



Converter Tool

User's Manual








Foreword

General

This manual introduces the installation, functions and operations of the converter device (hereinafter referred to as the "Converter"). Read carefully before using the device, and keep the manual safe for future reference.

Safety Instructions

The following signal words might appear in the manual.

Signal Words	Meaning
 DANGER	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
 WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 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
V1.1.0	Updated content.	August 2023
V1.0.0	First release.	May 2023

Privacy Protection Notice

As the device user or data controller, you might collect the personal data of others such as their face, fingerprints, and license plate number. You need to be in compliance with your local privacy protection laws and regulations to protect the legitimate rights and interests of other people by implementing measures which include but are not limited: Providing clear and visible identification to inform people of the existence of the surveillance area and provide required contact information.

About the Manual

- The manual is for reference only. Slight differences might be found between the manual and the product.
- We are not liable for losses incurred due to operating the product in ways that are not in compliance with the manual.
- The manual will be updated according to the latest laws and regulations of related jurisdictions. For detailed information, see the paper user's manual, use our CD-ROM, scan the QR code or

visit our official website. The manual is for reference only. Slight differences might be found between the electronic version and the paper version.

- All designs and software are subject to change without prior written notice. Product updates might result in some differences appearing between the actual product and the manual. Please contact customer service for the latest program and supplementary documentation.
- There might be errors in the print or deviations in the description of the functions, operations and technical data. If there is any doubt or dispute, we reserve the right of final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and company names in the manual are properties of their respective owners.
- Please visit our website, contact the supplier or customer service if any problems occur while using the device.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

Important Safeguards and Warnings

This section introduces content covering the proper handling of the device, hazard prevention, and prevention of property damage. Read carefully before using the device, and comply with the guidelines when using it.

Operation Requirements



- Make sure that the power supply of the device works properly before use.
- Do not pull out the power cable of the device while it is powered on.
- Only use the device within the rated power range.
- Transport, use and store the device under allowed humidity and temperature conditions.
- Prevent liquids from splashing or dripping on the device. Make sure that there are no objects filled with liquid on top of the device to avoid liquids flowing into it.
- Do not disassemble the device.

Installation Requirements



WARNING

- Connect the device to the adapter before power on.
- Strictly abide by local electrical safety standards, and make sure that the voltage in the area is steady and conforms to the power requirements of the device.
- Do not connect the device to more than one power supply. Otherwise, the device might become damaged.



- Observe all safety procedures and wear required protective equipment provided for your use while working at heights.
- Do not expose the device to direct sunlight or heat sources.
- Do not install the device in humid, dusty or smoky places.
- Install the device in a well-ventilated place, and do not block the ventilator of the device.
- Use the power adapter or case power supply provided by the device manufacturer.
- The power supply must conform to the requirements of ES1 in IEC 62368-1 standard and be no higher than PS2. Note that the power supply requirements are subject to the device label.
- Connect class I electrical appliances to a power socket with protective earthing.

Table of Contents

Foreword.....	I
Important Safeguards and Warnings.....	III
1 Product Overview.....	5
2 Converter Settings.....	6
2.1 Installing Converter.....	6
2.2 Registering and Logging in to Converter.....	7
2.3 Hub Operation.....	10
2.3.1 Adding Hub	10
2.3.2 Activating Hub.....	20
2.3.3 Deleting Hub.....	21
2.3.4 Unbinding Hub.....	21
2.3.5 Refreshing Hub.....	22
2.3.6 Disabling Hub.....	23
2.4 Configuring CMS Connection.....	23
2.5 Configuring Forwarding Settings.....	28
2.6 Configuring Event Code.....	28
2.7 Viewing Event Logs.....	29
3 Maintenance.....	31
3.1 Exporting System Logs.....	31
3.2 Importing and Exporting Configuration Data.....	31
4 Account Settings.....	33
4.1 Viewing Account Details.....	33
4.2 Changing Account Password.....	33
4.3 Logging Out.....	33
Appendix 1 Performance Requirement.....	34
Appendix 2 Data Migration.....	35
Appendix 3 Cybersecurity Recommendations.....	37

1 Product Overview

Dahua Converter is a software used for receiving events from Dahua Hub, processing the received data, transforming it and then presenting it to Central Monitoring Station (CMS) in appropriate formats.

2 Converter Settings

2.1 Installing Converter

Prerequisites

Make sure that you have received the installation package from the technical support.

Procedure

Step 1 Unzip the installation package.



Only English characters and digits are allowed in the full path for zipped destination. Otherwise, the unzipping process would fail.

Figure 2-1 Directory

bin	8/25/2023 12:30 PM	
data	8/25/2023 12:30 PM	
etc	8/25/2023 12:30 PM	
lib	8/25/2023 12:30 PM	
log	8/25/2023 12:30 PM	
plugin	8/25/2023 12:30 PM	
tool	8/25/2023 12:30 PM	
web	8/18/2023 2:42 PM	
start_converter	8/25/2023 12:02 PM	1 KB
stop_converter	8/25/2023 12:02 PM	1 KB

Step 2 Under the **etc** directory, click **converter-api** to check whether the required local port was already occupied.



You must specify any free port instead of the occupied one. Otherwise, the program cannot run normally.

Figure 2-2 Check port



Step 3 Double-click **start_converter** to run the program of Converter, or right-click the program to run as the administrator.

Or you can double-click **stop_converter** to close down the running program.

2.2 Registering and Logging in to Converter

For first-time use, you need to create an account.

Background Information

- If you are the admin user, the log-in webpage of the Converter would automatically pop up after you installed the program.
- If you are a general user, you need to manually enter the address of the Converter to go to log-in page.

The following introduces the operation of a general user.

Procedure

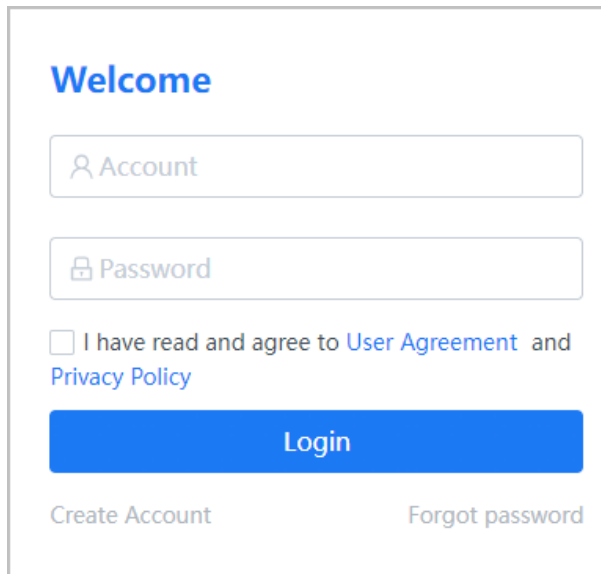
- Step 1** Open Google Chrome browser (with a version later than 80), enter the port number of the Converter (localhost:xxxx) in the address bar and press the Enter Key.



If you want to revise the port number, see "2.1 Installing Converter" for reference.

- Step 2** Click **Create Account** to create an account for first-time use.

Figure 2-3 Create an account



1. Enter the registration information.

Figure 2-4 Registration

Welcome To Register Converter

* Email

* Company Name

* Country/Region

* Company Address

* Service coverage area

* Username

* Company Logo

+

* Email reply language

* Password

* Verification Code

☒ I have read and agree to [User Agreement And Privacy Policy](#)

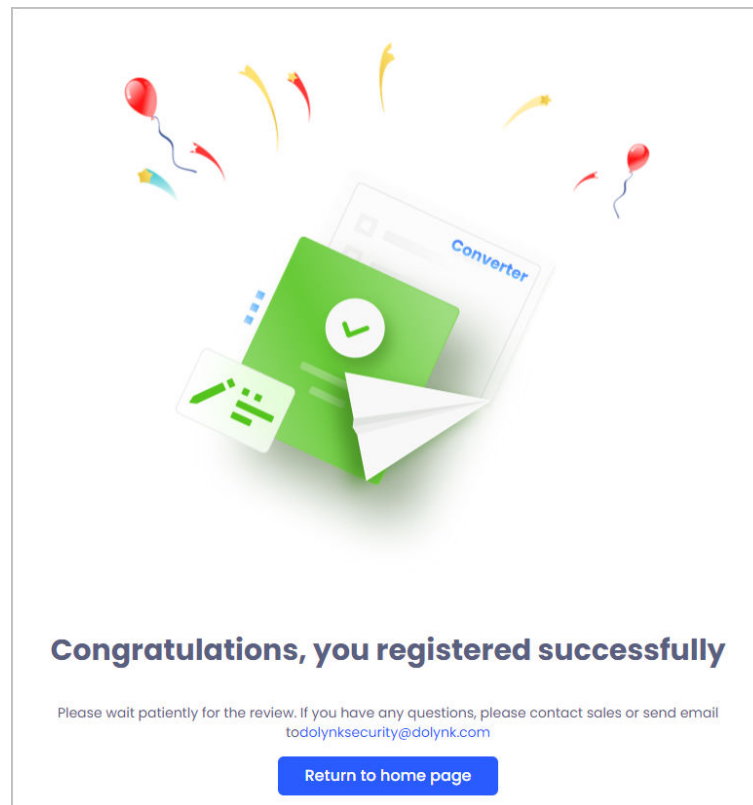
Sign up

- Click **Send** and the verification will be sent to the email address that is filled in the registration page in few minutes. Enter the received code in the check box.
- Click the check box next to **I have read and agree to User Agreement And Privacy Policy** after you read them, and then click **Sign up** to finish the registration.



You need to wait for the technical support from the country you select in registration to verify the information you enter. Only after verification is complete, you can progress with login.

Figure 2-5 Registration succeed



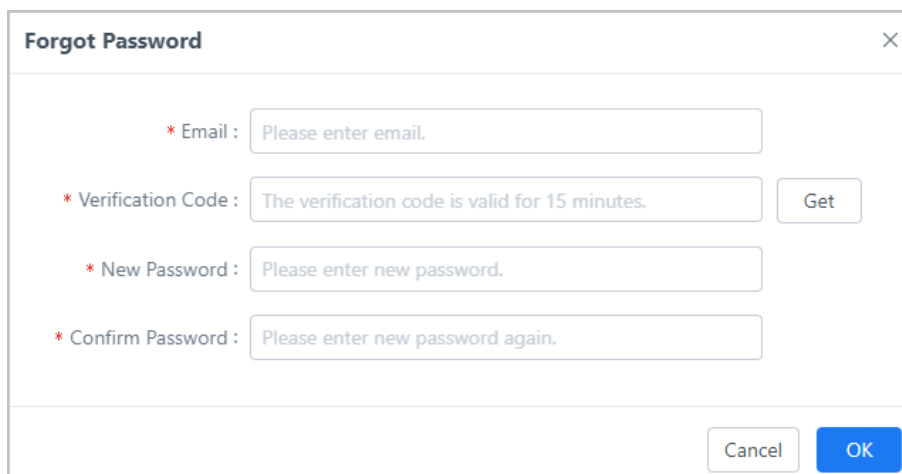
Step 3 On the log-in page, enter the username of the account and password, and select **I have read and agree to User Agreement And Privacy Policy**, and then click **Login**.

Related Operations

Click **Forgot Password** on the Log-in page to reset the password.

1. Enter the email address.
2. Click **Get** to obtain the verification code sent to your email inbox, and then enter the received code in the check box.
3. Enter the new password and confirm it, and then click **OK**.

Figure 2-6 Forget password



The image shows a "Forgot Password" form. It has a title bar with the text "Forgot Password" and a close button (X). The form contains four input fields, each with a red asterisk and a label:

- * Email : Please enter email.
- * Verification Code : The verification code is valid for 15 minutes. (Next to a "Get" button)
- * New Password : Please enter new password.
- * Confirm Password : Please enter new password again.

 At the bottom right of the form, there are two buttons: "Cancel" and "OK".

2.3 Hub Operation

2.3.1 Adding Hub

Configure the IP address, port and device ID, and then you can register the alarm hub to Converter.

Prerequisites

Make sure that you have installed Dolynk Care app or DMSS app if you want to use auto registration and cloud connection.

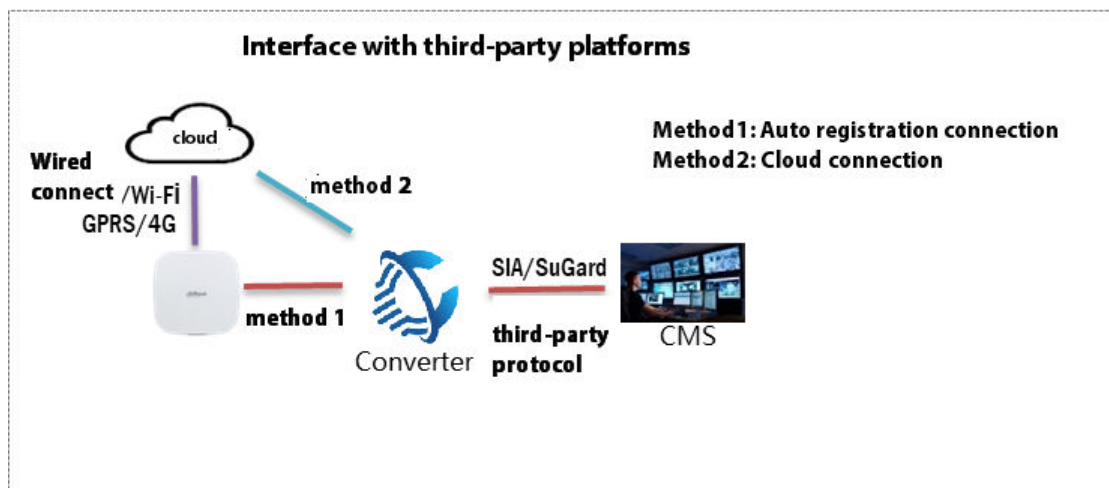


Both Dolynk Care and DMSS support cloud connection and auto registration. You can download any of them or both of them depending on your needs.

Background Information

The hub can establish connection with Converter through either Dahua cloud or auto registration. The two methods can be used simultaneously. Converter would select one method as the primary link and the other as the alternate link depending on situation. You can also choose to use one of the two methods alone.

Figure 2-7 Hub connection method



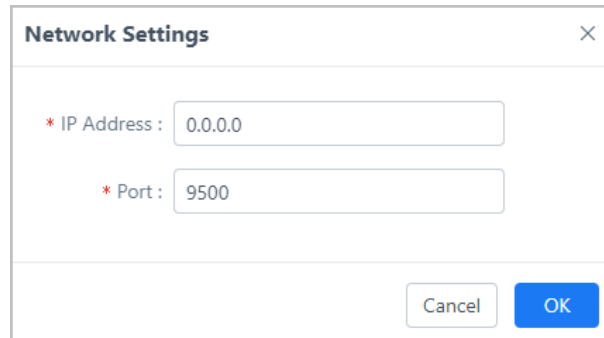
2.3.1.1 Adding through Auto Registration

Add the hub to the Converter through DMSS or Dolynk Care in the form of auto registration.

Procedure

- Step 1** Log in to the webpage of the Converter.
- Step 2** Select **Settings** > **Network Settings**.
- Step 3** Configure the IP address and port, and click **OK**.
 - The IP address can be kept as default (0.0.0.0), or changed to that of the local computer where the Converter is installed on. We recommend that you use the default value.
 - The port is any free port that is not occupied yet. The default port is 9500.

Figure 2-8 Network settings





Network Settings

* IP Address : 0.0.0.0

* Port : 9500

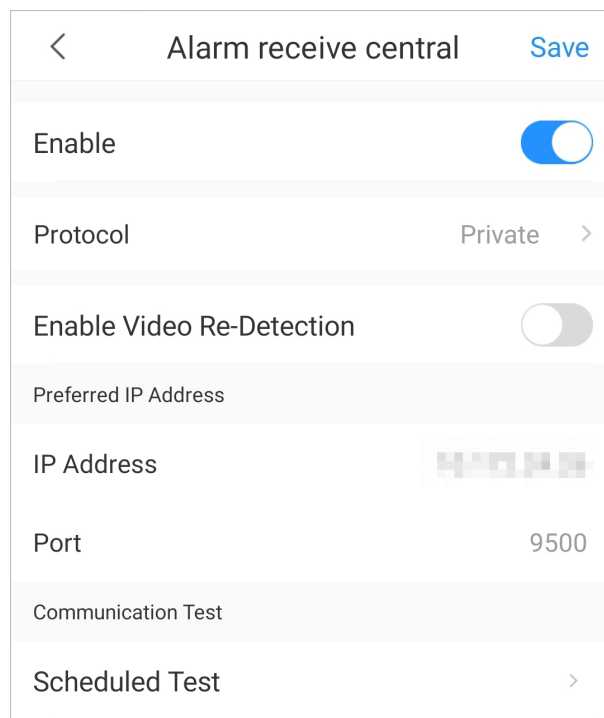
Cancel OK

Step 4 On your phone, tap  to open the DMSS app or  to open Dolynk Care.

The operation on DMSS or Dolynk Care is the same. Here uses DMSS as an example.

1. On the **Login** screen, enter your email and password, and then tap **Log in**.
2. On the **Hub Setting** screen, tap **Alarm Receive Central**.
3. Tap **Enable** to enable the alarm receiving function, select the **Protocol** as **Private**, and enter the IP address and port number of the computer where Converter is installed on, and then tap **Save**.

Figure 2-9 Configure IP address and port



< Alarm receive central Save

Enable ☒

Protocol Private >

Enable Video Re-Detection ☐

Preferred IP Address

IP Address 192.168.1.1

Port 9500

Communication Test

Scheduled Test >



- The IP address and port number must be consistent with that you configured in [Step 3](#).
- The **Enable Video Re-Detection** function is not available. You would better not enable this function.

Step 5 On the **Device List** page of Converter, click **Add**.

Devices with configured CMS connection display in the list.

Figure 2-10 Device list

<div> + Add Activate Disable Delete Unbind Refresh </div> <div> Time Added Device : Start date ~ End date <div> Device Name Please enter keywords. </div> </div>									
<input type="checkbox"/>	No.	Device Name	SN	Device ID	Time Added Device	Cloud Connection Status	Direct Connection Status	Activate Status	Action
<input type="checkbox"/>	1	shiy	qqq28		2023-03-27 20:44:24	--	Online	Not Activated	
<input type="checkbox"/>	2	1234567890	7K01F6BPAJ00815	9990	2023-03-27 20:44:24	Online	Offline(Network connection f	Activated	
<input type="checkbox"/>	3	00824	qianjing	0099	2023-03-27 20:44:24	--	Online	Activated	

Step 6 Select the device you just configured, and click **Add**.

Figure 2-11 Add page

<div> + Add Refresh </div> <div> Device Name Please enter keywords. </div>								
<input type="checkbox"/>	No.	Device Name	SN	Bind Time	IP Address	Port No.	Cloud Connection Status	Action
<input type="checkbox"/>	1	shiy	qqq28		172.24.10...	42224	--	Add
<input type="checkbox"/>	2	00824	qianjing		172.24.10...	39786	--	Add
<input type="checkbox"/>	3		7K01F6BPAJ00815		172.24.10...	--	--	Add
<input type="checkbox"/>	4	1234567890	7K01F6BPAJ00815	2023-03-28 10:52:33		--	Online	Add
Total records: 4								
<div> 1 10 / page </div>								

Figure 2-12 Add device

Add

* Username :

admin

* Password :

.....


Cancel

OK



If you use batch adding function, which is through clicking the **+ Add** icon at the top left of the **Add** page, then you will be asked to enter the username and password of the device for successful adding when there is at least one device that is connected through auto registration among all the selected devices.

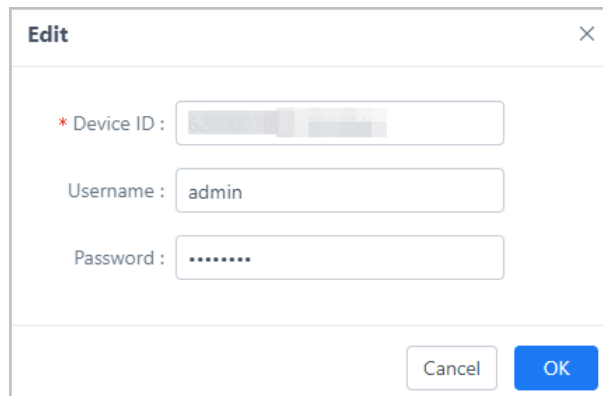
Wait for a while after adding, or click **Refresh**, and the **Direct Connection Status** of the newly added device is online.

Step 7 On the **Device List** page, click  of a device, enter the device ID, username and password used to log into the web page of the device, and then click **OK**.



The device ID must be 4 characters. It can be 4 digits or a combination of uppercase letters and digits (totally 4 characters). We recommend that you use 4 digits.

Figure 2-13 Edit

A screenshot of an 'Edit' dialog box. The dialog has a title bar with the word 'Edit' and a close button (X). Inside, there are three input fields: 'Device ID' with a red asterisk, 'Username' with the value 'admin', and 'Password' with masked characters '.....'. At the bottom right, there are two buttons: 'Cancel' and 'OK'.

2.3.1.2 Adding through Cloud Connection

Add the hub to Converter through DMSS or Dolyнк Care in the form of cloud connection.

Prerequisites

Make sure that you have added hub to Dolyнк Care app or DMSS. For detailed operation of device adding, see their user's manual for reference.

2.3.1.2.1 Dolyнк Care

Add the hub through Dolyнк Care.

Procedure

Step 1 On your phone, tap  to open the Dolyнк Care app.


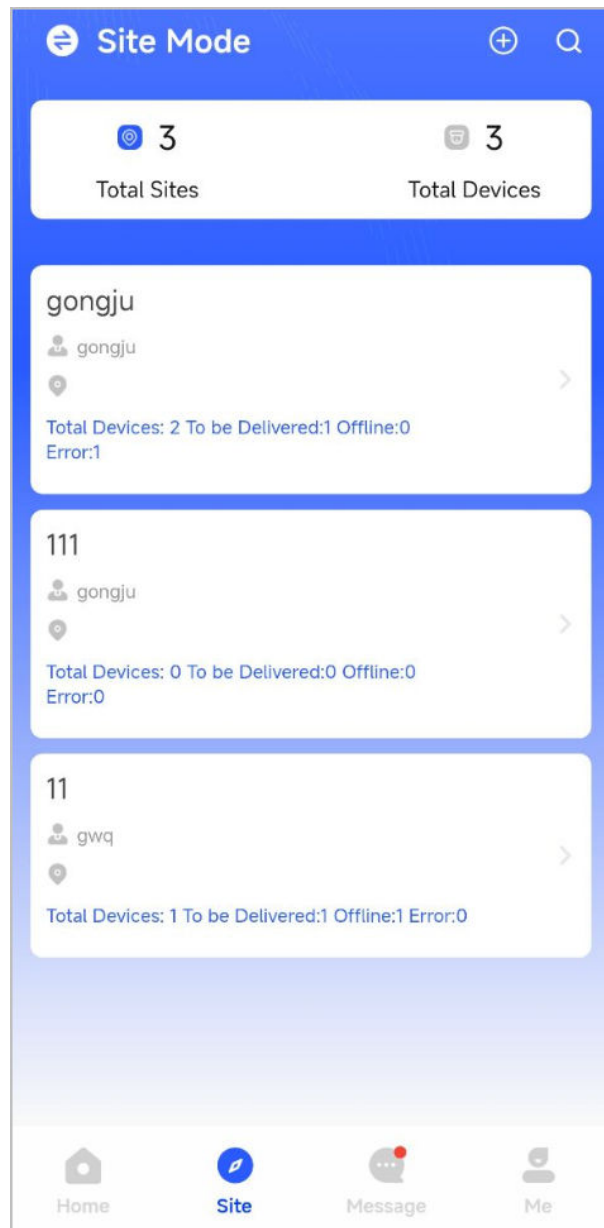
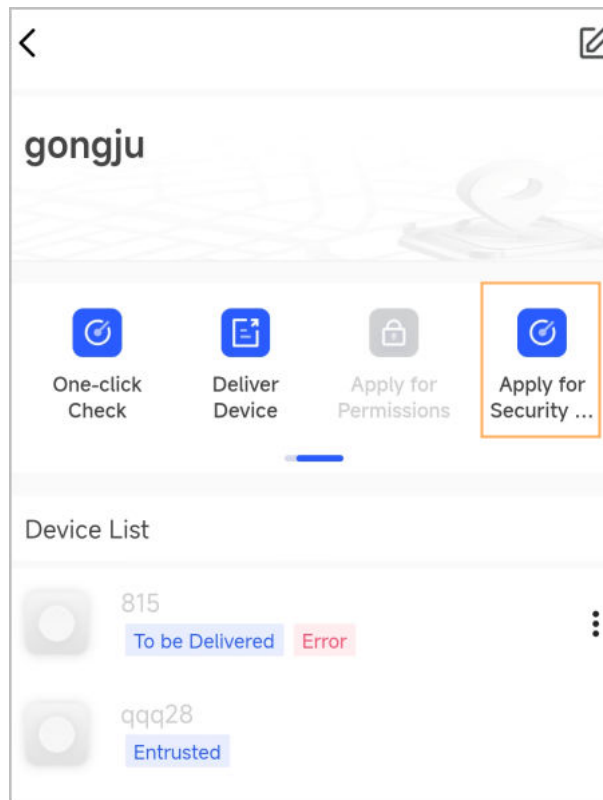
Step 2 On the **Site** screen, tap  on the upper-left corner to switch to **Site Mode**.

Figure 2-14 Site mode



Step 3 Tap a site on the **Site Mode** screen, and tap **Apply for Security Service** on the home screen of this site.

Figure 2-15 Apply for security service



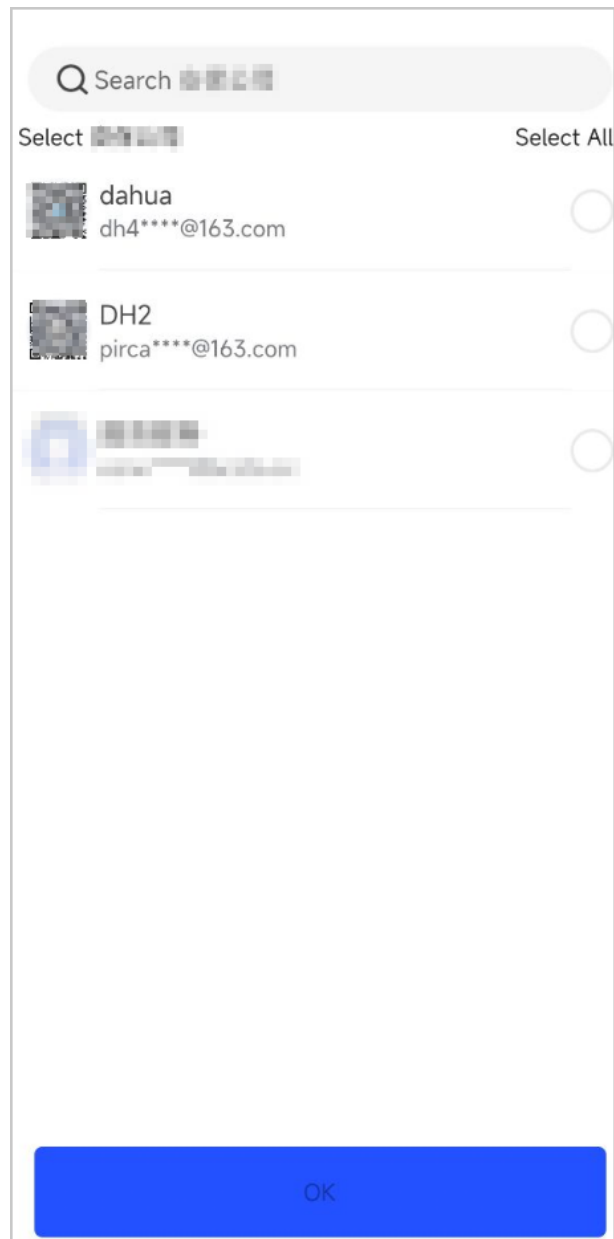
Step 4 Select the hub from the list, and tap **Select Security Company** to select a security company, and then tap **OK** to complete the binding process.

The screen displays **The application for security service was successful sent...** prompt to indicate that your binding is successful.



If you do not find the security company you want in the list, you can search it by yourself.

Figure 2-16 Select security company



- Step 5 Log into the webpage of Converter.
- Step 6 On the **Device List** page of Converter, click **Add**.
- Step 7 Select the device you just configured, and click **Add**.
The page displays **Successfully added** prompt.

Figure 2-17 Cloud connection device

Add								
+ Add		Refresh		Device Name <input type="text" value="Please enter keywords"/>				
<input type="checkbox"/>	No.	Device Name	SN	Bind Time	IP Address	Port No.	Cloud Connection Status	Action
<input type="checkbox"/>	1	shiyi	qqq28		172.24.10...	42224	--	Add
<input type="checkbox"/>	2	00824	qianjing		172.24.10...	39786	--	Add
<input type="checkbox"/>	3		7K01F68PAJ00815		172.24.10...	--	--	Add
<input type="checkbox"/>	4	1234567890	7K01F68PAJ00815	2023-03-28 10:52:33		--	Online	Add
Total records: 4								
<div> <div><</div> <div>1</div> <div>></div> <div>10 / page</div> </div>								


Step 8 On the **Device List** page, click  of a device, enter the device ID (4 digits), and then click **OK**.

Figure 2-18 Edit

Edit

* Device ID :

1234

Cancel

OK



If a device is added through two methods (both auto registration and cloud connection) simultaneously, and the auto registration works normally, then you just need to enter the device ID, and then click **OK**.

Figure 2-19 edit (2)

Edit

* Device ID :

5200

Username :

admin

Password :

Cancel

OK

2.3.1.2.2 DMSS

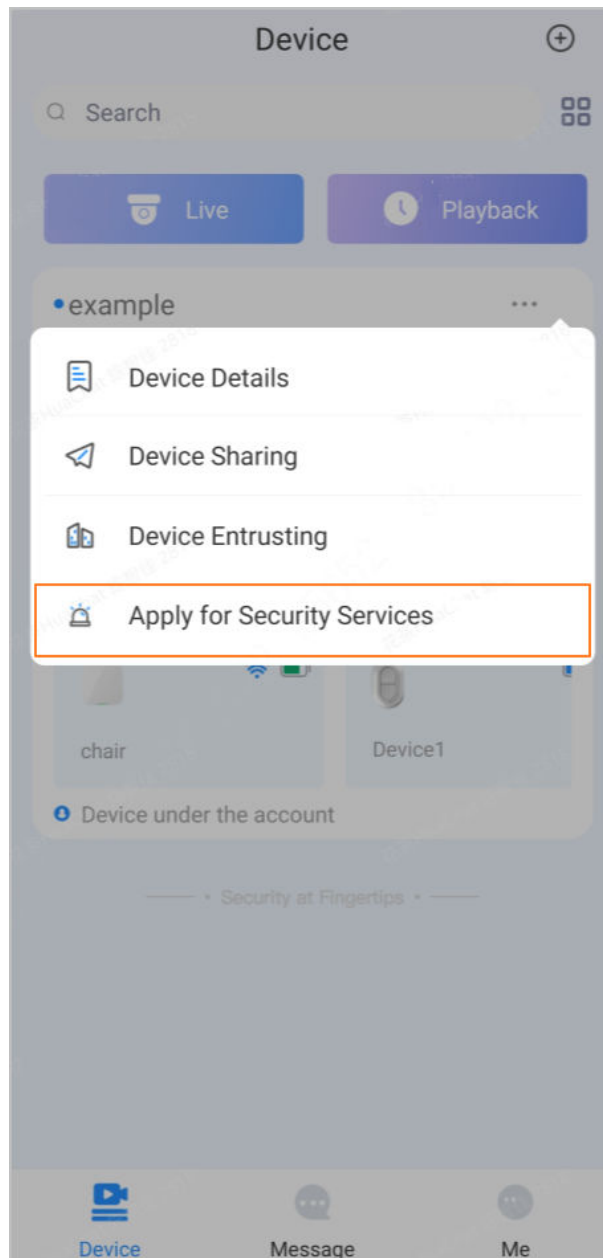
Add the hub through DMSS.

Procedure

Step 1 On your phone, tap  to open the DMSS app.

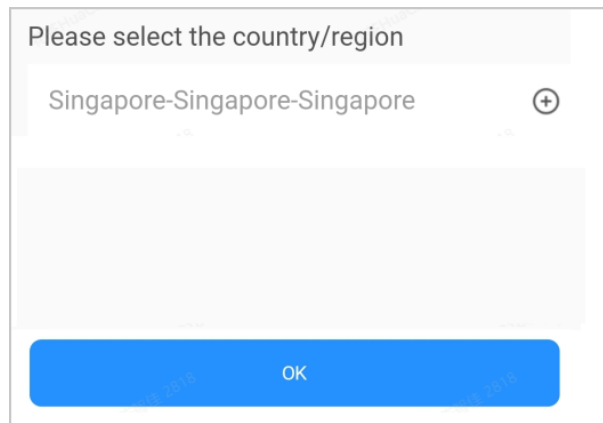
- Step 2 On the **Device** screen, tap **...** next to a device, and then tap **Apply for Security Services**.

Figure 2-20 Apply for security services



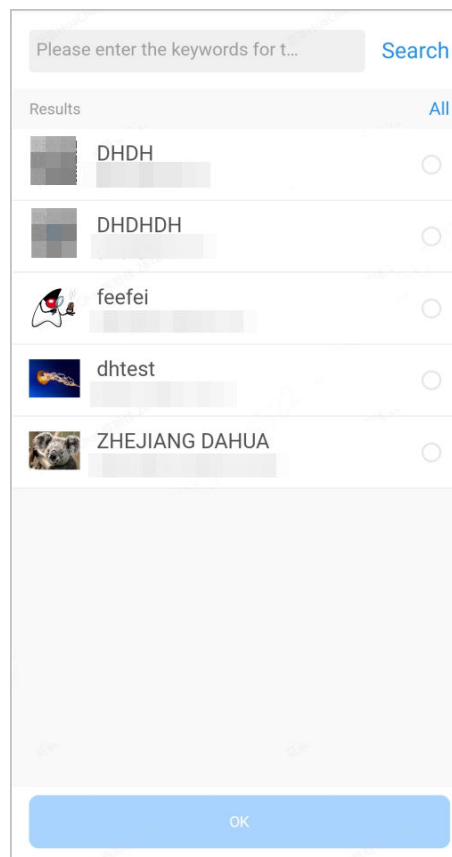
- Step 3 Select the country or region, and then tap **OK**.

Figure 2-21 Select country or region



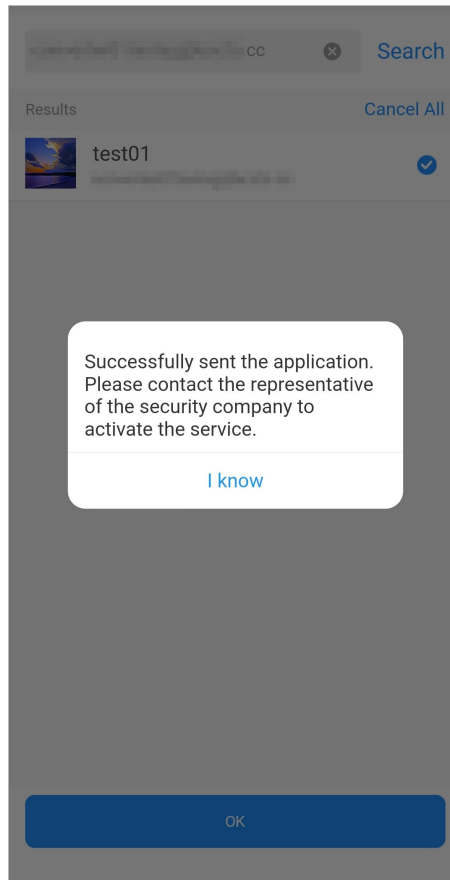
Step 4 Select a Converter account under the country or region you select, and then tap **OK** to bind it.

Figure 2-22 Select account



You can also search the Converter account by entering the key words or accurate account name.

Figure 2-23 Bind by searching



Step 5 Repeat Step 5 to Step 8 to finish the settings.

2.3.2 Activating Hub

Procedure

Step 1 Log in to the webpage of Converter.

Step 2 Select **Device List**.












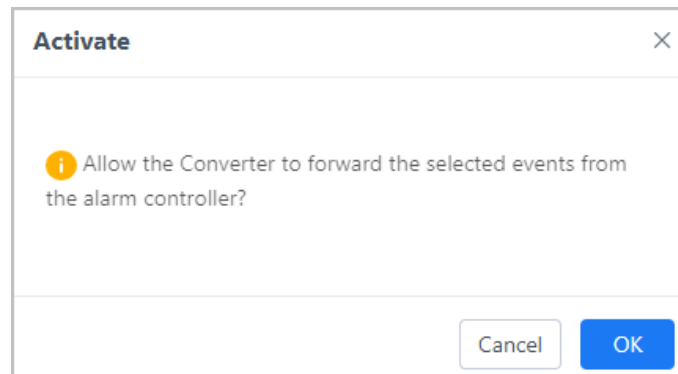
Step 3 Click  next to an individual piece of hub, or  on the top left corner of the page to activate the chosen device(s).

Figure 2-24 Activation page

Device List									
<div> + Add Activate Disable Delete Unbind Refresh </div> <div> Time Added Device : Start date - End date Device Name Please enter keywords </div>									
<input type="checkbox"/>	No.	Device Name	SN	Device ID	Time Added Device	Cloud Connection Status	Direct Connection Status	Activate Status	Action
<input type="checkbox"/>	1	shly	qqq28		2023-03-27 20:44:24	--	Online	Not Activated	  
<input type="checkbox"/>	2	1234567890	7K01F6BPAJ00815	9990	2023-03-27 20:44:24	Online	Offline(Network connection !	Activated	  
<input type="checkbox"/>	3	00824	qianjing	0099	2023-03-27 20:44:24	--	Online	Activated	  

Step 4 On the **Activate** window, click **OK** to confirm the activation.

Figure 2-25 Activate the device



2.3.3 Deleting Hub

Procedure


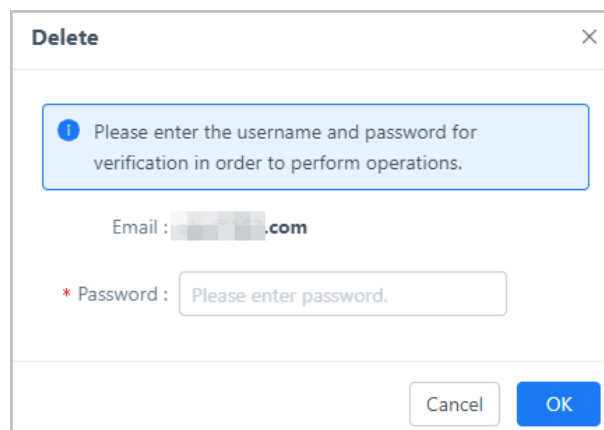
- Step 1 Log in to the webpage of Converter.
- Step 2 On the **Device List** page, click .
- Step 3 Enter the password of the Converter account, and click **OK** to delete the chosen devices.

Figure 2-26 Deleting confirmation



2.3.4 Unbinding Hub

Background Information

- It only applies to devices that is added to Converter through cloud connection.
- The device cannot be added by Converter after unbinding. You need to re-apply security services on Dolyink Care or DMSS.

Procedure


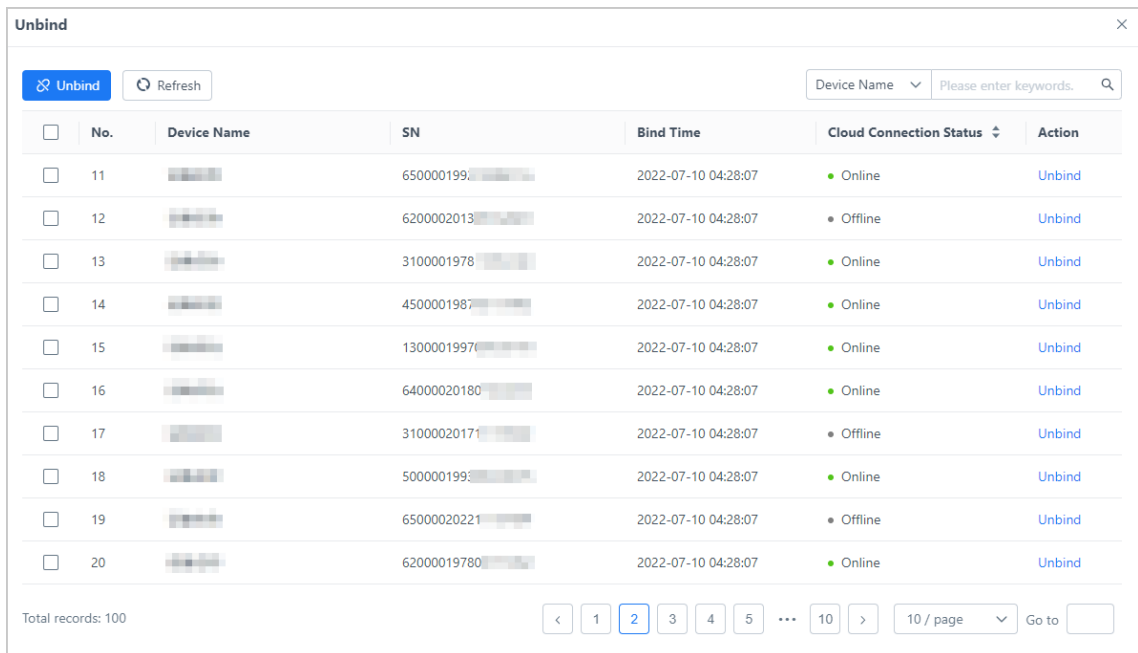
- Step 1 Log in to the webpage of Converter.
- Step 2 On the **Device List** page, click  to enter the **Unbind** page.

Figure 2-27 Enter unbind page



No.	Device Name	SN	Bind Time	Cloud Connection Status	Action
11	[REDACTED]	650000199[REDACTED]	2022-07-10 04:28:07	Online	Unbind
12	[REDACTED]	6200002013[REDACTED]	2022-07-10 04:28:07	Offline	Unbind
13	[REDACTED]	3100001978[REDACTED]	2022-07-10 04:28:07	Online	Unbind
14	[REDACTED]	4500001987[REDACTED]	2022-07-10 04:28:07	Online	Unbind
15	[REDACTED]	1300001997[REDACTED]	2022-07-10 04:28:07	Online	Unbind
16	[REDACTED]	6400002018[REDACTED]	2022-07-10 04:28:07	Online	Unbind
17	[REDACTED]	3100002017[REDACTED]	2022-07-10 04:28:07	Offline	Unbind
18	[REDACTED]	5000001993[REDACTED]	2022-07-10 04:28:07	Online	Unbind
19	[REDACTED]	6500002022[REDACTED]	2022-07-10 04:28:07	Offline	Unbind
20	[REDACTED]	6200001978[REDACTED]	2022-07-10 04:28:07	Online	Unbind

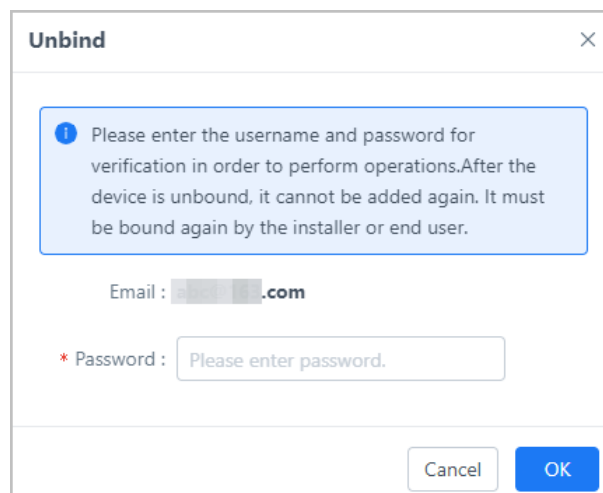
Total records: 100

Page navigation: < 1 2 3 4 5 ... 10 > 10 / page Go to

Step 3 Click **Unbind** next to the individual piece of hub, enter the password of the Converter account, and click **OK** to unbind the chosen devices.

Or you can select multiple pieces of hub information, and click **Unbind** at the top left corner of the page to batch unbind the devices.

Figure 2-28 Unbind confirmation



Unbind

Please enter the username and password for verification in order to perform operations. After the device is unbound, it cannot be added again. It must be bound again by the installer or end user.

Email : [REDACTED].com

* Password :

Cancel OK

2.3.5 Refreshing Hub

Procedure

Step 1 Log in to the webpage of Converter.

Step 2 On the **Device List** page, click **Refresh** to refresh the chosen devices.



After you have added devices to Converter, make sure that you click **Refresh** to refresh the page. Otherwise, the newly added device might not appear in the device list.

2.3.6 Disabling Hub

Procedure


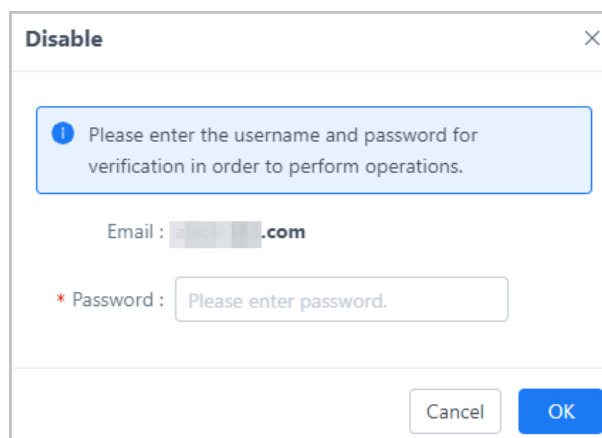
- Step 1 Log in to the webpage of Converter.
- Step 2 On the **Device List** page, click .
- Step 3 Enter the password of Converter account, and click **OK** to disable the chosen devices.

Figure 2-29 Disabling confirmation



2.4 Configuring CMS Connection

Establish a connection to CMS.

Procedure

- Step 1 Log in to the webpage of Converter.
- Step 2 Select **Settings** > **CMS Connection**.
- Step 3 Configure the CMS settings.

Figure 2-30 CMS connection (network)

×

CMS Connection

!

The converter and third-party platform were not connected.

Forward :

☒ Yes
☐ No

* CMS Main Account :

1234

It can contain up to 16 digits, and can consist of numbers and letters.

* Send Heartbeat :

☒ Yes
☐ No

* Heartbeat :

30

Unit(Sec)

30~86400

Connection Method :

☒ Network
☐ Serial Port

Connection Mode :

☒ Client
☐ Server

Connection Type :

☒ Long Connection
☐ Short Connection

* Address :

Please enter.

IP/Domain name

* Port :

60001

CMS Encryption :

None

CMS Key :

Please enter.

* Messaging Protocol :

SIA DC-09

Compatibility :

MLR2

Receiver Number :

0

Hexadecimal, 0~FFFFFF

☐ Apply

Line Number :

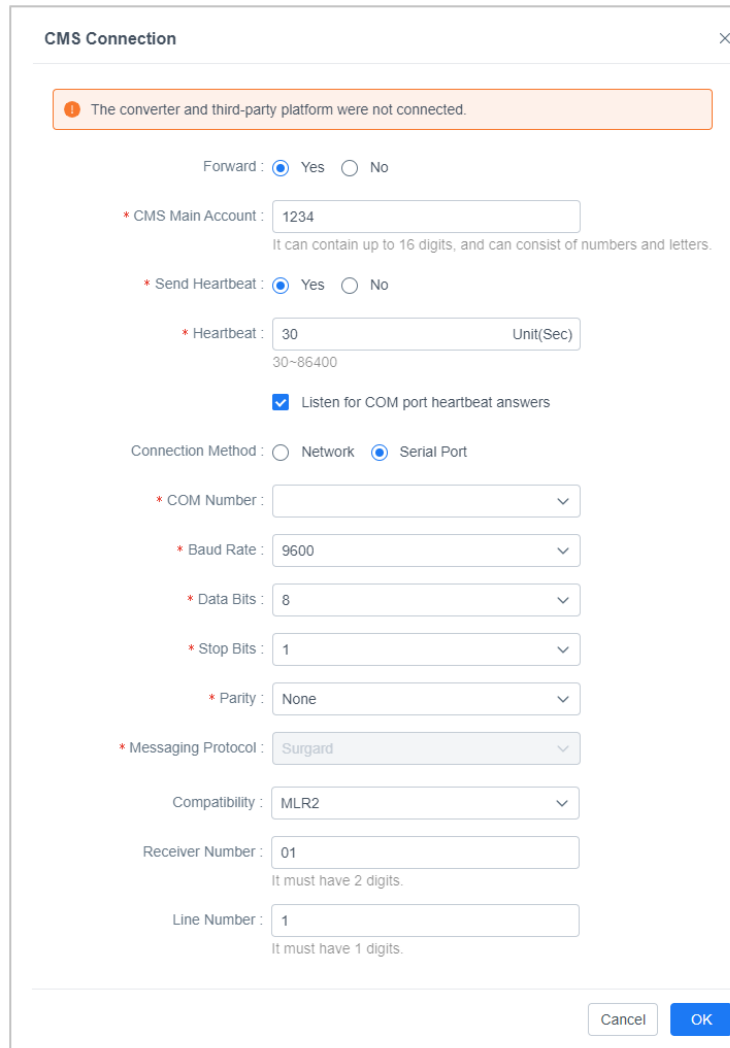
0

Hexadecimal, 0~FFFFFF

Cancel

OK

Figure 2-31 CMS connection (serial port)



CMS Connection

The converter and third-party platform were not connected.

Forward : ☒ Yes ☐ No

* CMS Main Account : 1234
It can contain up to 16 digits, and can consist of numbers and letters.

* Send Heartbeat : ☒ Yes ☐ No

* Heartbeat : 30 Unit(Sec)
30~86400

☒ Listen for COM port heartbeat answers

Connection Method : ☐ Network ☒ Serial Port

* COM Number :

* Baud Rate : 9600

* Data Bits : 8

* Stop Bits : 1

* Parity : None

* Messaging Protocol : Surgard


Compatibility : MLR2



Receiver Number : 01
It must have 2 digits.

Line Number : 1
It must have 1 digits.

Cancel OK

Table 2-1 Description of CMS connection parameter

Parameter	Description
Forward	Select Yes to enable the forward function or No to disable it.
CMS Main Account	The account ID is assigned by the third-party platform to Converter, to support heartbeat interaction with the platform.
Send Heartbeat	Select Yes if you need this function, or No to disable it.
Heartbeat	<p>A regular interval sent between machines.</p> <p></p> <p>If you select Connection Method as the Serial Port, you can enable the Listen for COM port heartbeat answers. It is enabled by default.</p>

Parameter		Description
Connection Method (Serial Port)	COM Number	Select the serial port number that the local computer (where the Converter is installed on) establish connection with third-party platform.
	Baud Rate	The unit of measurement of symbol rate that determines the speed of communication over data. The higher the rate is, the faster the communication.
	Data Bits	<p>The number of bits used to represent one character of data. You can select from 5 , 6 , 7 and 8. For example, if you select 8, then it means the serial communication can transfer a total of eight bits that valued 0 or 1.</p>  <p>Most forms of data requires eight bits.</p>
	Stop Bits	<p>A bit(s) that marks the end of a unit of transmission. You can select from 1 , 1.5 and 2.</p>  <p>The greater the number of stop bits, the more tolerance for synchronization. But the data transmission rate is slower.</p>
	Parity	<p>A parity error check method that is used to verify the accuracy of serial communication.</p> <ul style="list-style-type: none"> ● None : No parity bit. ● Odd : The parity bit is set to 1 if there is an odd number of one bits in a one-byte data item. If the number of one bits adds up to an even number, the parity bit is set to 0. ● Even : The parity bit is set to 0 if there is an even number of one bits in a one-byte data item. If the number of one bits adds up to an odd number, the parity bit is set to 1. ● Mark : The parity bit is 1. ● Space : The parity bit is 0.
	Messaging Protocol	In the Serial Port mode, the default protocol is Surgard , which cannot be edited.
	Compatibility	<ul style="list-style-type: none"> ● In Surgard , you can select either MLR2 or MLR2000. ● In other protocol types, the compatibility cannot be edited.
	Receiver Number	Enter the number based on what protocol you choose.

Parameter		Description
	Line Number	<ul style="list-style-type: none"> Under Surgard mode, when compatibility is set as MLR2 the line number is 1 digit; when compatibility is set as MLR2000, the line number is 3 digits. The line number is 2 digits in the rest of the conditions.
Connect Method (Network)	Connection Mode	Select Client or Server .
	Connection Type	<ul style="list-style-type: none"> Long Connection : The single TCP connection that is used to send and receive multiple TCP requests/responses. Short Connection : During data transmission, a connection is established only when it is necessary to send data, and is disconnected after the service is completed.
	Address	Enter the CMS address IP.
	Port	Enter the CMS port number.
	CMS Encryption	It is None by default, and cannot be edited.
	CMS Key	32 characters, with each character being a hexadecimal digit.
	Messaging Protocol	In the Network mode, you can select from Manitou , Surgard and SDC09 .
	Compatibility	<ul style="list-style-type: none"> In Surgard , you can select either MLR2 or MLR2000. In other protocol types, the compatibility cannot be edited.
	Receiver Number	Enter the number based on what protocol you choose.
	Line Number	<ul style="list-style-type: none"> In the Manitou mode, the line number should be between 1 and 999. In the Surgard mode, when compatibility is set as MLR2 the line number is 1 digit; when compatibility is set as MLR2000, the line number is 3 digits. In the SIA DC-09 mode, the line number can be set as any hexadecimal number between 0 and FFFFFFFF.

Step 4 Click **OK**.

It displays the connection status as for whether Converter and the third-party platform is successfully connected at the top-center of the window.

2.5 Configuring Forwarding Settings

After configuring the forwarding events, the device can forward the selected events when it is activated.

Procedure

- Step 1 Log in to the webpage of Converter.
- Step 2 Select **Settings** > **Message Forwarding Config**.
- Step 3 Select the forwarding configuration that you need.
- Event Type: Select the event type for forwarding.
 - Video Switch: Select **Open** to forward the video or images of the event, or **Close** to disable forwarding.

Figure 2-32 Message forward configuration

Message Forwarding Config [X]

* Event Type : ☒ Alarm ☒ Arming/Disarming ☒ Operation ☒ Fault

* Video Switch : ☒ Open ☐ Close

Cancel OK

- Step 4 Click **OK**.

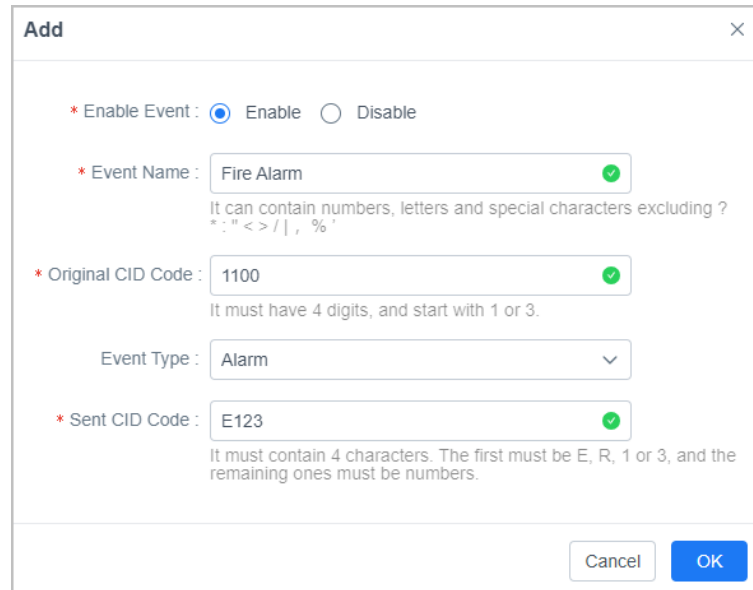
2.6 Configuring Event Code

Configure the new event code or edit the existing code.

Procedure

- Step 1 Log in to the webpage of the Converter.
- Step 2 Select **Event Code**.
- Step 3 Click **Add** to add new event.
- Step 4 Configure the parameters.

Figure 2-33 Event code



Step 5 Click **OK**.

Related Operations

- **Default** : Restore the event list to default settings.
- **Export** : Export all of the events in the current list.
- **Import** : Import the event list (.xlsx/.xls format) from your local computer.



You need to finish the excel of the event list. Refer to the exported excel as the template.

- **Delete** : Delete the selected event.

2.7 Viewing Event Logs

View logs of the event, including device name, device ID, event name, event code, event time and time when messages are sent.

Procedure

Step 1 Log in to the webpage of Converter.

Step 2 Click **Log** to view the event logs.

- **Event Time** : The local time zone of the computer where Converter is installation on.
- **Remarks** : Record the reason why the alarm information is discarded.



The remarks remain empty only when messages are successfully sent.

Figure 2-34 Log list

Log List									
Device ID :		Event Time :							
Please enter keywords		Start date ~ End date							
				Search					
				Reset					
No.	Device Name	Device ID	Event Name	Event Code	Event Time	Time Sent Message	With Image/Video	Sending Status	Remarks
1	00824	0099	Device online	3356	2023-03-28 14:46:10	2023-03-28 14:46:11	No	Successfully Sent	
2	1234567890	9990	Disarmed	1407	2023-03-28 14:44:45	2023-03-28 14:44:50	No	Successfully Sent	
3	1234567890	9990	Disarmed	1407	2023-03-28 14:44:44	2023-03-28 14:44:48	No	Successfully Sent	
4	1234567890	9990	Disarmed	1407	2023-03-28 14:44:42	2023-03-28 14:44:45	No	Successfully Sent	
5	1234567890	9990	Armed	3407	2023-03-28 14:44:30	2023-03-28 14:44:35	No	Successfully Sent	
6	1234567890	9990	Armed	3407	2023-03-28 14:44:29	2023-03-28 14:44:33	No	Successfully Sent	
7	1234567890	9990	Armed	3407	2023-03-28 14:44:28	2023-03-28 14:44:33	No	Successfully Sent	
8	DoLYNK_CARE	DoLYNK_CARE	Dolynt Care online	3356	2023-03-28 14:40:49	2023-03-28 14:40:51	No	Successfully Sent	
9	1234567890	9990	Lid was opened	1137	2023-03-28 14:24:05	2023-03-28 14:35:52	No	Successfully Sent	
10	1234567890	9990	Disarmed	1403	2023-03-28 14:23:02	2023-03-28 14:35:52	No	Successfully Sent	

Related Operations

- **Device ID :** Enter the device ID to search for the event logs.
- **Event Time :** Enter the start date and end date to search for event logs.

3 Maintenance

3.1 Exporting System Logs

Export the device list logs, event code list logs, CMS connection logs, network setting logs and message forwarding logs in a zip format.

Procedure

- Step 1 Log in to the webpage of the Converter.
- Step 2 Select **Maintenance** > **Export System Logs** to download the system logs.

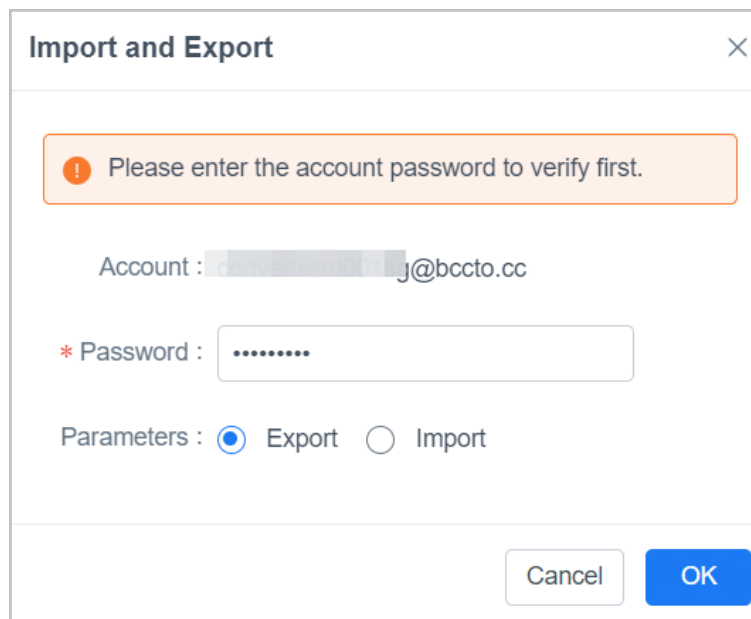
3.2 Importing and Exporting Configuration Data

Import or export the system data into the Converter.

Procedure

- Step 1 Log in to the webpage of the Converter.
- Step 2 Select **Maintenance** > **Import and Export**.
- Step 3 Enter the password of the Converter account that you currently log in to, and select the **Parameter** as either **Export** or **Import**, and then click **OK**.

Figure 3-1 Import and export

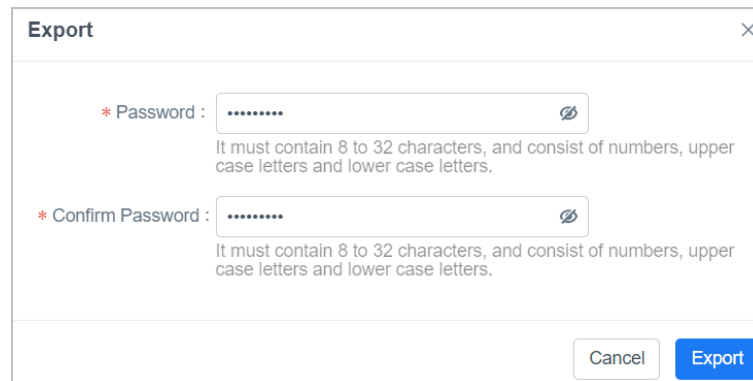


- Step 4 Configure the settings.
- Export: Enter the password for exporting, and confirm it, and then click **Export**.
 - Import: Enter the same password for importing, and upload the file from local computer, and then click **Import**.



- The password can be the same as or different from the login password of the Converter account that you are currently use.
- The password for exporting or importing are the same.

Figure 3-2 Export



The 'Export' dialog box contains two password fields. The first is labeled '* Password :' and the second is labeled '* Confirm Password :'. Both fields are masked with dots and have a small icon to the right. Below each field is a note: 'It must contain 8 to 32 characters, and consist of numbers, upper case letters and lower case letters.' At the bottom right, there are 'Cancel' and 'Export' buttons.

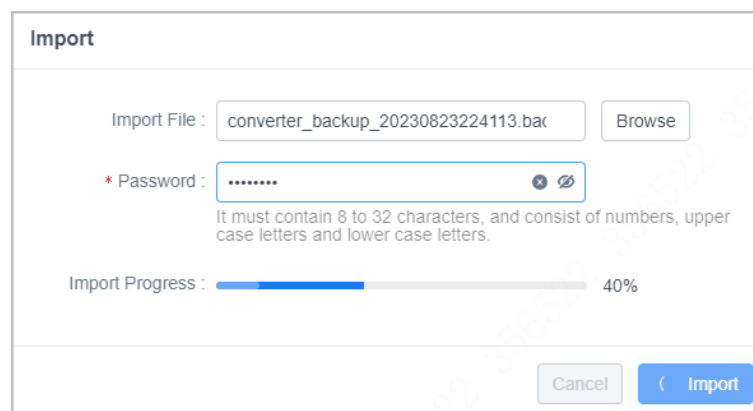
Export [X]

* Password : [masked] ⓘ
It must contain 8 to 32 characters, and consist of numbers, upper case letters and lower case letters.

* Confirm Password : [masked] ⓘ
It must contain 8 to 32 characters, and consist of numbers, upper case letters and lower case letters.

[Cancel] [Export]

Figure 3-3 Import



The 'Import' dialog box includes an 'Import File' field with the text 'converter_backup_20230823224113.bac' and a 'Browse' button. Below this is a password field labeled '* Password :' with a note: 'It must contain 8 to 32 characters, and consist of numbers, upper case letters and lower case letters.' An 'Import Progress' bar is shown at 40%. At the bottom right, there are 'Cancel' and 'Import' buttons.

Import

Import File : converter_backup_20230823224113.bac [Browse]

* Password : [masked] ⓘ ⓘ
It must contain 8 to 32 characters, and consist of numbers, upper case letters and lower case letters.

Import Progress : [40% progress bar] 40%

[Cancel] [Import]

4 Account Settings

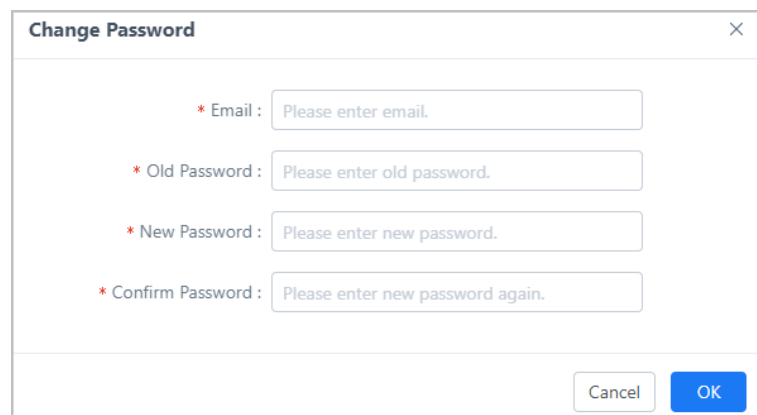
4.1 Viewing Account Details

On the home page, select **Account** > **Account Details** to view the account username, email, country/region, company name, company logo, company address and business coverage area.

4.2 Changing Account Password

On the home page, select **Account** > **Change Password** to reset the password for the account.

Figure 4-1 Change password



A screenshot of a 'Change Password' dialog box. The dialog has a title bar with 'Change Password' and a close button (X). It contains four input fields, each with a red asterisk and a label: 'Email', 'Old Password', 'New Password', and 'Confirm Password'. Each field has a placeholder text: 'Please enter email.', 'Please enter old password.', 'Please enter new password.', and 'Please enter new password again.' respectively. At the bottom right, there are two buttons: 'Cancel' and 'OK'.

4.3 Logging Out

On the home page, select **Account** > **Log Out** to log out of the current account.

Appendix 1 Performance Requirement

Appendix Table 3-1Function specifications

Function	Specifications
Max. Devices Supported	5000
Distribution without Video Event	100 TPS
Max. Event Search Number	50000
ARC Protocol Conversion	Sur-Gard; Manitou; SIA-DC-09

Appendix Table 3-2Performance Requirements

Type	Requirements
CPU	Intel(R) Core(TM) i5-7500 @ 3.0 GHz, 4-core or higher
Memory	At least 4GB (available)
Hard Disk	At least 200GB
Network Card	At least gigabit
Operating System	<ul style="list-style-type: none">● Windows 7 (64-bit)● Windows 10 (64-bit)● Windows 11_pro (64-bit)● Windows_Server_2012 (64-bit)● Windows_Server_2016 (64-bit)● Windows_Server_2019 (64-bit)
Browser	<ul style="list-style-type: none">● Google Chrome 80 and later● Microsoft Edge 18 and later

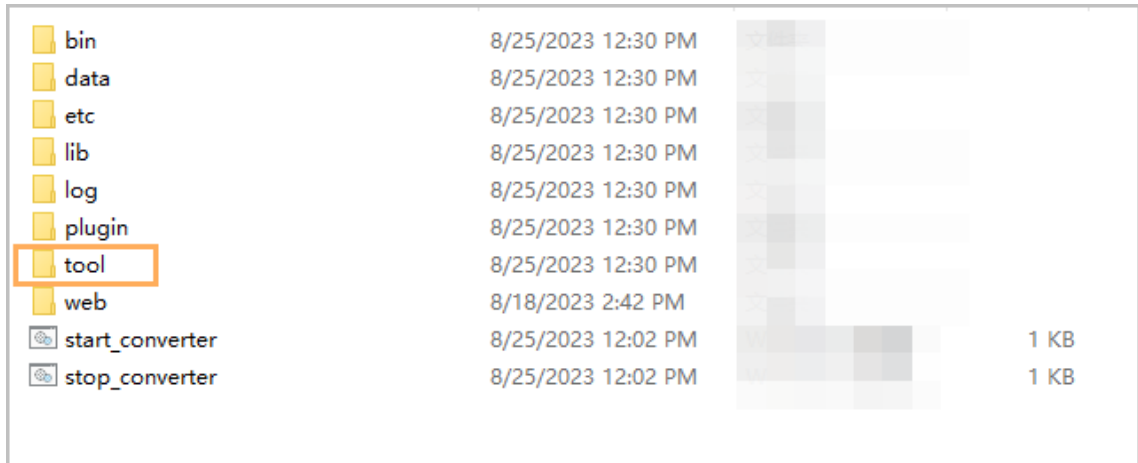
Appendix 2 Data Migration

The datamigration.exe is used to transfer parameters configured in Converter 1.0 to Converter 1.1, and can also be used to transfer data between Converter 1.1 tools.

Procedure

- Step 1** Open the installation folder of the Converter that you are currently using, and select **tool > datamigration** to obtain the datamigration.exe program.

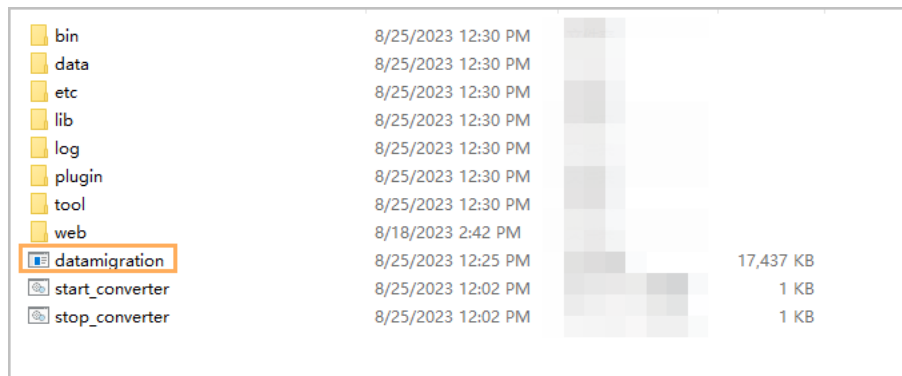
Appendix Figure 2-1 Tool folder



- Step 2** Copy and paste the datamigration program to the directory of Converter that you want to export configuration data.

- Step 3** Double-click **datamigration** to run the program.

Appendix Figure 2-2 Migration



A backup file that contains the system data is generated after running the program. The default password to import this file to Converter is admin123.

Appendix Figure 2-3 Backup file

bin	8/20/2023 2:10 PM	
data	8/23/2023 7:56 PM	
etc	8/20/2023 2:10 PM	
lib	8/20/2023 2:10 PM	
log	8/28/2023 12:00 AM	
plugin	8/20/2023 2:10 PM	
tool	8/29/2023 9:55 AM	
web	8/18/2023 2:42 PM	
converter_backup_20230825085657.backup	8/25/2023 8:56 AM	21 KB
datamigration	8/23/2023 6:48 PM	17,426 KB
start_converter	8/20/2023 2:10 PM	1 KB
stop_converter	8/20/2023 2:10 PM	1 KB

Step 4 Log in to the webpage of Converter that you are currently using, and select **Maintenance > Import and Export** to import the backup file.

The system data is therefore transferred.

Appendix 3 Cybersecurity Recommendations

Security Statement

- If you connect the product to the Internet, you need to bear the risks, including but not limited to the possibility of network attacks, hacker attacks, virus infections, etc., please strengthen the protection of the network, platform data and personal information, and take the necessary measures to ensure the cyber security of platform, including but not limited to use complex passwords, regularly change passwords, and timely update platform products to the latest version, etc. Dahua does not assume any responsibility for the product abnormality, information leakage and other problems caused by this, but will provide product-related security maintenance.
- Where applicable laws are not expressly prohibited, for any profit, income, sales loss, data loss caused by the use or inability to use this product or service, or the cost, property damage, personal injury, service interruption, business information loss of purchasing alternative goods or services, or any special, direct, indirect, incidental, economic, covering, punitive, special or ancillary damage, regardless of the theory of liability (contract, tort, negligence, or other), Dahua and its employees, licensors or affiliates are not liable for compensation, even if they have been notified of the possibility of such damage. Some jurisdictions do not allow limitation of liability for personal injury, incidental or consequential damages, etc., so this limitation may not apply to you.
- Dahua's total liability for all your damages (except for the case of personal injury or death due to the company's negligence, subject to applicable laws and regulations) shall not exceed the price you paid for the products.

Security Recommendations

The necessary measures to ensure the basic cyber security of the platform:

1. Use Strong Passwords

Please refer to the following suggestions to set passwords:

- The length should not be less than 8 characters.
- Include at least two types of characters; character types include upper and lower case letters, numbers and symbols.
- Do not contain the account name or the account name in reverse order.
- Do not use continuous characters, such as 123, abc, etc.
- Do not use overlapped characters, such as 111, aaa, etc.

2. Customize the Answer to the Security Question

The security question setting should ensure the difference of answers, choose different questions and customize different answers (all questions are prohibited from being set to the same answer) to reduce the risk of security question being guessed or cracked.

Recommendation measures to enhance platform cyber security:

1. Enable Account Binding IP/MAC

It is recommended to enable the account binding IP/MAC mechanism, and configure the IP/MAC of the terminal where the commonly used client is located as an allowlist to further improve access security.

2. Change Passwords Regularly

We suggest that you change passwords regularly to reduce the risk of being guessed or cracked.

3. Turn On Account Lock Mechanism

The account lock function is enabled by default at the factory, and it is recommended to keep it on to protect the security of your account. After the attacker has failed multiple password attempts, the corresponding account and source IP will be locked.

4. Reasonable Allocation of Accounts and Permissions

According to business and management needs, reasonably add new users, and reasonably allocate a minimum set of permissions for them.

5. Close Non-essential Services and Restrict the Open Form of Essential Services

If not needed, it is recommended to turn off NetBIOS (port 137, 138, 139), SMB (port 445), remote desktop (port 3389) and other services under Windows, and Telnet (port 23) and SSH (port 22) under Linux. At the same time, close the database port to the outside or only open to a specific IP address, such as MySQL (port 3306), to reduce the risks faced by the platform.

6. Patch the Operating System/Third Party Components

It is recommended to regularly detect security vulnerabilities in the operating system and third-party components, and apply official patches in time.

7. Security Audit

- Check online users: It is recommended to check online users irregularly to identify whether there are illegal users logging in.
- View the platform log: By viewing the log, you can get the IP information of the attempt to log in to the platform and the key operation information of the logged-in user.

8. The Establishment of a secure Network Environment

In order to better protect the security of the platform and reduce cyber security risks, it is recommended that:

- Follow the principle of minimization, restrict the ports that the platform maps externally by firewalls or routers, and only map ports that are necessary for services.
- Based on actual network requirements, separate networks: if there is no communication requirement between the two subnets, it is recommended to use VLAN, gatekeeper, etc. to divide the network to achieve the effect of network isolation.

More information

Please visit Dahua official website security emergency response center for security announcements and the latest security recommendations.

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