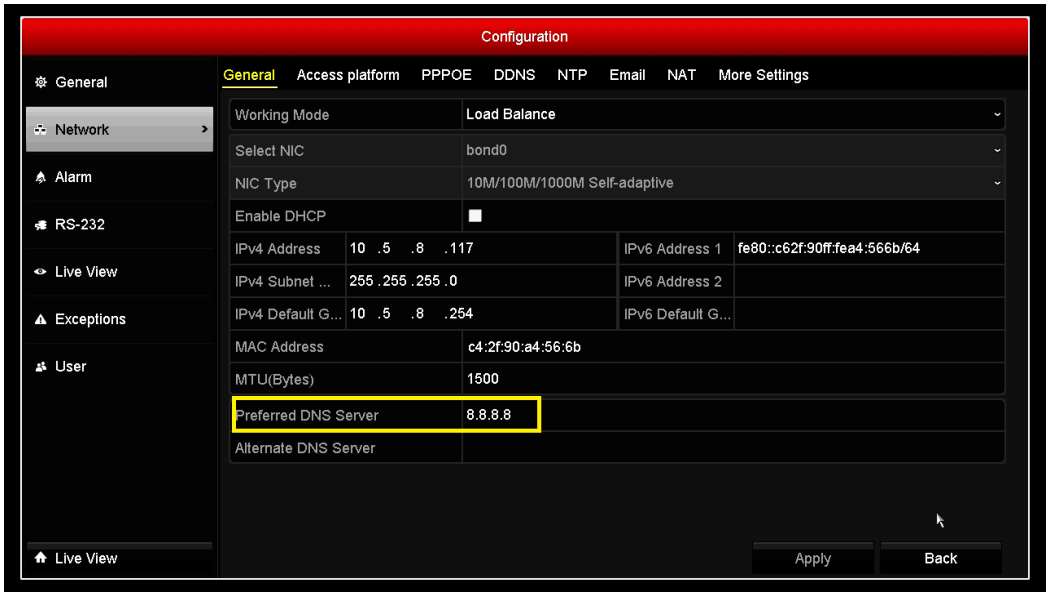
(1) The Mapping Type is recommended as **Auto**.

(2) The **(External)Port** as well as **External IP Address** will be refreshed if all the configurations are correct. And **UPnP Status** will be **Active**.

Method 2: Configure Port Forwarding Manually

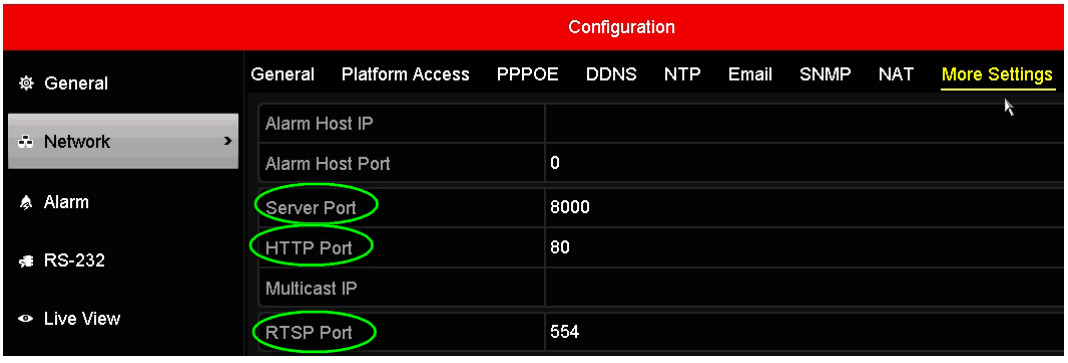
Steps:

(1) Go to **Configuration -> Advanced Configuration -> Network -> General** to correctly configure network parameters to make sure your device is accessible in LAN. **DNS server address** is necessary in this case.



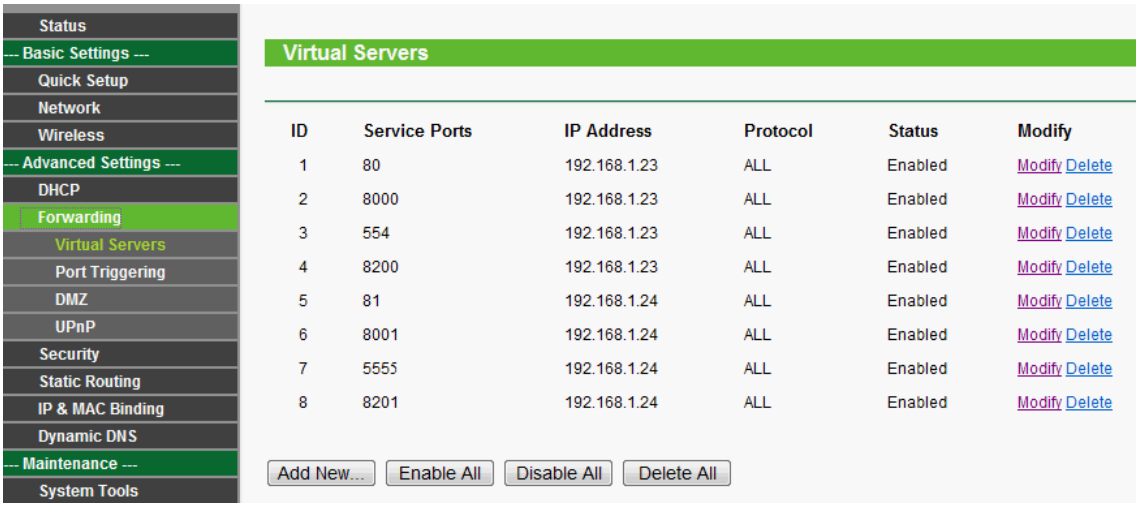
(2) Click **Apply** to continue.

(3) Go to **Menu->Configuration->Network->More Settings** to check the ports you need to open.



(4) Login router management interface via web;

(5) Go to **Forwarding** to open ports for device.



Note:

The port forwarding interface above is for TP-LINK router (TL-ER340G), which maybe distinct from other router's interface.

2. How to modify device domain name?

Method 1: Modify the device domain name when you finish adding.

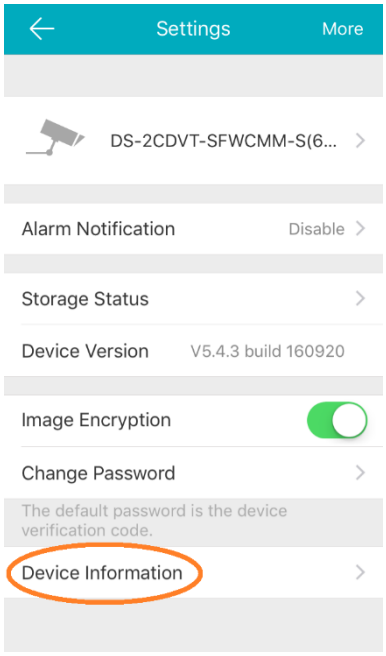
Method 2: Modify the device domain name after you finish adding.

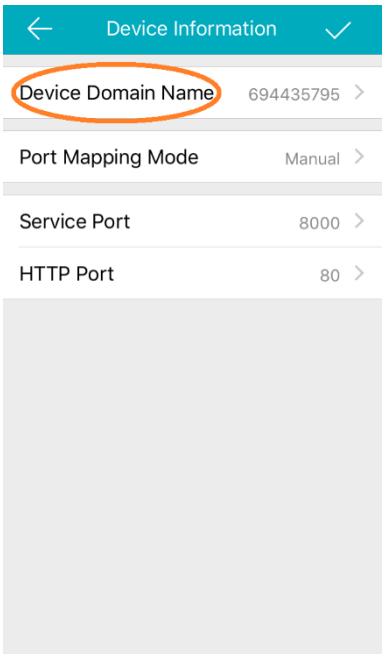
Steps:

(1) Go to **GuardingVision** tab, select the device you want to change domain name;

(2) Go to **Settings**;

(3) Click **Device Information** to modify.





Method 3: Modify the device domain name via www.GuardingVision.com web portal.

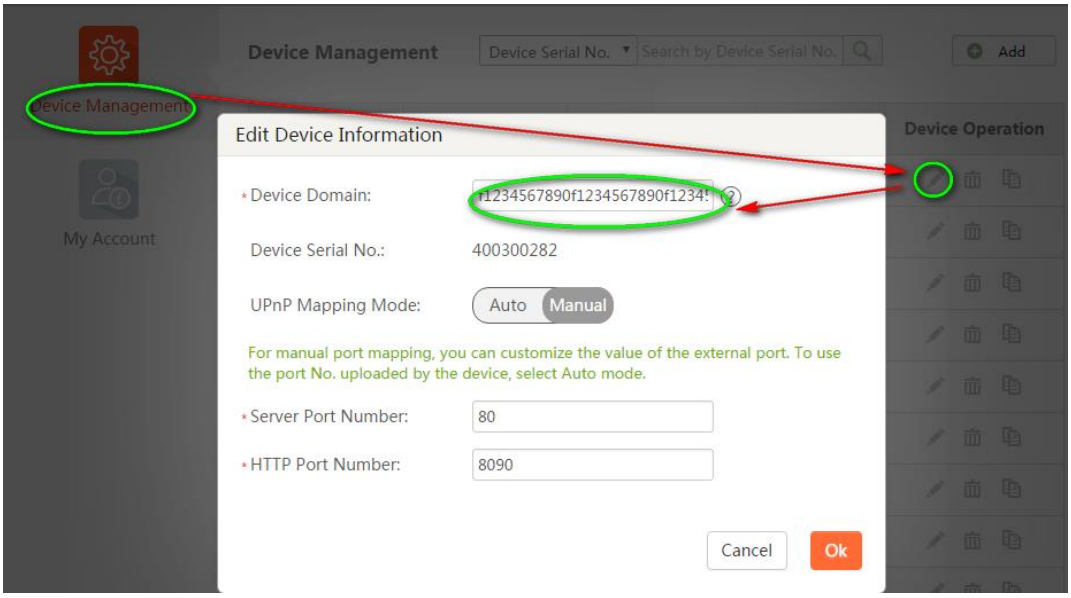
Steps:

(1) Login www.GuardingVision.com web portal with registered account;

(2) Go to **Device Management**;

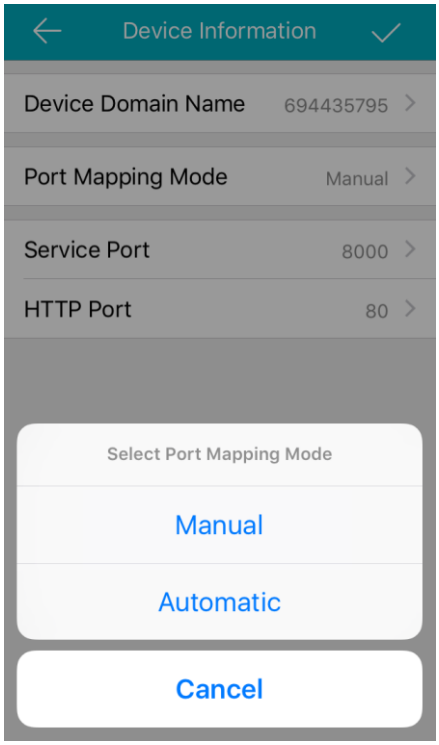
(3) Select the device you want to change the domain name and click **Edit**.

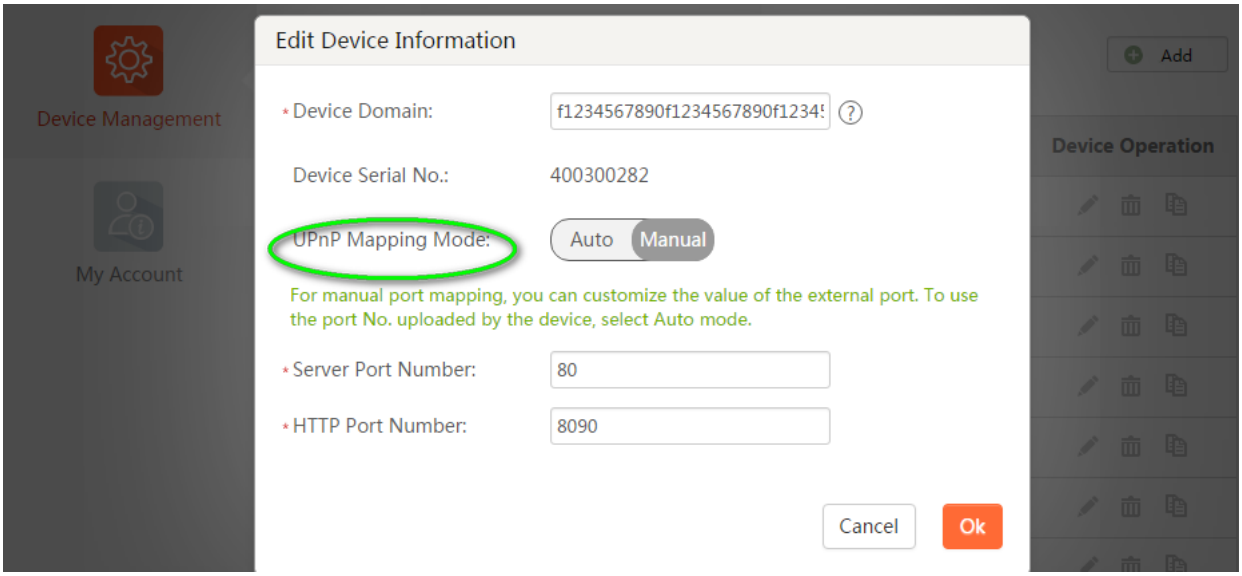
(4) Input a new device domain name and click **OK** to save.



3. What's the difference between the two port mapping modes in GuardingVision app & GuardingVision web portal?

Users can modify **Port Mapping Mode** in **Device Information** interface in GuardingVision app or in Device Management interface via GuardingVision web portal.





1. **Auto**: GuardingVision uses the port reported by the device to connect to it. It is applicable

to the situation that device upnp mapping works.

2. **Manual**: Manually configures port to connect to the device. If UPnP mapping fails, user needs to manually configure the routing. For the devices without latest GuardingVision firmware, only Manual mode is supported.

Note:

If it can't redirect your device after clicking IP/Port No. link in www.GuardingVision.com while the device status is online, it means ports may not be properly configured for your device. In this case, please kindly open ports MANUALLY in router instead of using UPnP to configure port forwarding

Please try **http:// WAN IP: Port No.** to test whether port forwarding is successful after port forwarding manually.

4. How to migrate from SIMPLEDDNS to GuardingVision?

On the web GUI of the device, customers can check whether the device supports GuardingVision. Go to Configuration> Network>Platform Access to check if the device supports GuardingVision.

1. **If the device currently supports Cloud P2P function,** the device still can be added to GuardingVision platform and support the new domain name service without upgrading the device. However, the old firmware does not support uploading ports to platform, customers will need to enable UPNP manually on device side and input port information to the platform via GuardingVision App or web portal when using the domain name function. Upgrading the

device with Q1 2017 firmware will add support for uploading port numbers to the platform automatically.

2 . **If the device does not currently support Cloud P2P function**, the device must be upgraded using Q1, 2017 firmware. The device can be added to the platform using serial code and verification code. (The new firmware will be released on Hikvision official website gradually in Q1, 2017)