

ConfigPro

User Manual

Table of Contents

Introduction

4

- 4 Key Features of ConfigPro
- 4 System Requirements
- 5 Installation

Configuring ConfigPro

6

- 6 Main Screen Layout
- 8 Running the ConfigPro Server
- 9 Login
- 10 Registering the Device
- 15 Diagnosis
- 17 Firmware
- 22 Apps
- 25 User
- 28 Report
- 29 System
- 31 External Devices
- 32 CloudConnector

Configuring Devices

34

34 Configuring Devices

Troubleshooting

55

55 Troubleshooting

Introduction

Key Features of ConfigPro

ConfigPro is an on-premises solution designed for the simple, efficient management of Hanwha Vision security devices.

- You can monitor the status and operational information of all devices through a centralized interface.
- You can configure basic settings for multiple network-connected devices at once, check each device's firmware version, and perform remote firmware upgrades.
- It supports certificate registration and management, making security administration easier.
- With its server–client architecture, ConfigPro enables remote configuration and management.

SYSTEM REQUIREMENTS

Classification	Item	Minimum Specifications	Recommended Specifications
ConfigPro Server	OS	Windows OS 10 or later	Windows OS 10 or later
	CPU	i7 (10th generation or higher)	i7 (10th generation or higher)
	RAM	8 GB or higher	16 GB or higher
	Storage	HDD 10 GB or higher	HDD 20 GB or higher
ConfigPro Client	OS	Windows: OS 10 or later	Windows OS 10 or later
		Linux: Ubuntu 20 or later	
		Mac: OS 12 or later	
	CPU	i5 or higher	i5 or higher
	RAM	4 GB or higher	8 GB or higher

Recommended Device Compatibility

- Cameras with SUNAPI version 2.6.0 or later are recommended

Management Capacity

- Up to 3,000 devices can be managed simultaneously per server

Installation

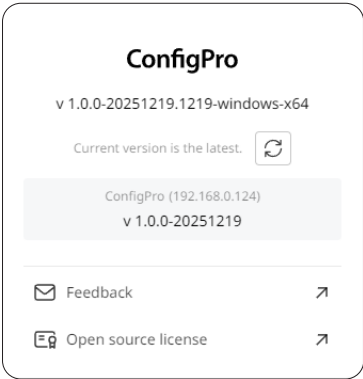
Access the Hanwha Vision website (<https://www.HanwhaVision.com>) and download the **ConfigPro Client** and **ConfigPro Server** executable files to install them.

Supported Operating Systems

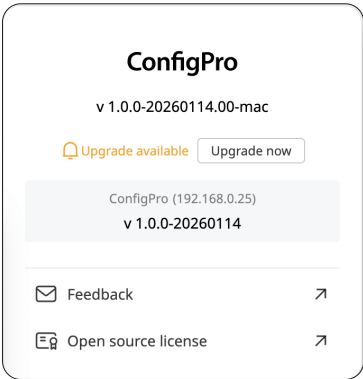
- ConfigPro Client: Supports Windows, macOS, Linux(Ubuntu)
- ConfigPro Server: Supports Windows OS only

Software Update

- Auto Updates: A notification pop-up appears when a new version is available upon launching ConfigPro.



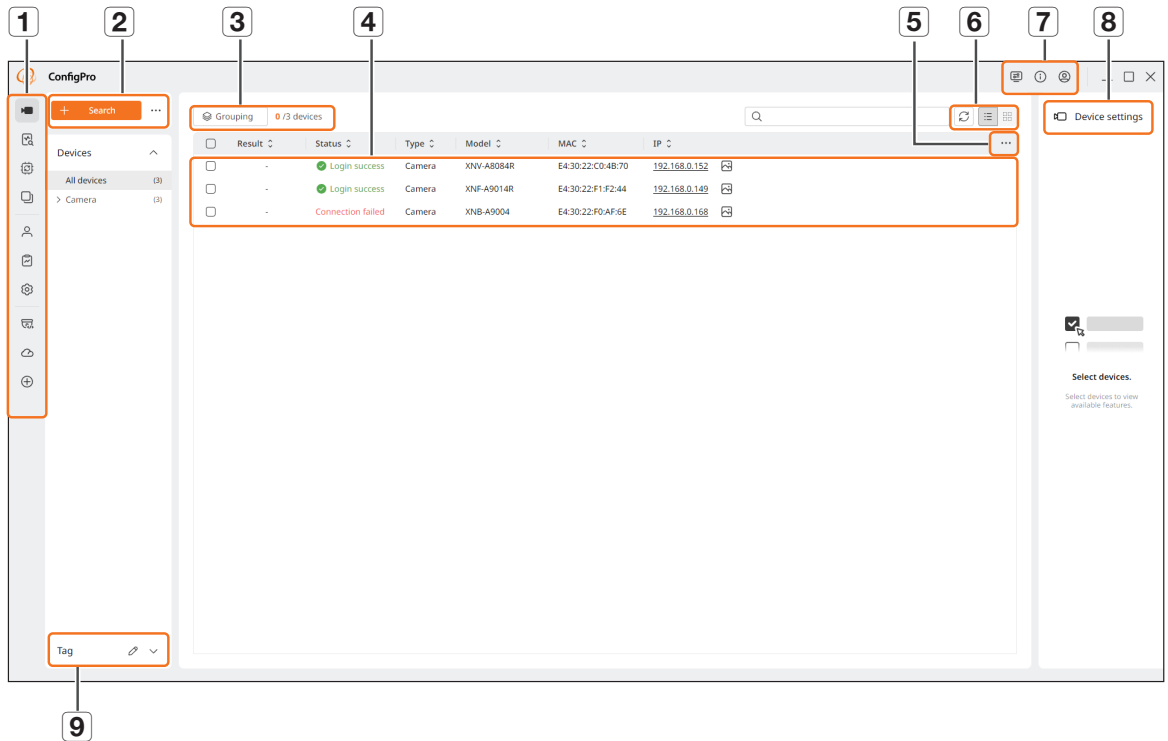
- Manual Update: An **<Upgrade available>** indicator and an update button appear on the ConfigPro information screen.



Configuring ConfigPro

MAIN SCREEN LAYOUT

The ConfigPro screen is composed as follows:



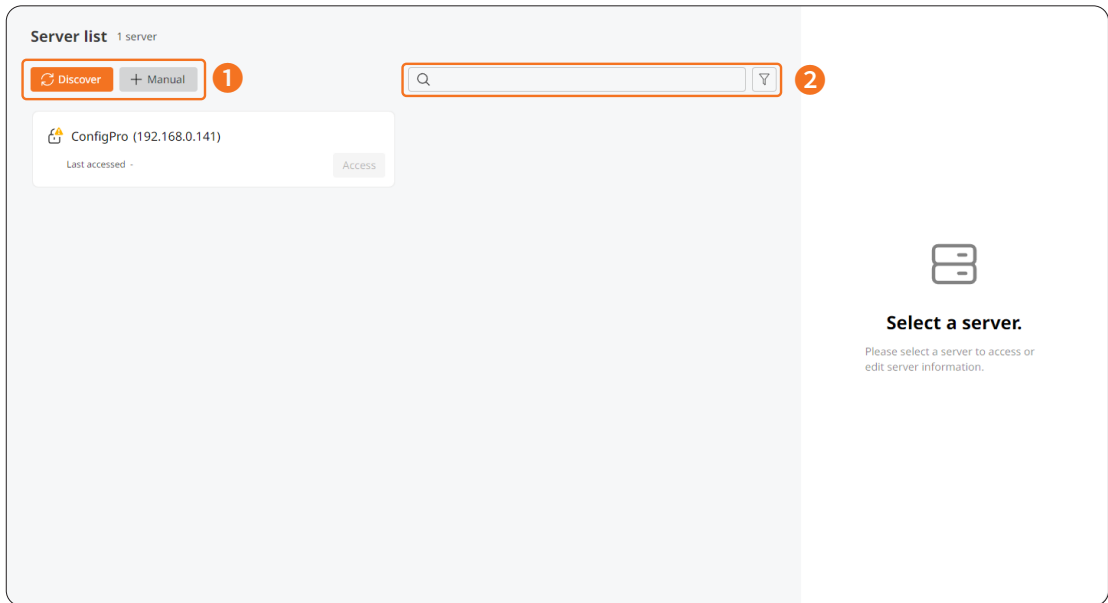
Name	Functions
Device settings	Search for and add devices, and perform configuration tasks on selected devices.
Diagnostics	Check the server's network status and diagnose device conditions.
Firmware	Upgrade device firmware and manage firmware files.
Apps	Install applications on devices and manage application files.
User	Configure administrator accounts and register/manage general users.
Report	Generate report files by selecting the required items for the selected devices.
System	Define default device credentials and create or import certificates managed by ConfigPro.
More	Add additional functions (external devices, CloudConnector).
External devices	Register third-party devices and apply basic device settings.
CloudConnector	Connect and manage devices with OnCloud.

Name		Functions
2	Search	Automatically or manually search for devices.
3	Grouping	Display device lists grouped by attributes.
4	Device list	Display discovered devices in a list.
5	Expand details	Expand the device list table to view detailed information per device.
6	Refresh	Refresh the connection status.
	View mode	Select the device list view mode (list/image).
	Preferences	Configure color theme, screen ratio, language, date format, and time format.
7	Information	View version information, user feedback links, and open-source notices.
	Account	Display account information of the currently logged-in user.
8	Device settings	Configure functions of the selected device.
9	Tags	Assign tags to devices.

Configuring ConfigPro

RUNNING THE ConfigPro Server

When you click the ConfigPro icon already created, a list of servers on the network appears. You can check each server's name, IP address, and connection time.

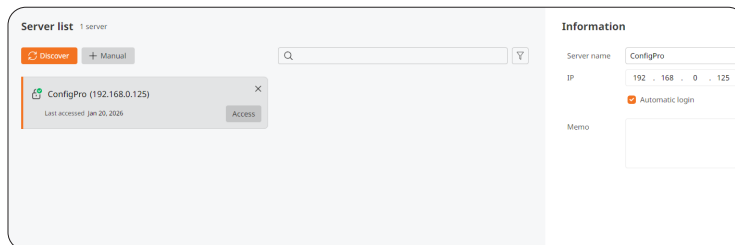


1 Add Server

- Discover: Automatically searches and displays discovered servers in the list.
- Manual: Manually register a server by entering its IP address.

2 Manage Server List

- Search: Find servers in the list using entered server information.
- Filter: Filter the server list by status (All / Connected / Need initial setup / Disconnected).



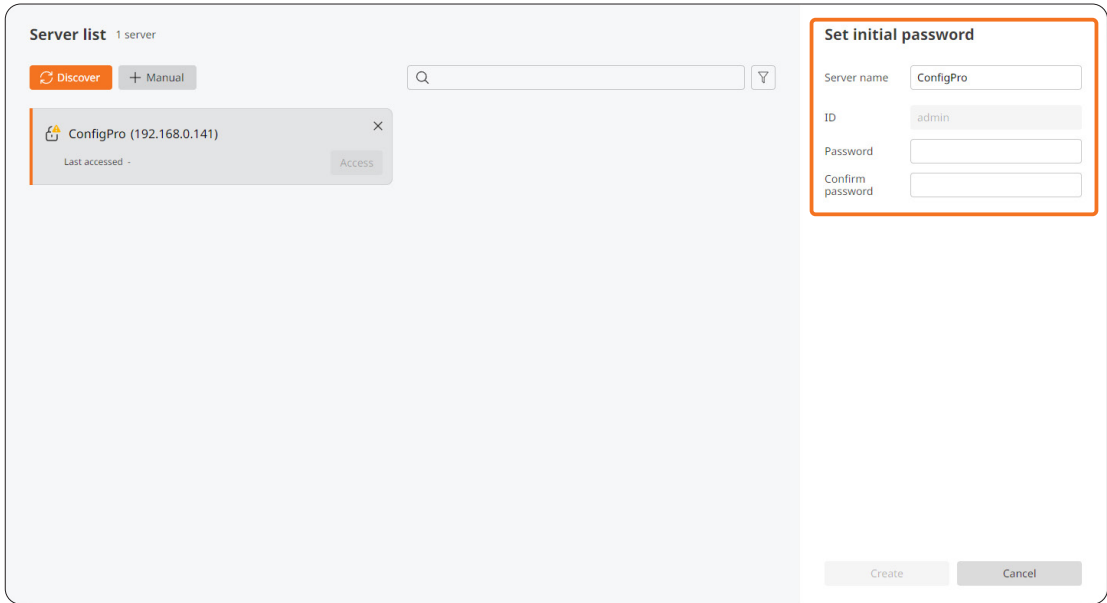
- Edit: Modify the server name and IP address after selecting a server.
- Delete: Remove a server from the list. The server is removed only from the list. Internal device information is not deleted.



- You can add up to 30 servers to the list.

Login

When connecting to a server for the first time, you must set an initial password.



The screenshot displays the ConfigPro interface. On the left, the 'Server list' section shows one server, 'ConfigPro (192.168.0.141)', with an 'Access' button. On the right, a 'Set initial password' dialog box is open, highlighted with an orange border. This dialog contains fields for 'Server name' (pre-filled with 'ConfigPro'), 'ID' (pre-filled with 'admin'), 'Password', and 'Confirm password'. At the bottom of the dialog are 'Create' and 'Cancel' buttons.

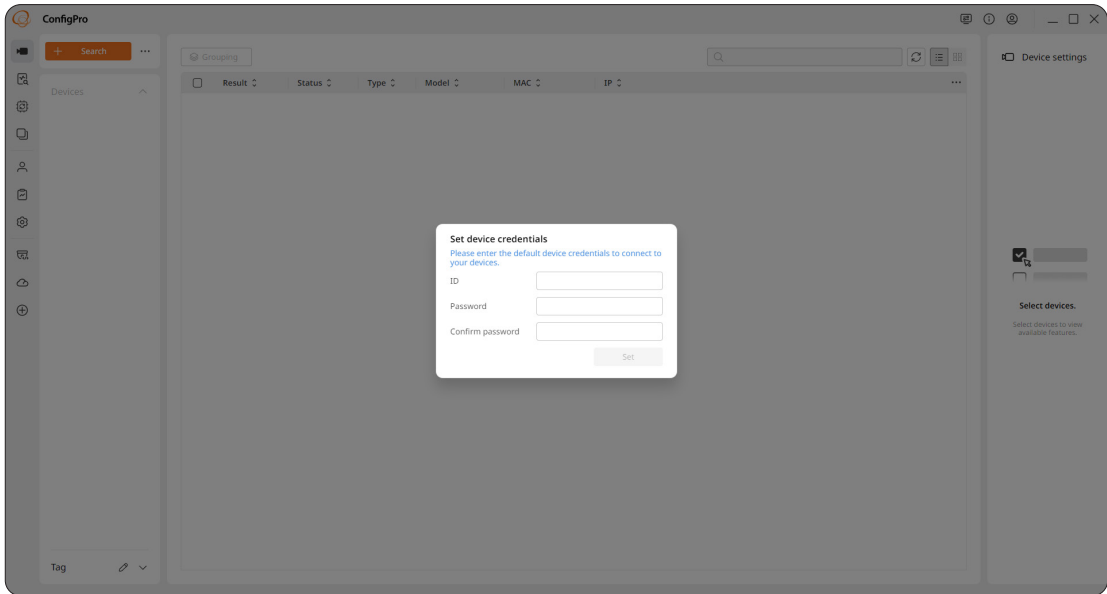


- The new password must be at least 8 characters long.
- For a new password between 8 and 9 characters, you must use at least 3 of the following: uppercase/lowercase letters, numbers, and special characters. For a password with 10 characters or longer, you must use at least 2 types of those mentioned.
- An error message appears if the ID or password is incorrect.
- If a login fails 5 times in a row, the account will be temporarily locked.
- Be sure to remember the password you set, as you will need to delete and reinstall the server if you lose your password.
- Selecting the <Automatic login> option automatically saves the password, providing a more convenient login.

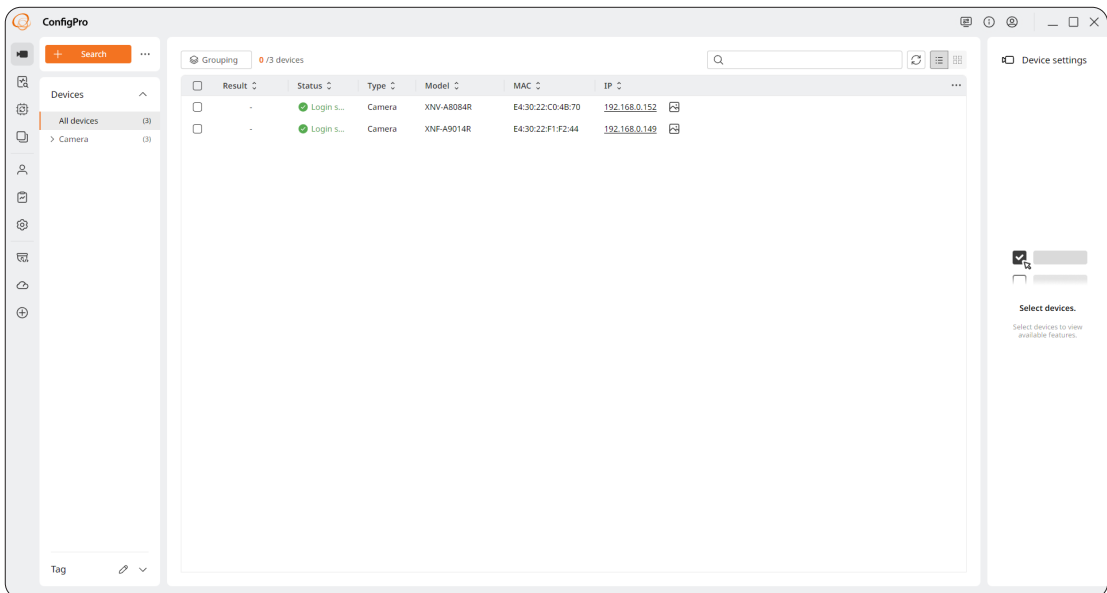
Configuring ConfigPro

Registering the Device

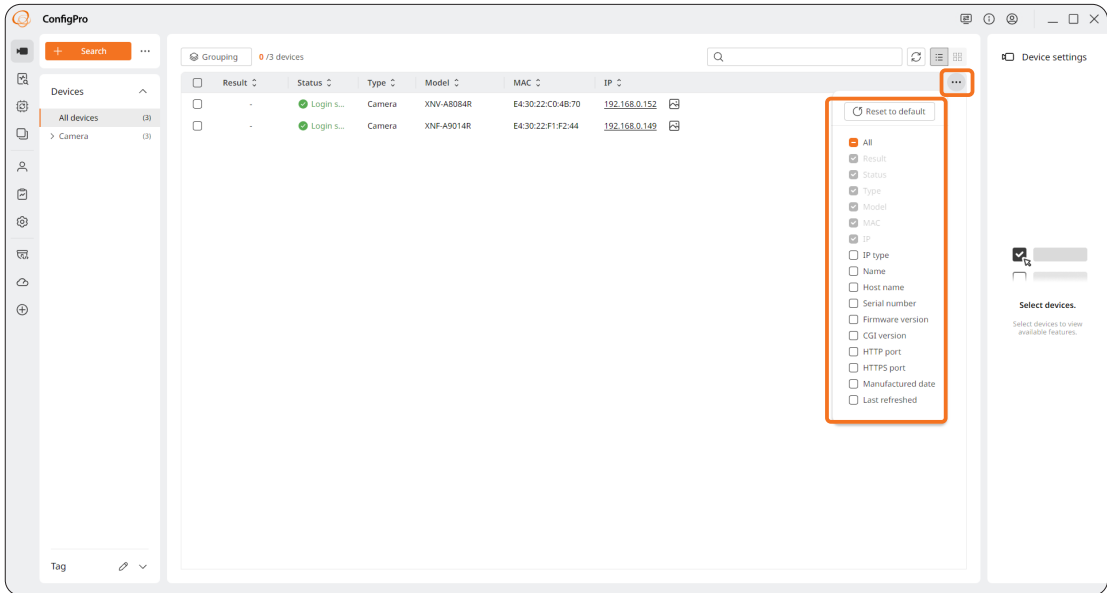
1. Upon initial server access, the **<Set device credentials>** screen appears.
Set the ID and password.
 - The initial camera ID is "admin."



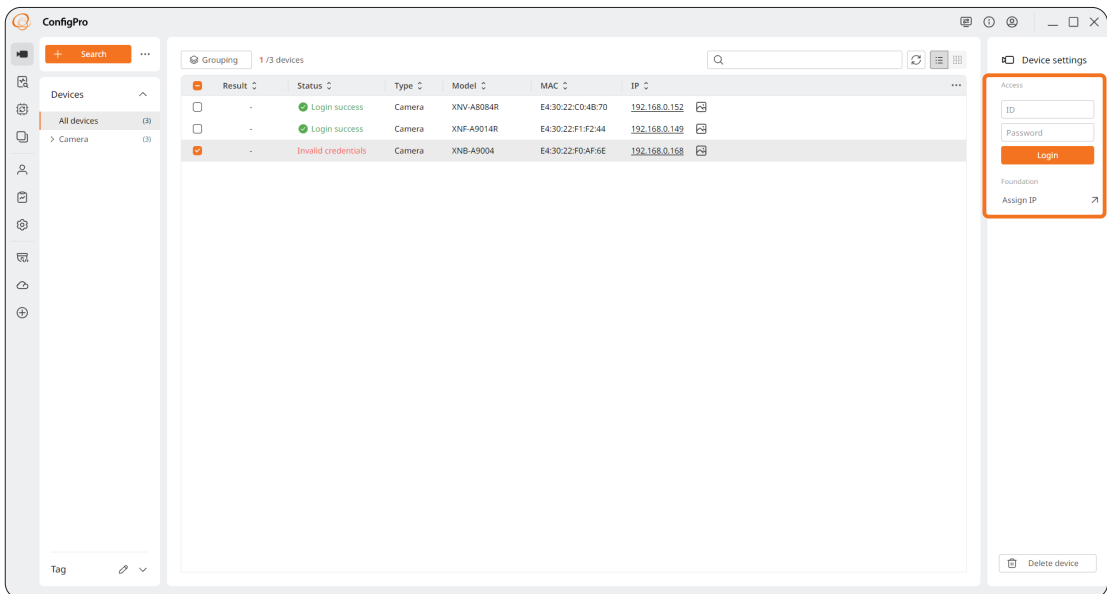
2. Click the **[+ Search]** button to search for devices on the network and display them on the device list.
 - Key information such as device status, type, model, MAC address, and IP address is displayed.



- Click the  button to add additional information for each device in the list.



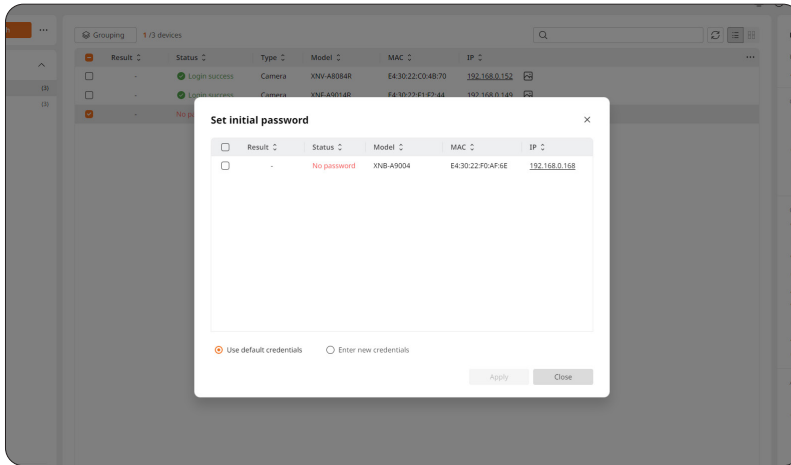
3. For devices requiring credential, enter the device account information to authenticate.



Configuring ConfigPro

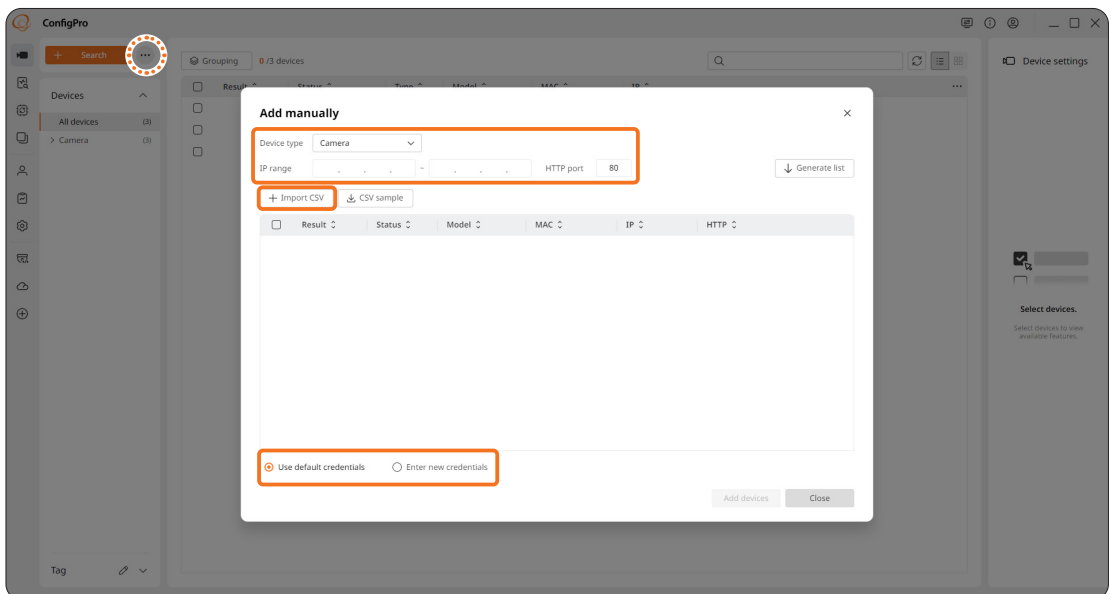


- If a device requires an initial password setup, a password setting window will appear.



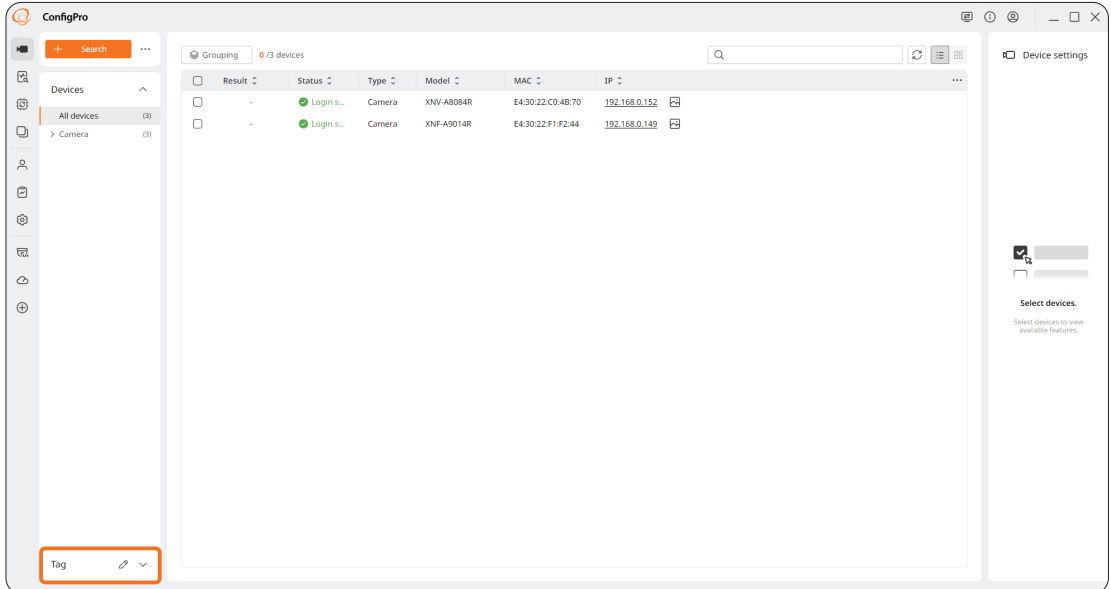
Register the Device Manually

- Click the [...] button to manually search for and register devices on the network.
- Devices can be registered by directly entering <Device type>, <IP range>, and <HTTP port>, or by importing a CSV file for bulk registration.
 - Use default credentials: Authenticate devices using default credentials during registration.
 - Enter new credentials: Authenticate devices by entering a new ID and password.

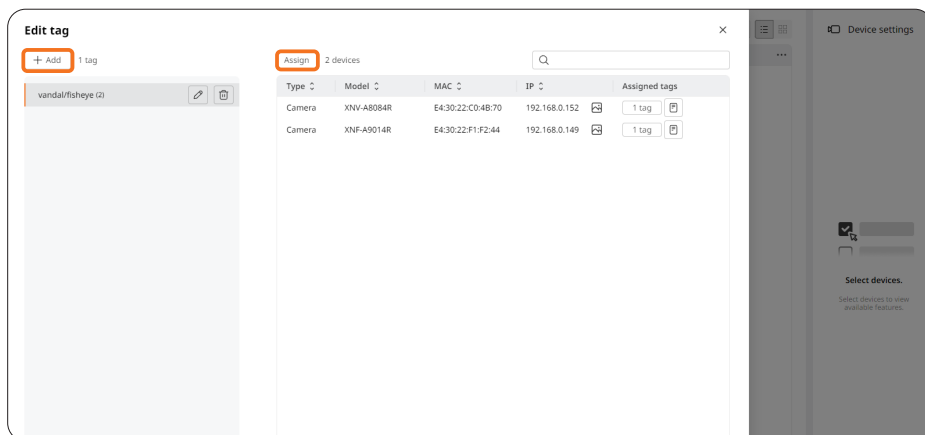


Generate Tag

Click the [] icon in the Tags menu to assign tags to devices for use in search, filtering, group-based settings, and upgrade tasks.

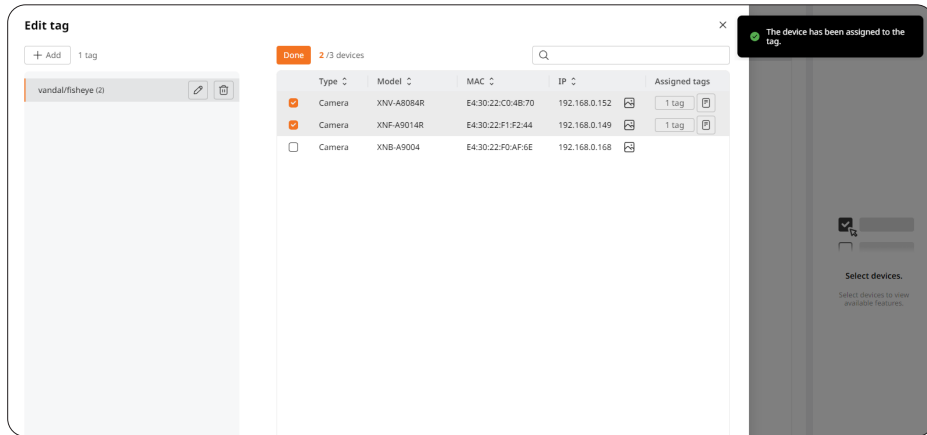


- Click the [+ Add] button to create a tag and enter the tag name.
- Click the [Assign] button to assign devices.

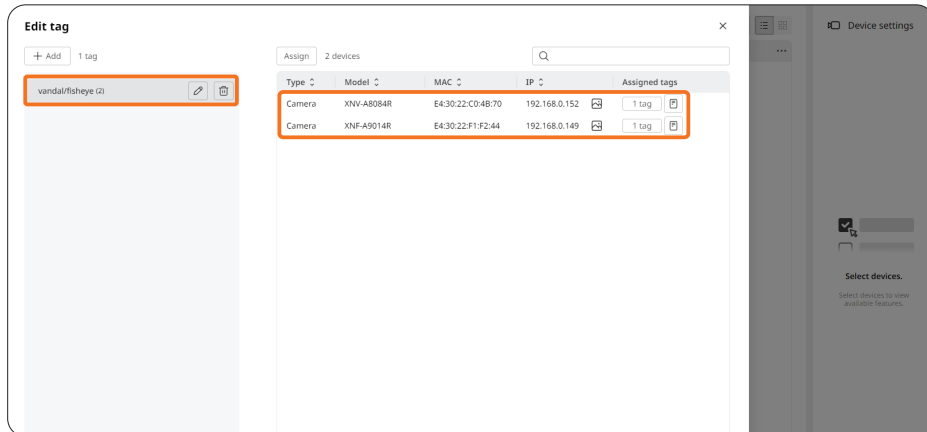


Configuring ConfigPro

- If the setting is complete, click the **[Done]** button.



- You can view the list of devices assigned to each tag.

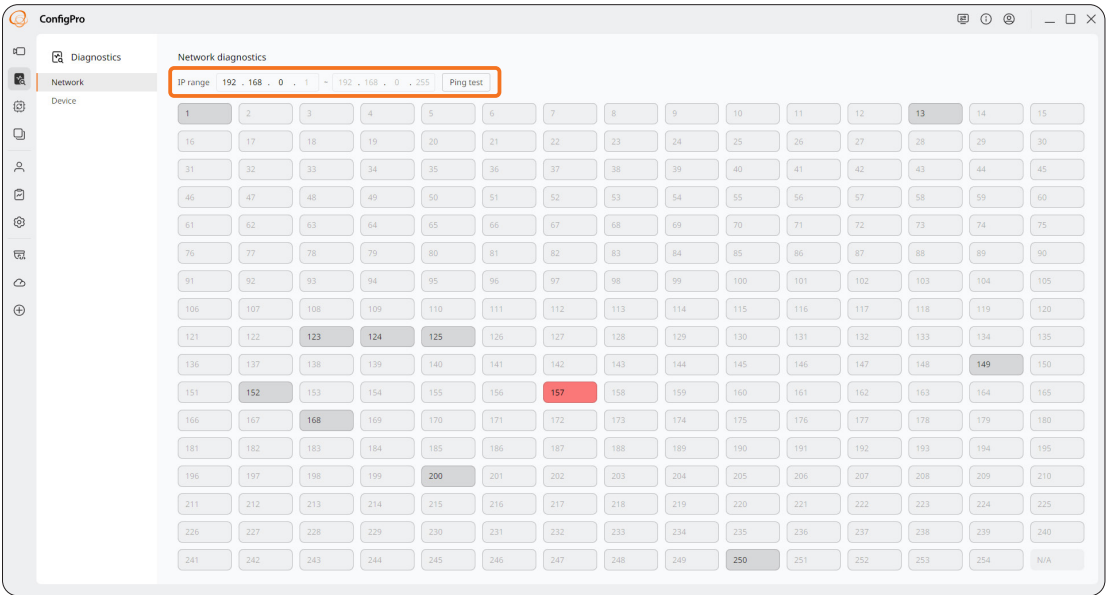


Diagnosis

Network

You can check the IP addresses in use within a specified IP range, and IPs with slow response times are displayed separately.

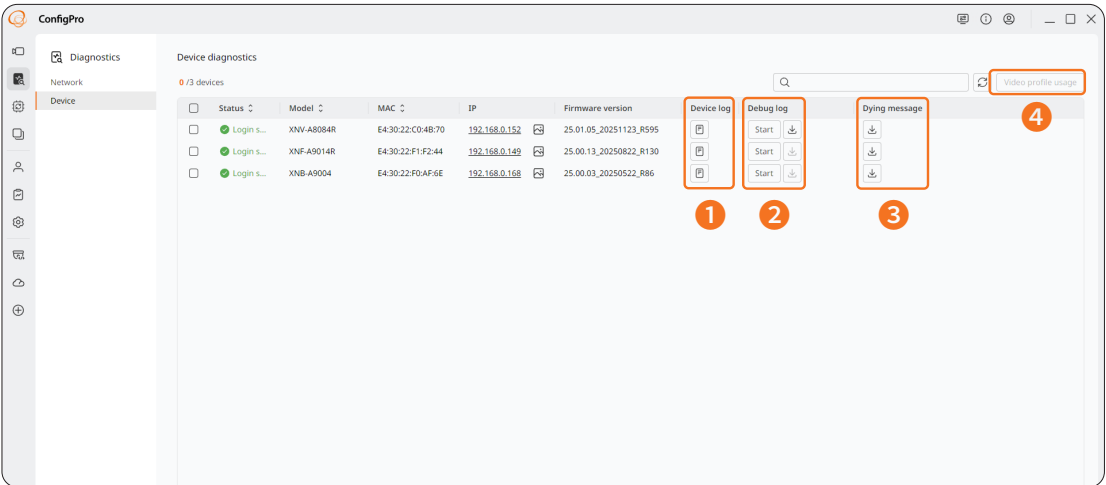
- 1. Select <Diagnostics>→ <Network>.
- 2. Enter the IP address range in <IP range>, then click the [Ping test] button.
- Hover the mouse over an active block to view information such as the IP address and RTT values.



Device

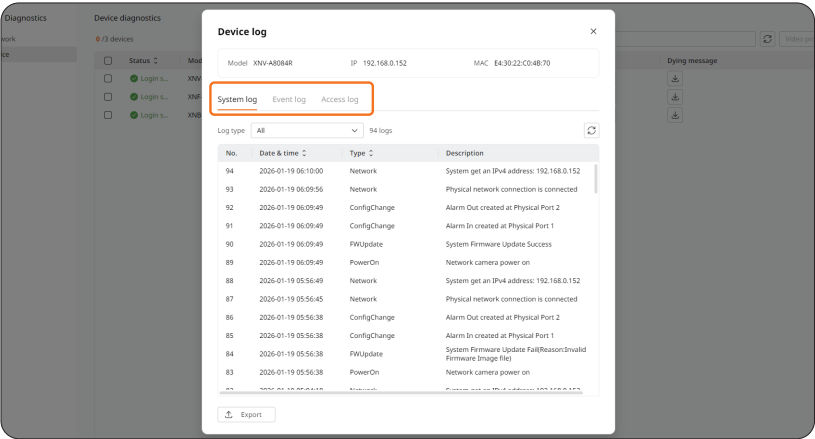
Provides a comprehensive diagnosis of the status of registered devices.

- 1. Select <Diagnostics> → <Device>.

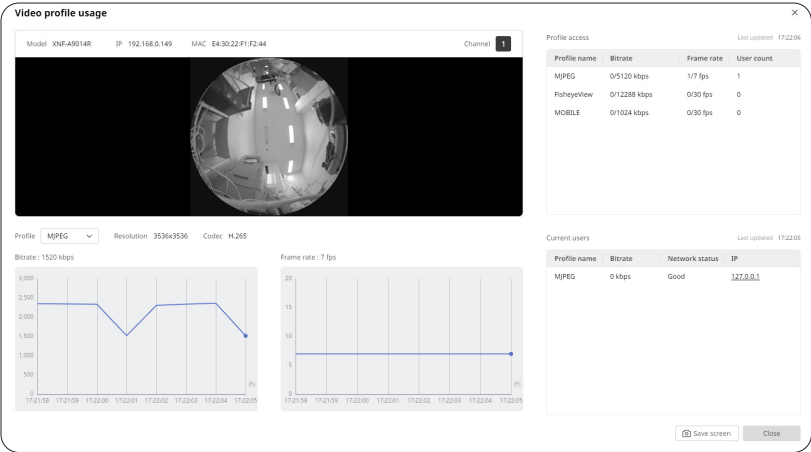


Configuring ConfigPro

- 1 Device log: You can view system logs, event logs, and access logs for each device.



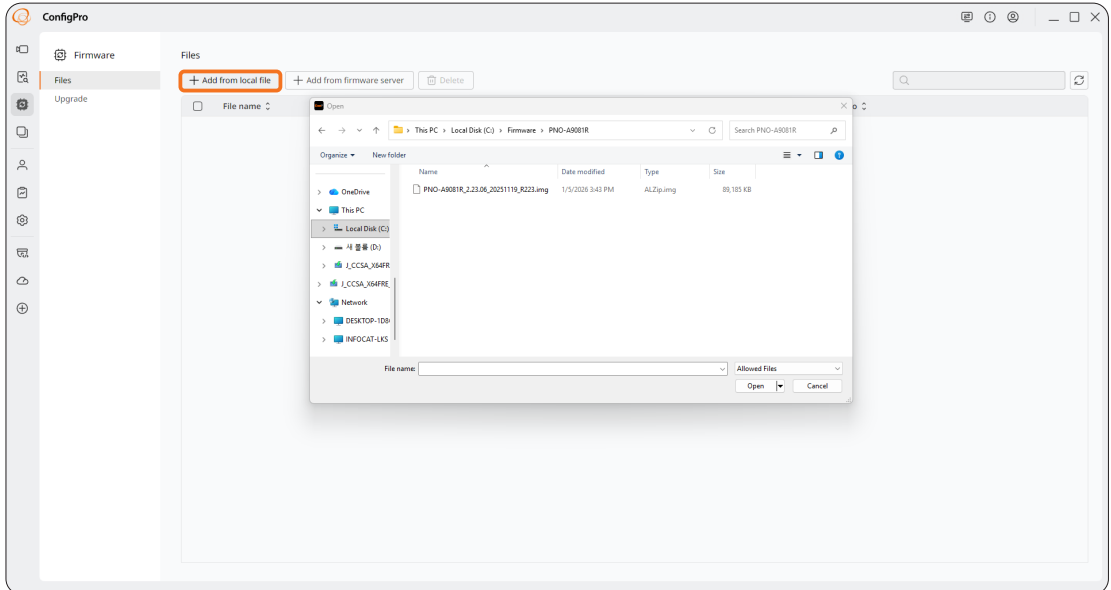
- 2 Device logs are recorded in real time and saved.
- 3 You can check the logs generated when a device shuts down abnormally.
- 4 You can view the video profile usage status and resource utilization of the selected device.



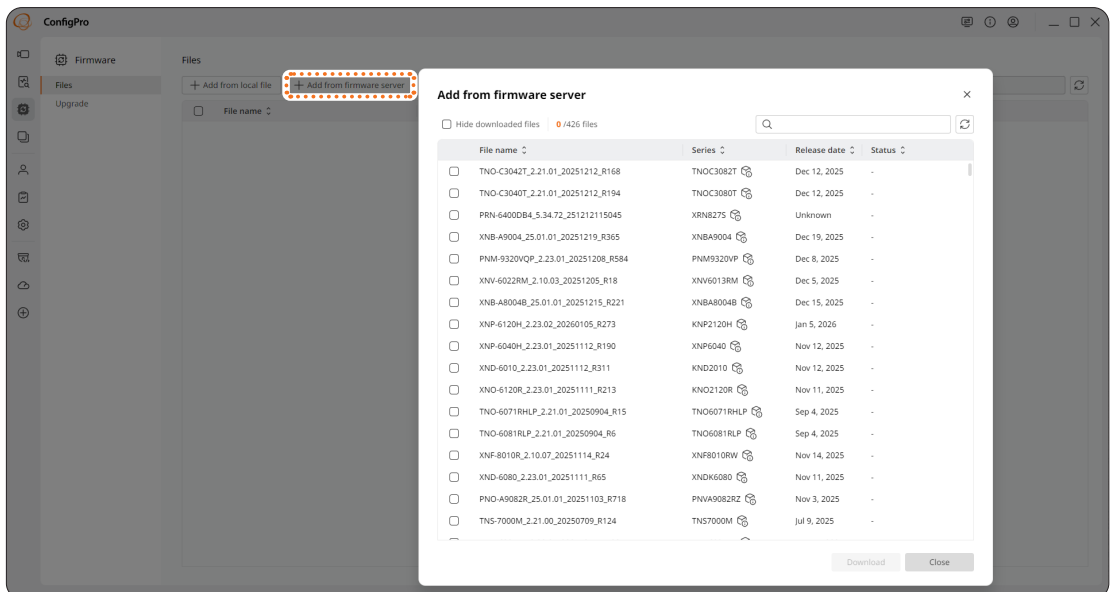
Firmware

Preparing Firmware

1. Select <Firmware> → <Files>.
2. Click [+ Add from local file] or [Add from firmware server] to upload or download the firmware required for upgrades.



<Add from local file>



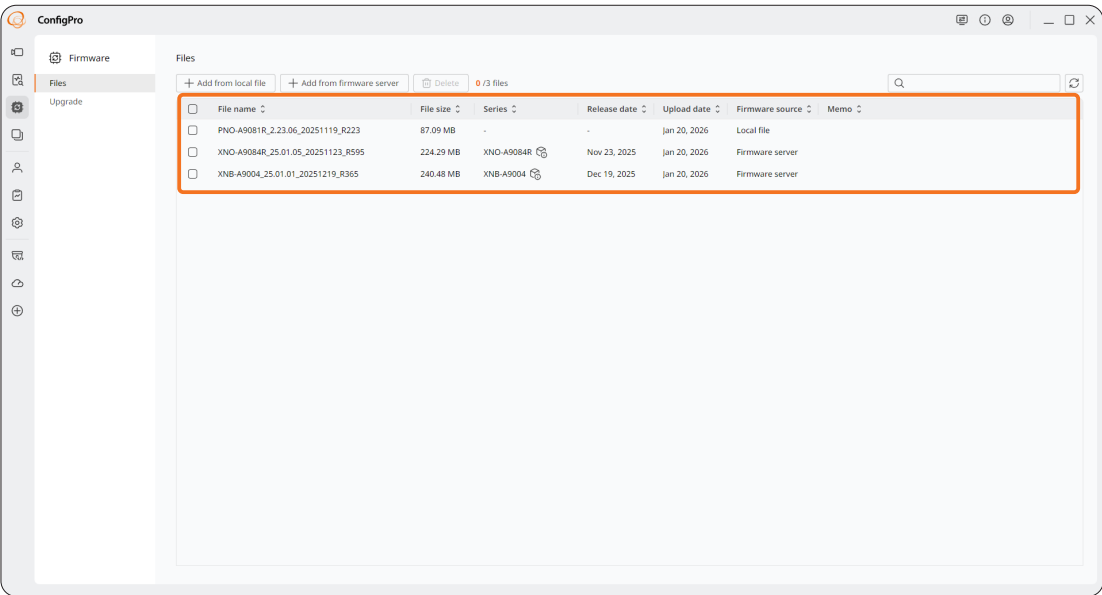
<Add from firmware server>



- You can download up to five firmware files simultaneously.
- You can store up to 100 firmware files on the server. If you exceed this limit, uploads and downloads will be restricted.

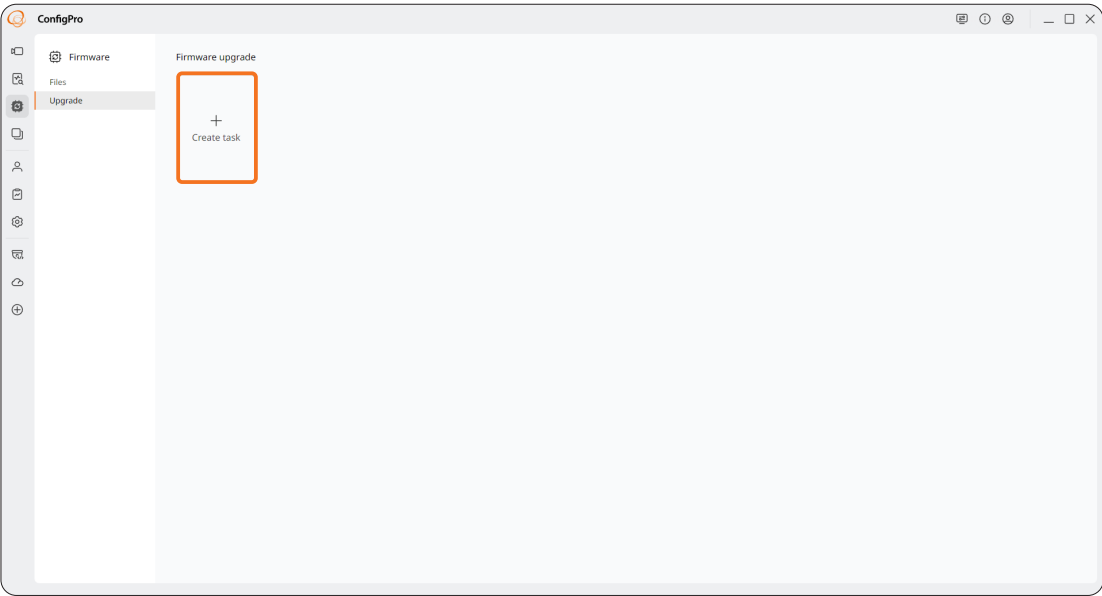
Configuring ConfigPro

3. A list of uploaded or downloaded firmware files is displayed.

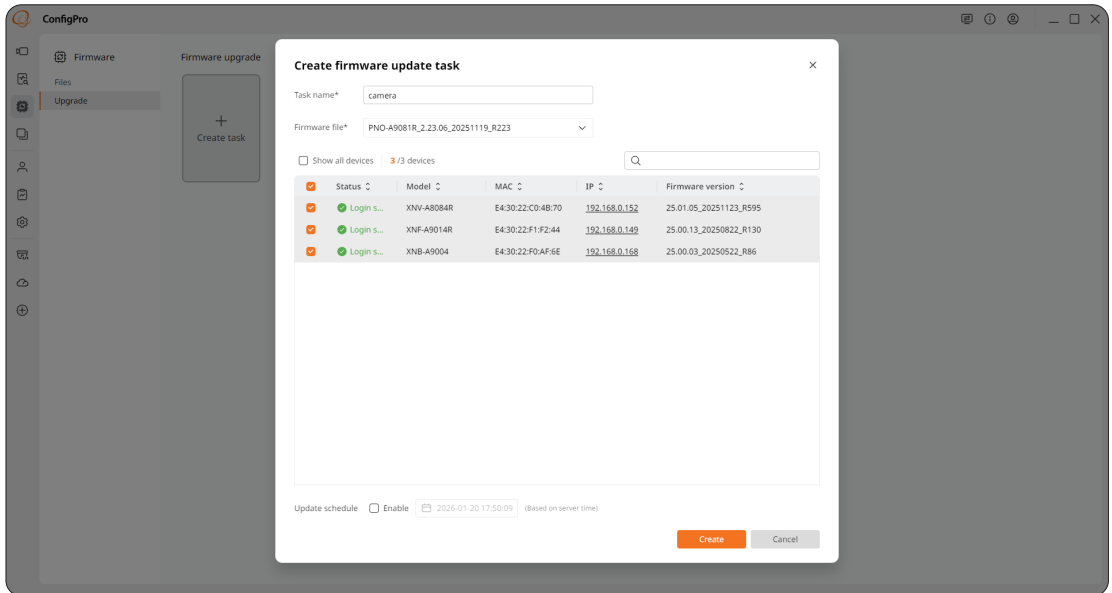


Upgrade

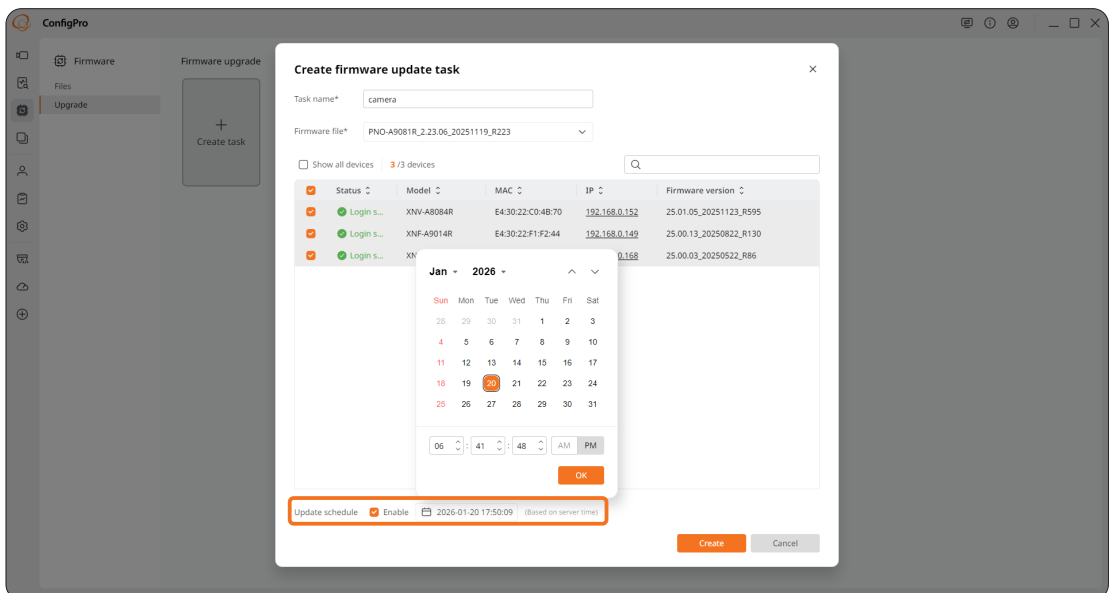
1. Select <Firmware> → <Upgrade>.
2. Click the [+ Create task] button.
 - You can create up to 20 firmware tasks.



3. Enter a task name, select the firmware file and target devices, and then click **[Create]**.
 - Only compatible devices are displayed when selecting firmware files downloaded from the firmware server.
 - For local firmware files, all devices are displayed regardless of compatibility.

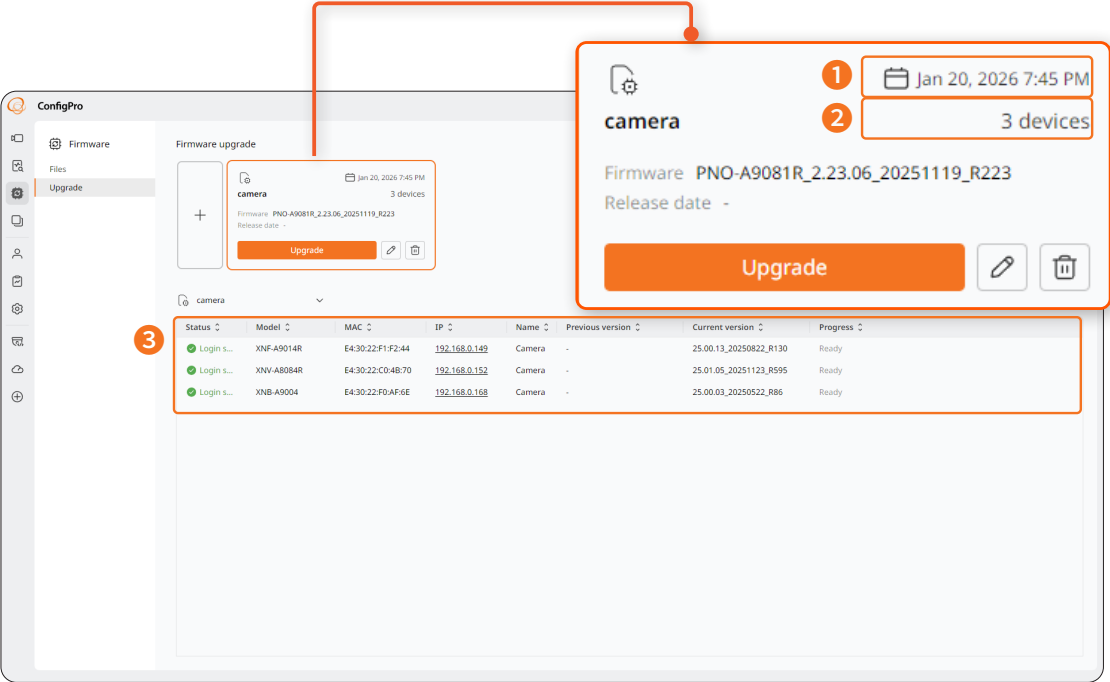


- You can schedule the upgrade for a user-selected date and time using **<Update schedule>**.



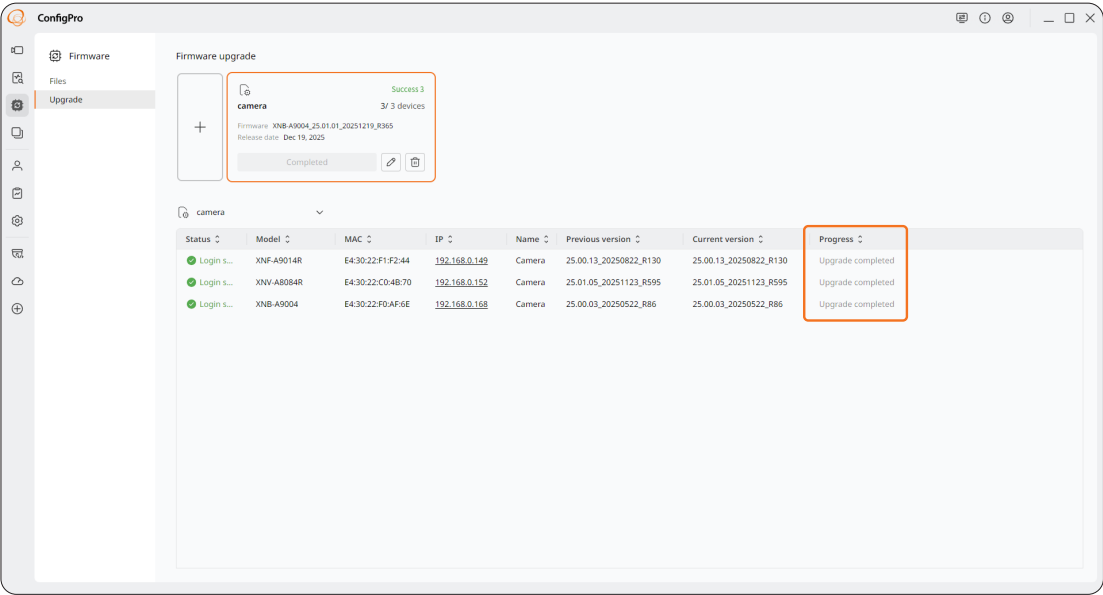
Configuring ConfigPro

4. Click the [Upgrade] button to start the upgrade.

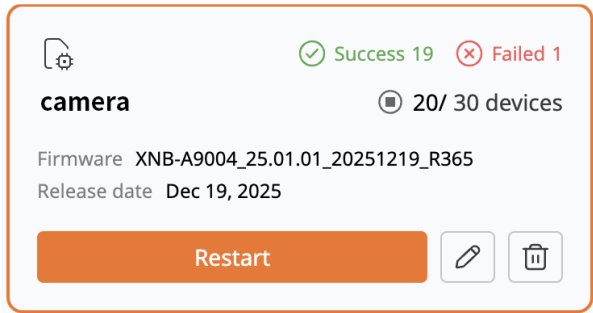


- 1 When an upgrade is scheduled, the scheduled execution time is displayed.
- 2 Displays the number of devices to be upgraded.
- 3 Allows you to review the list of devices selected for the upgrade.

5. You can check whether the upgrade was successful in the **<Progress>** field in the table at the bottom.



- If an upgrade is paused, click the **[Restart]** button to resume it.



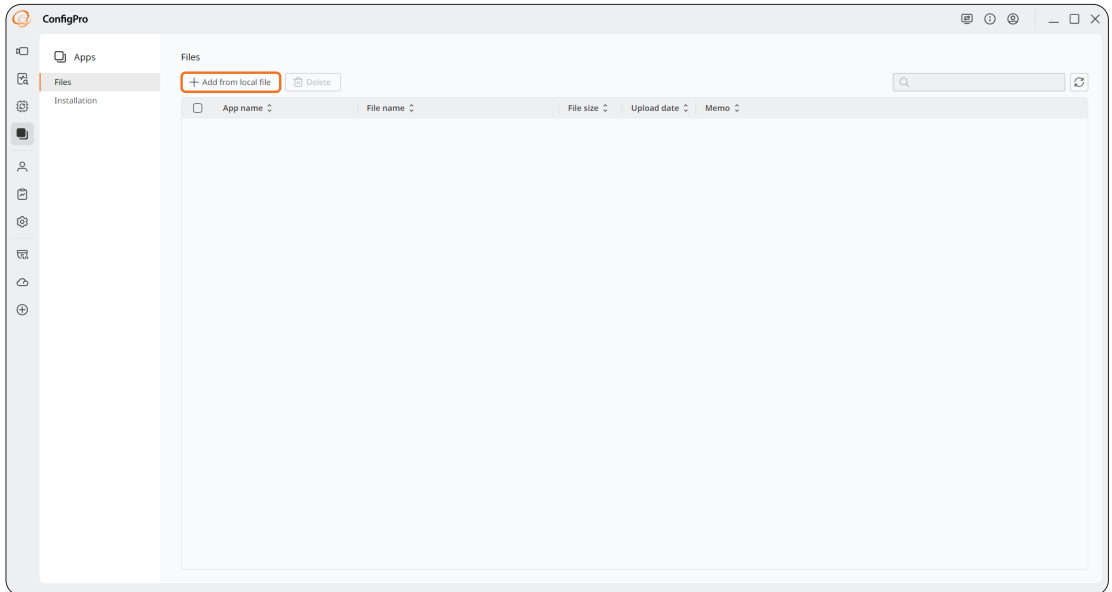
Configuring ConfigPro

Apps

You can install applications on the selected devices and manage installed application files.

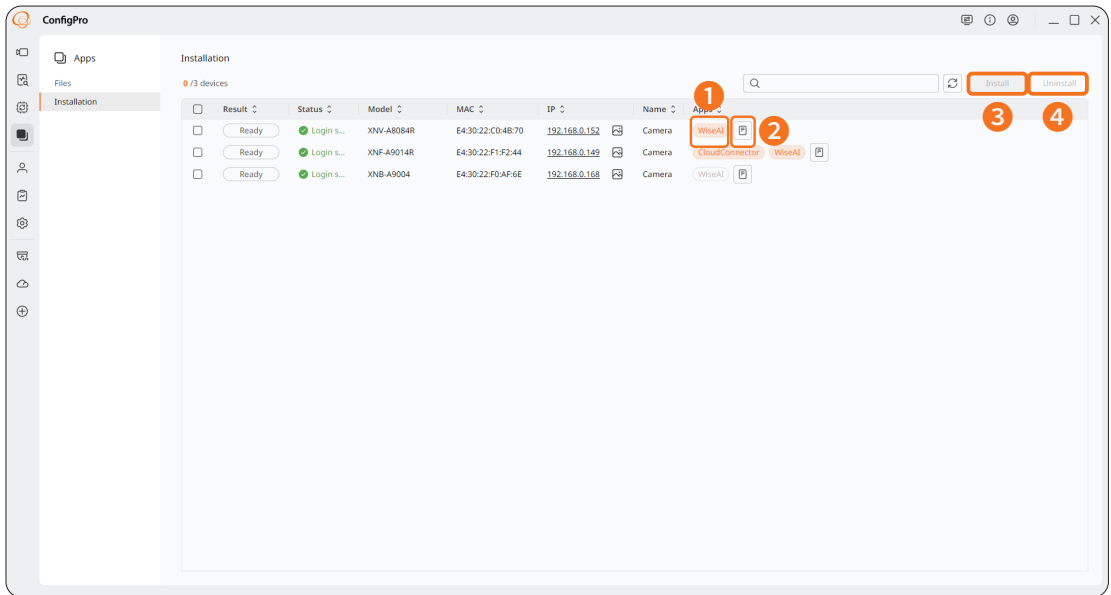
Uploading Apps

1. Select <Apps> → <Files>.
2. Click the [Add from local file] button to upload an app.

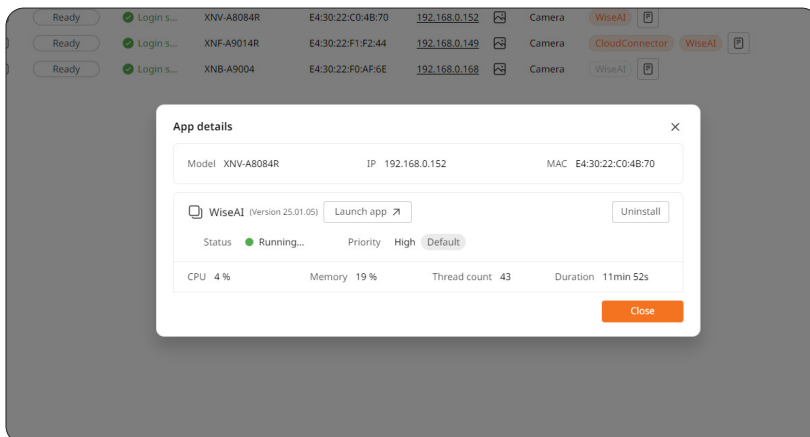


Installing Apps

1. Select <Apps> → <Installation>.



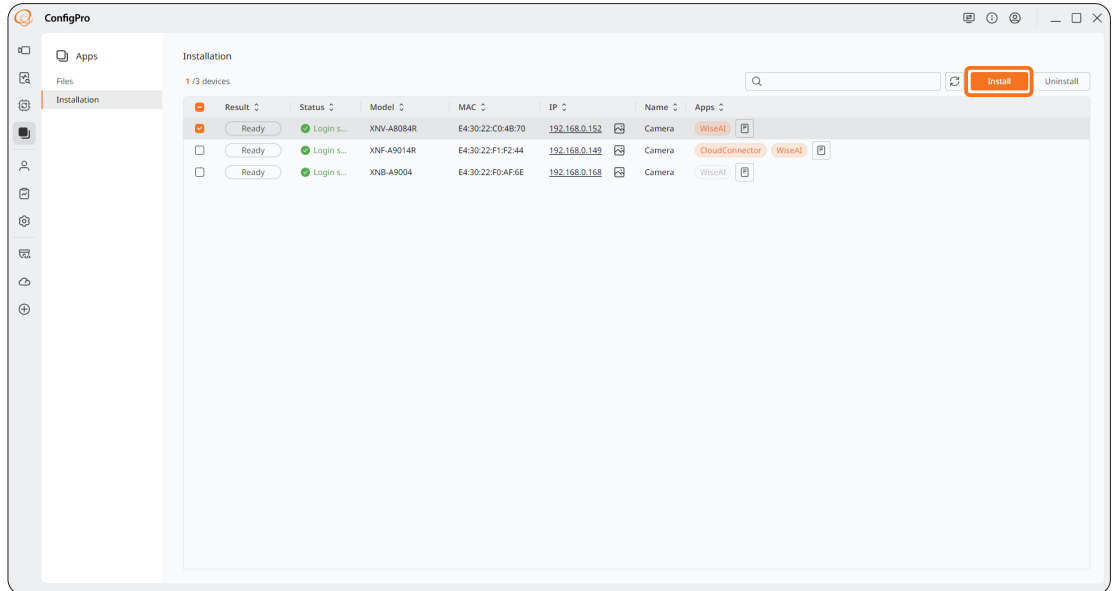
- 1 Displays the list of installed apps.
- 2 You can view detailed version information, current resource usage (CPU, memory), and runtime duration in a pop-up window.



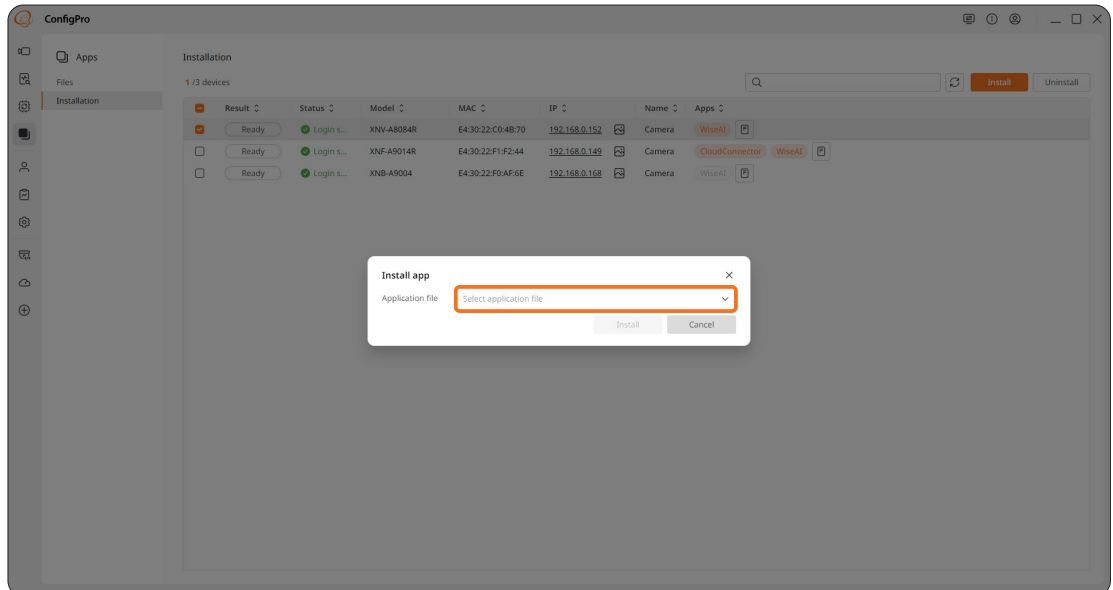
- 3 Install apps on the selected devices.
- 4 Delete open apps from the selected devices.

Configuring ConfigPro

2. Select the devices where you want to install the app, then click the **[Install]** button.



3. After selecting the app to install, click the **[Install]** button to start the installation.

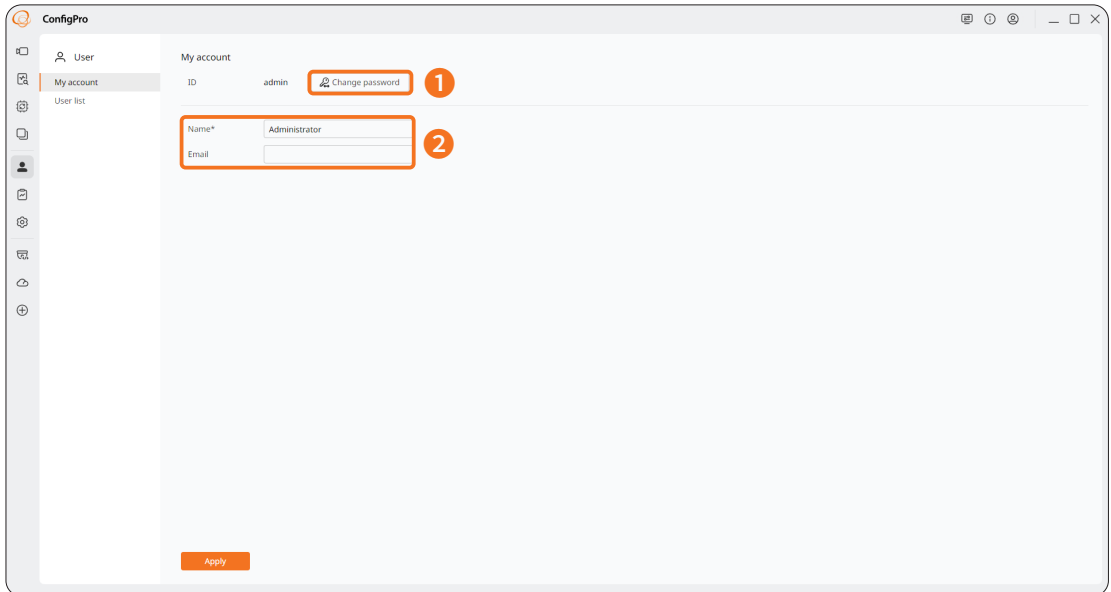


User

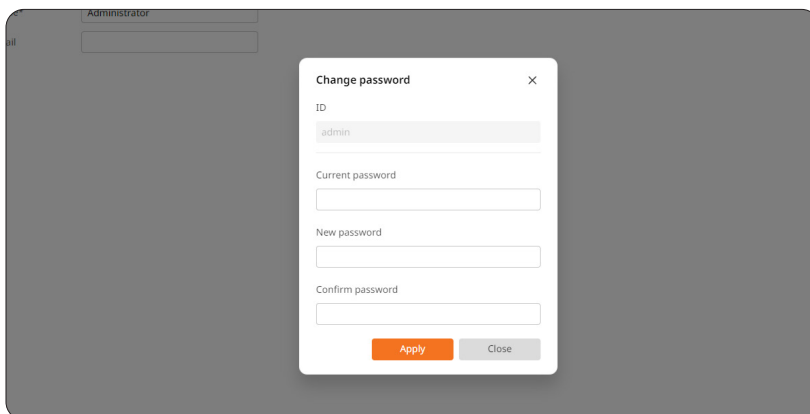
My account

You can view your account information and edit your user details, except your user ID.

1. Select <User> → <My account>.



1 To change your password, click the [**Change password**] button and set a new password.



2 You can edit your name and register an email address.

Configuring ConfigPro

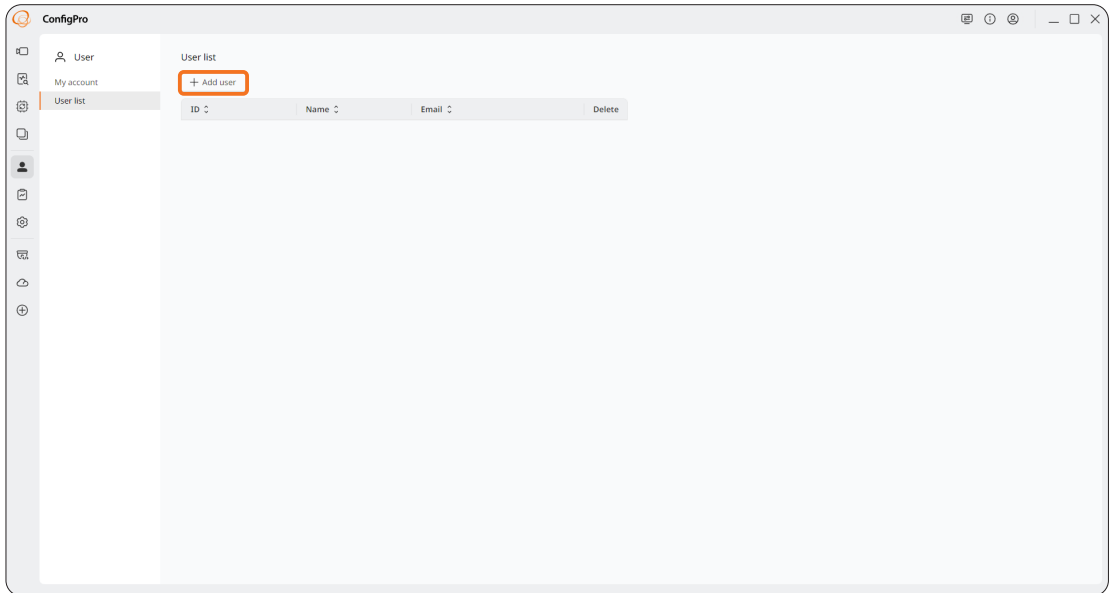
User list

You can register, edit, and delete general users.

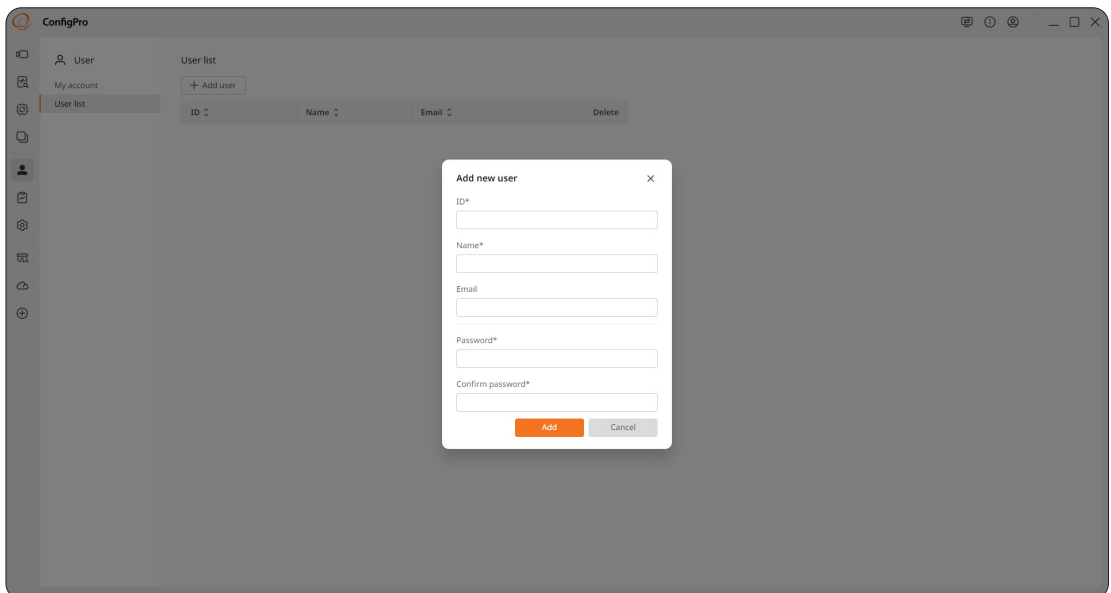


- User registration, editing, and deletion are available only when logged in with an administrator account.

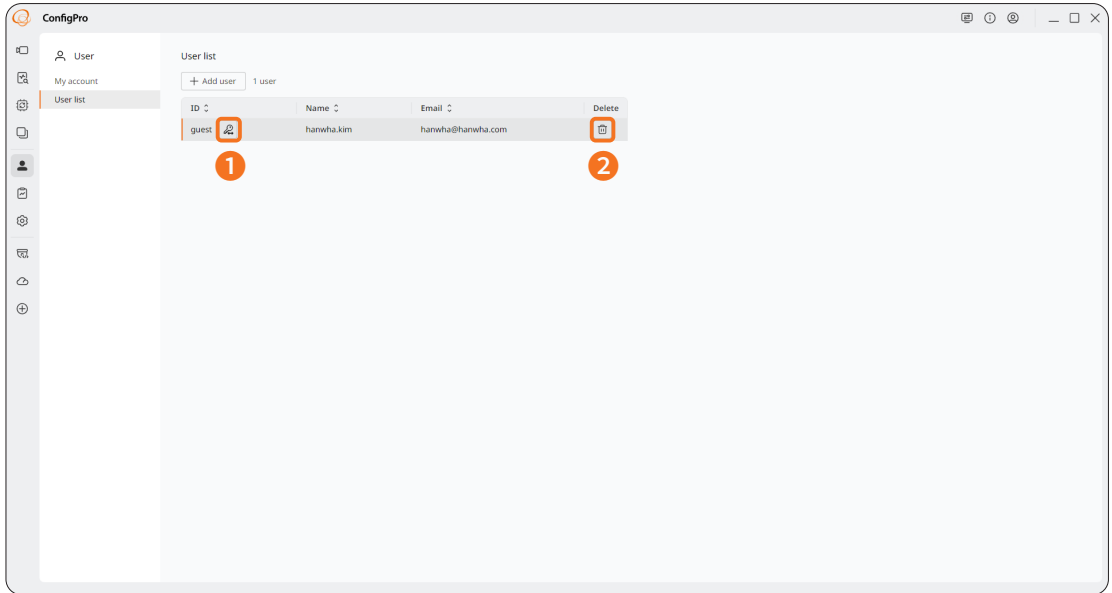
1. Select <User> → <User list>.
2. Click the [+ Add user] button to register a new user.



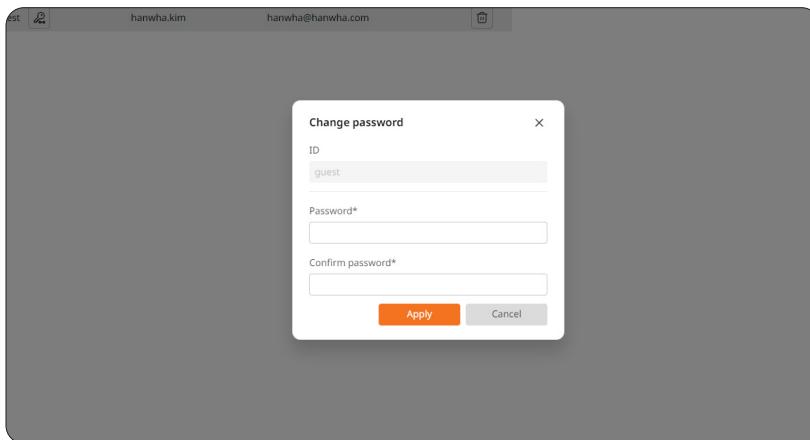
3. Enter the required user information and click the [Add] button.



Editing and Deleting User Accounts



1 Click the [] button to change the password of a registered user.



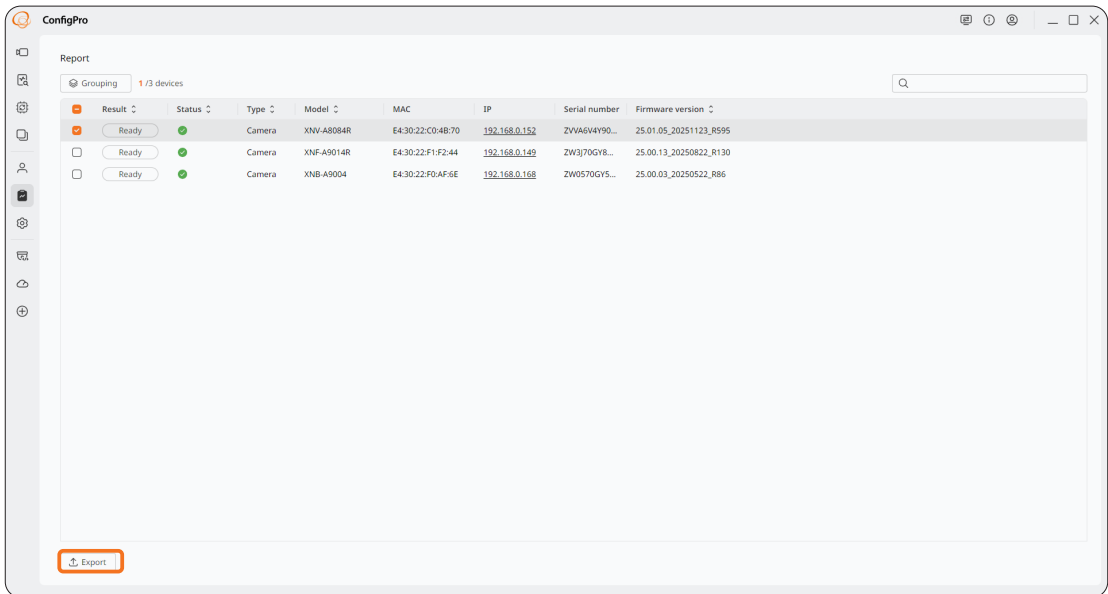
2 Click the [] button to delete a user account from the user list.

Configuring ConfigPro

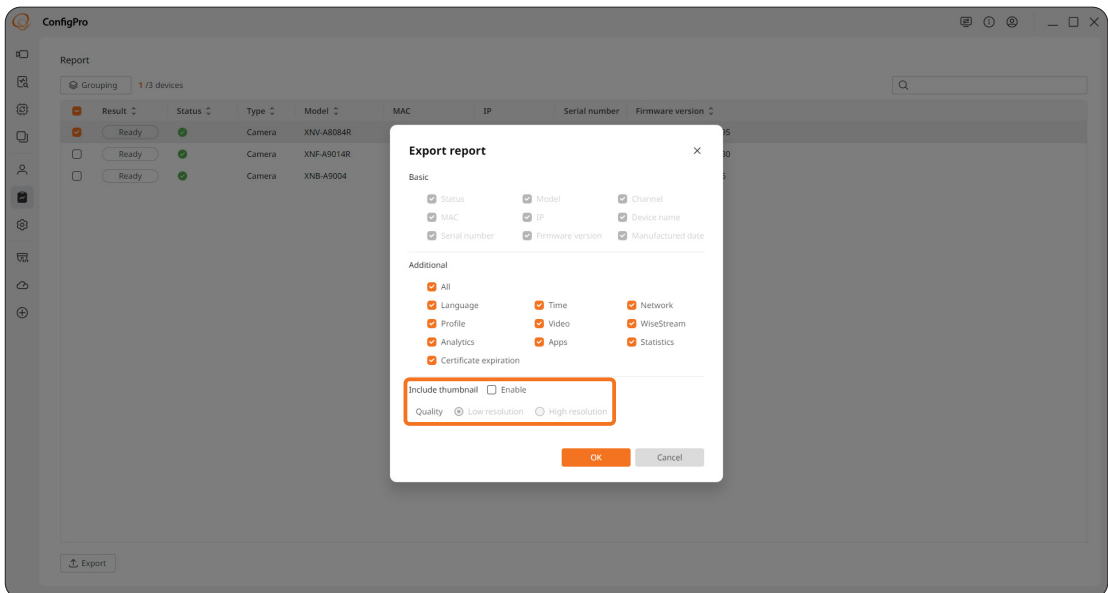
Report

You can generate a report file by selecting the required items for the selected devices.

1. Select **<Report>**.
2. Select the devices for which you want to create a report, then click the **[Export]** button.



3. Select any additional items beyond the default options, then click the **[OK]** button.
 - Select **<Include thumbnail>** to set the resolution of thumbnail images.



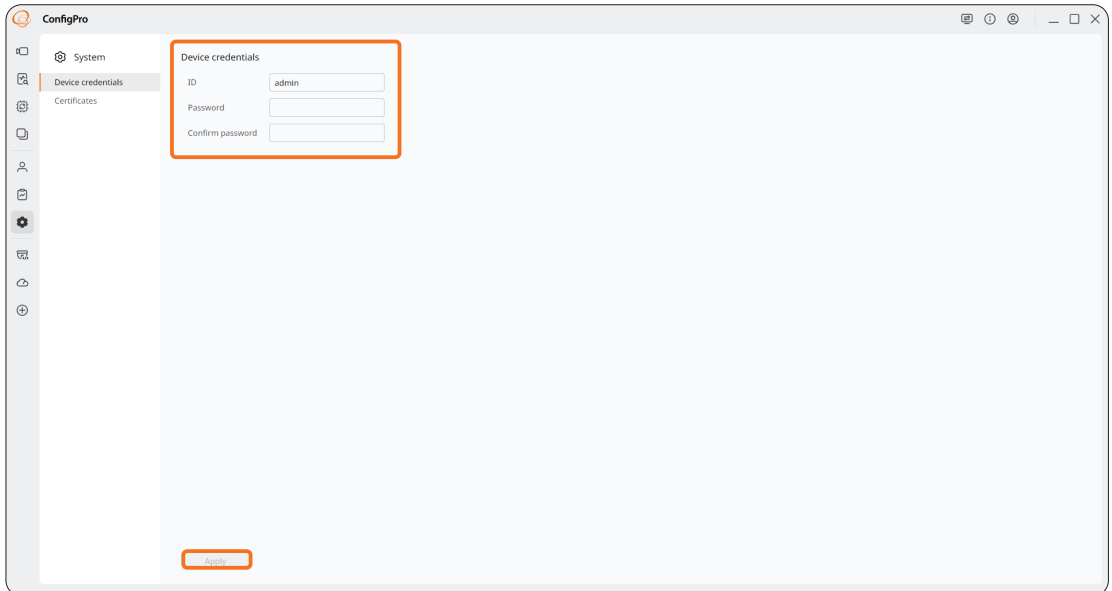
4. The report is saved as an Excel file.

System

Device credentials

You can set, store, and manage default device credentials (ID/password).

1. Select <System> → <Device credentials>.
2. Enter the ID and password, then click the [Apply] button.
 - The configured device credentials can be applied in bulk to multiple devices to attempt login.

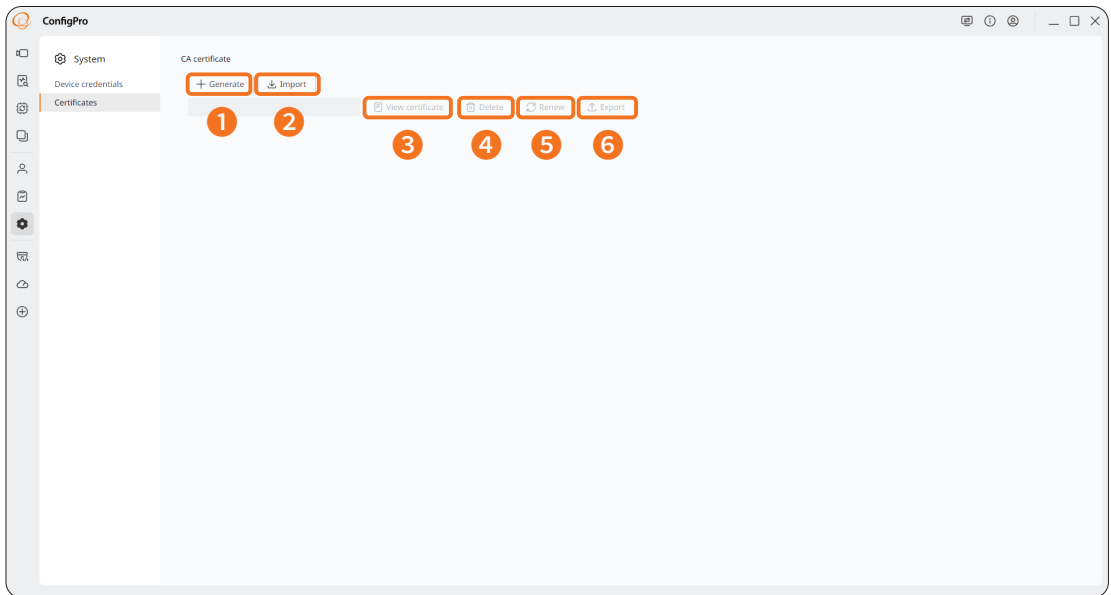


The screenshot displays the ConfigPro web application interface. On the left, a sidebar contains navigation icons, with 'System' and 'Device credentials' highlighted. The main content area is titled 'Device credentials' and features three input fields: 'ID' (containing 'admin'), 'Password', and 'Confirm password'. An orange rectangular box highlights these three input fields. At the bottom center of the main area, there is an 'Apply' button, also highlighted with an orange rectangular box. The interface includes standard window controls (minimize, maximize, close) in the top right corner.

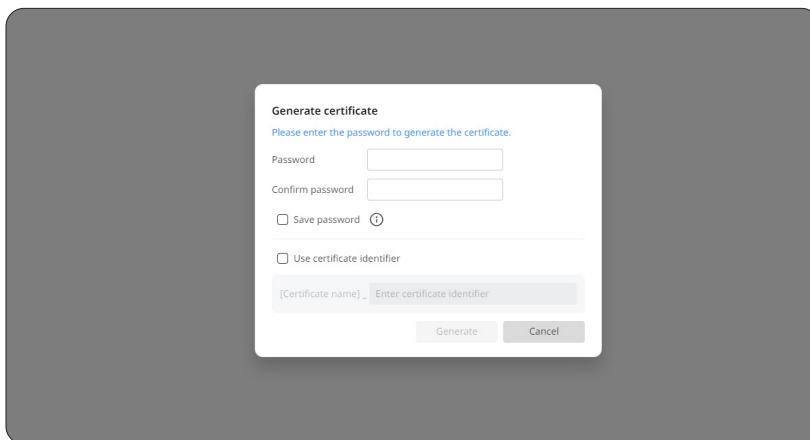
Configuring ConfigPro

Certificate

You can create, register, and manage certificates in ConfigPro.



1 To create a certificate to apply to devices, click the **[Generate]** button.



2 To import a certificate issued by an external authority, click the **[Import]** button.

3 You can view certificate details.

4 You can delete certificates.

5 You can renew certificates.

6 You can export certificates.



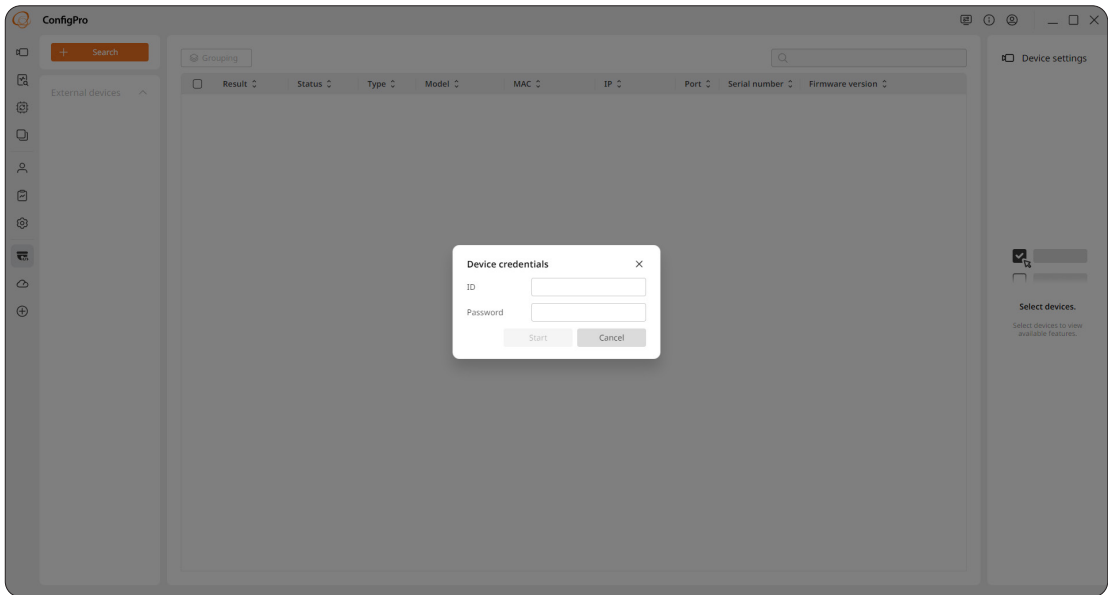
▪ When renewing or exporting a certificate, a password input window appears.

External Devices

You can view information for third-party devices in addition to Hanwha Vision security devices, which are the primary supported devices of ConfigPro.

- Click the [More (⊕)] icon to enable or disable the display of the <External devices> menu.

1. Select <External devices>.
2. Click the [+ Search] button to open the device credential input window.
3. Enter the ID and password, then click the [Start] button.



4. Devices are searched, and an attempt to log in is made using the entered device credentials.

- This feature is supported only for AXIS cameras.
- It supports basic video profile configuration and simultaneous configuration for multiple devices.
 - Resolution
 - Framerate
 - Bitrate control(ABR/MBR/CBR)
 - WDR

Configuring ConfigPro

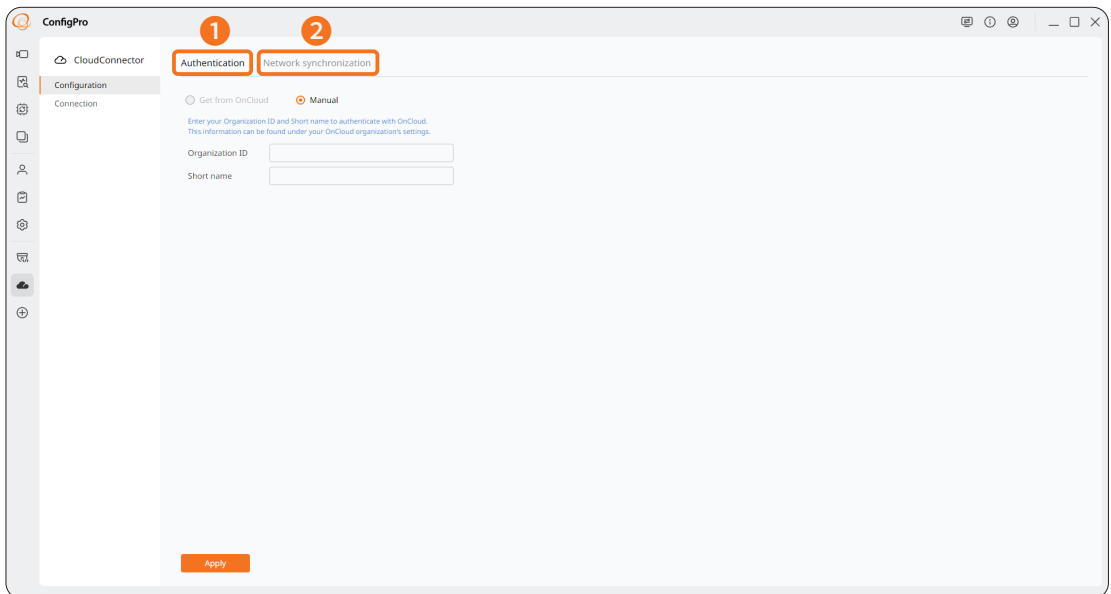
CloudConnector



- Click the [More(+)] icon to enable or disable the display of the <CloudConnector> menu.

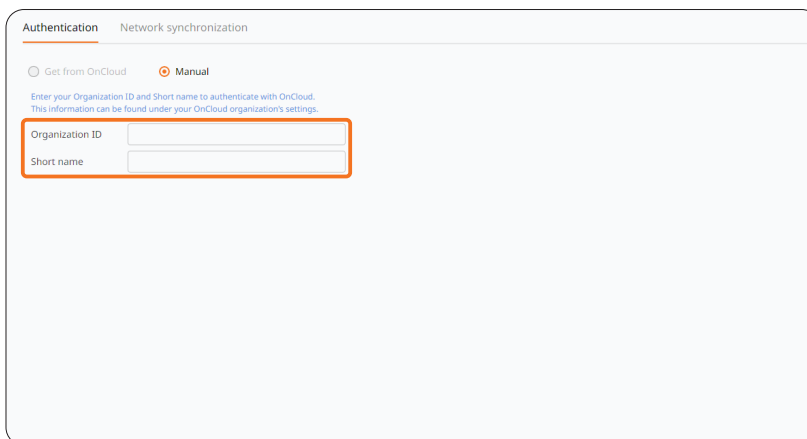
Configuration

- Select <CloudConnector> → <Configuration>.



1 Authentication

- This function allows you to enter and manage the authentication information required for integrating devices with OnCloud.
- Enter the <Organization ID> and <Short name>. The entered information can be saved or modified.



- Currently, only the <Manual> method is supported. The <Get from OnCloud> option will be added in a future update.

2 Network synchronization

- You can configure the network environment and NTS Server settings required for OnCloud integration.
- If you change the NTS or network environment settings, OnCloud integration may not function properly.

Authentication

Network synchronization

NTS (Synchronize with NTP server)

Address 1

time-a-g.nist.gov

Address 2

time.aws.com

Address 3

Address 4

Address 5

DNS

☐ DHCP

☒ Static

DNS 1

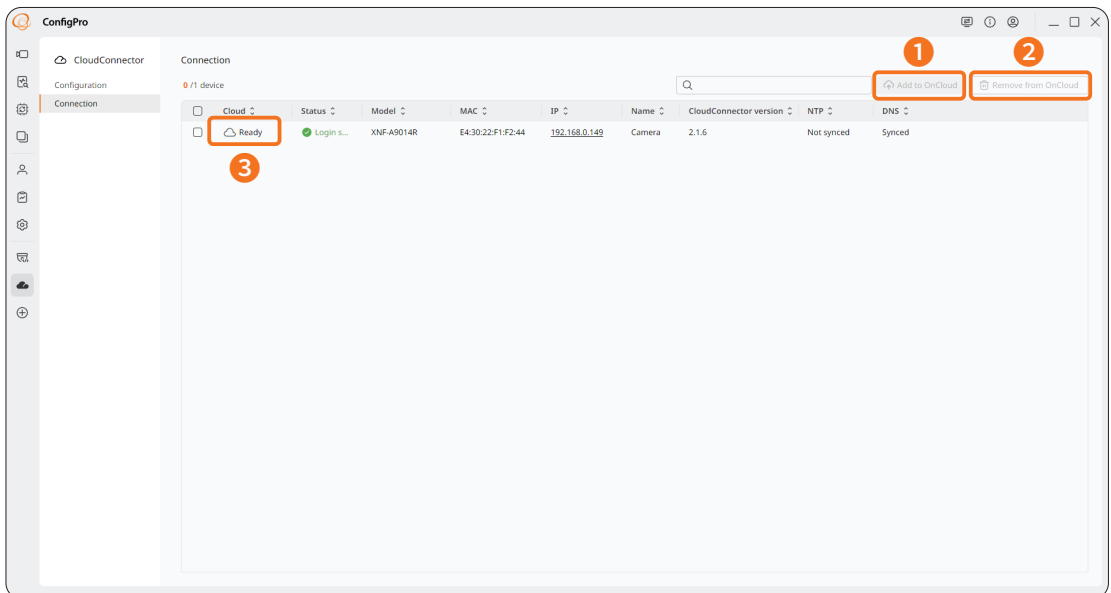
8 . 8 . 8 . 8

DNS 2

4 . 4 . 4 . 4

Connection

1. Select <CloudConnector> → <Connection>.



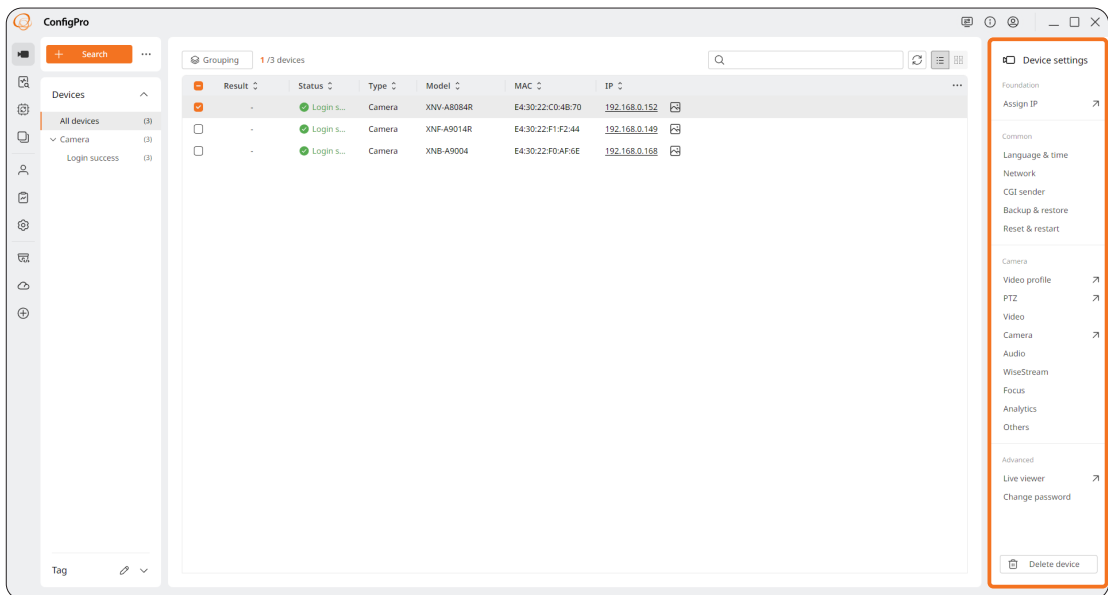
- 1 Supports registering devices with OnCloud.
- 2 Disconnects devices without deleting them from OnCloud.
- 3 Displays the status of each device (Ready / Connected / Pending).

Configuring Devices

Configuring Devices

The configuration menus supported by the registered devices appear. Basic configuration can be performed in the right panel, while functions that require screen preview or more complex settings are handled in a separate pop-up window.

1. When you select a device from the device list, the configuration menus supported by that device appear.
 - Items in the menu vary depending on the device.
 - When you select a single device or multiple devices from the device list, all supported menu items for the selected devices appear in the right panel. Unsupported menus cannot be configured.
 - You can configure settings for a single device or multiple devices at once.

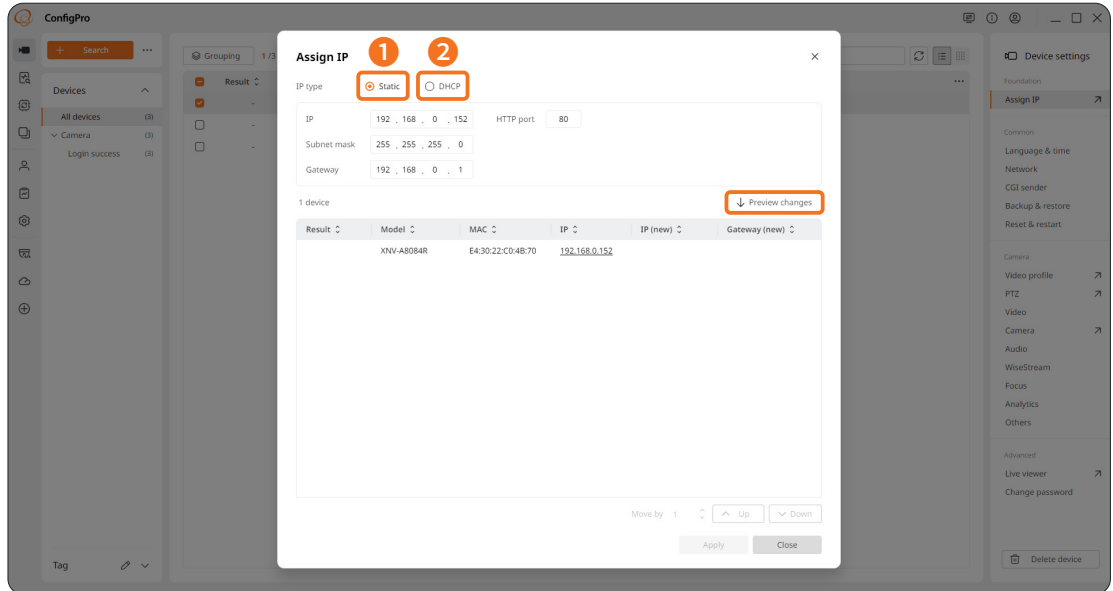


- If a device has an incompatible CGI version, a warning icon (⚠) is displayed, and a message recommending a firmware upgrade appears.

Assign IP

This function allows you to configure IP addresses for devices.

1. Select the devices to configure, then select <Assign IP>.



1 Static

- Manually enter the IP address and port information.
- Click the [**Preview changes**] button to check the IP address that will be assigned to each device.

2 DHCP

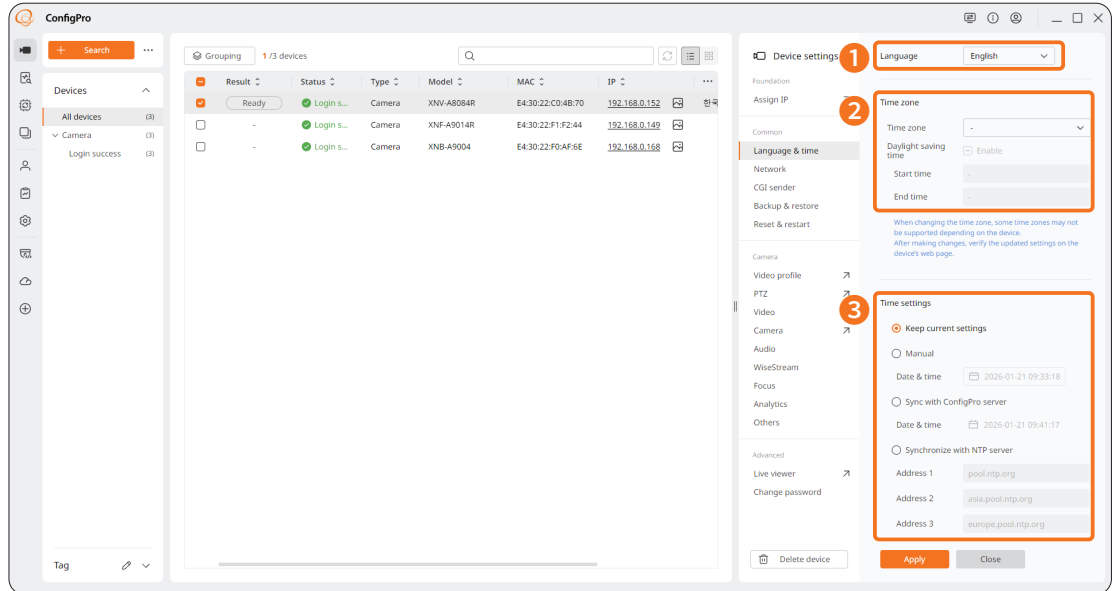
- Automatically assign IP addresses via DHCP.

Configuring Devices

Language & time

This function allows you to configure the language and time settings of devices.

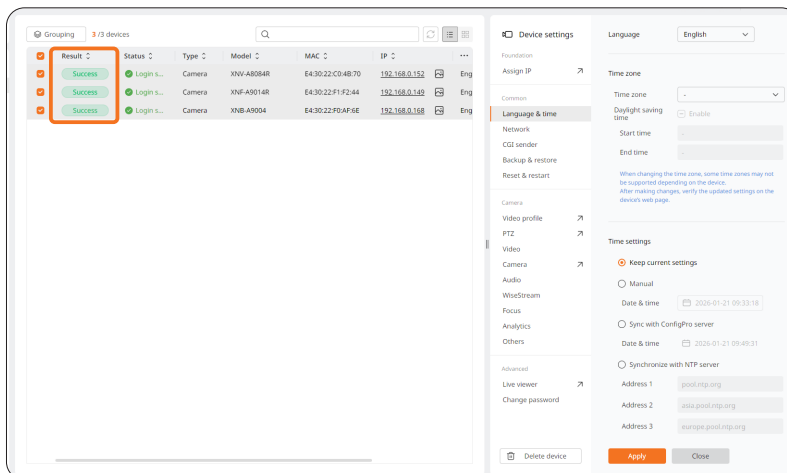
1. Select the devices to configure, then select **<Language & time>**.



- 1 Set the device language.
- 2 Set the device time zone.
- 3 Set the device date and time.



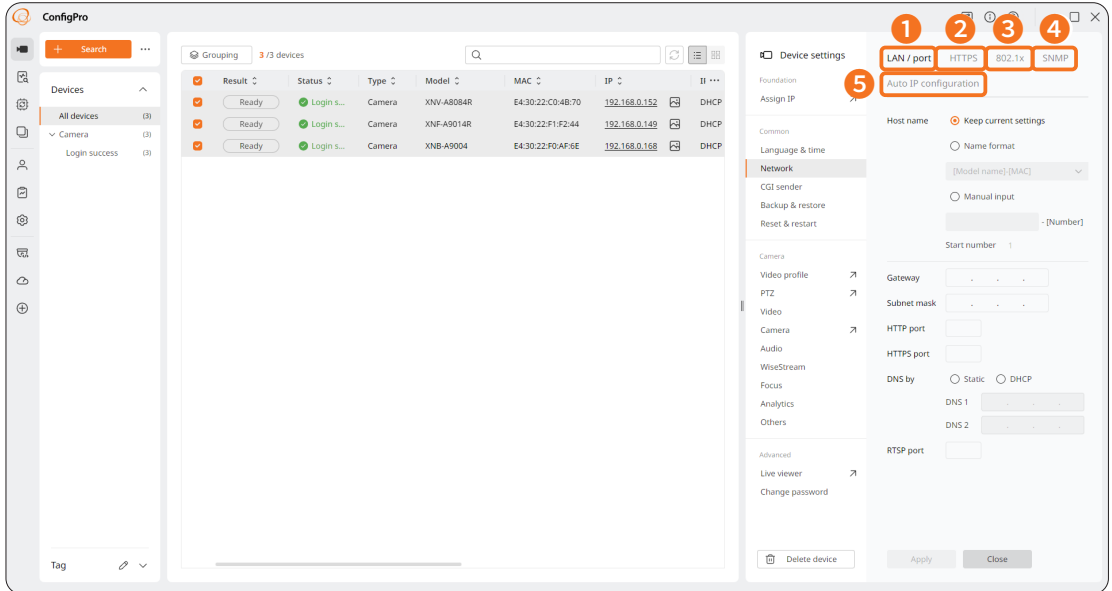
You can check whether the configuration was successfully applied in the **<Result>** field.



Network

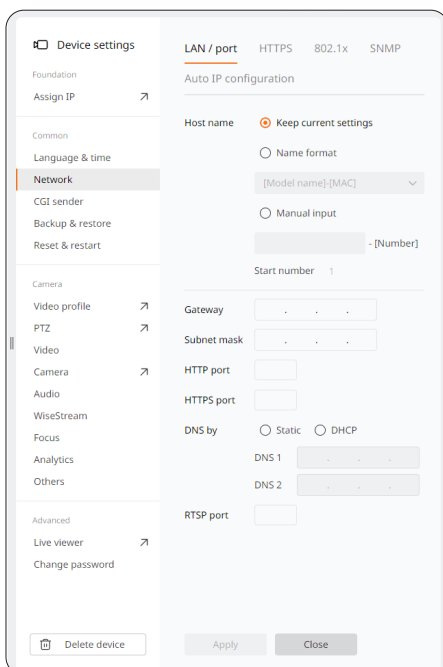
You can change the network settings of devices.

1. Select the devices to configure, then select **<Network>**.



1 LAN/port

- You can change the device ports and host name.



Configuring Devices

2 HTTPS

- You can configure secure connection methods, certificates, and TLS settings.

The screenshot shows the 'Device settings' window with the 'HTTPS' tab selected. The left sidebar contains a tree view with categories: Foundation (Assign IP), Common (Language & time, Network, CGI sender, Backup & restore, Reset & restart), Camera (Video profile, PTZ, Video, Camera, Audio, WiseStream, Focus, Analytics, Others), and Advanced (Live viewer, Change password). The main content area is titled 'Auto IP configuration' and includes sections for 'Secure connection method' (with checkboxes for HTTP (Unsecured) and HTTPS (Secured)), 'Issued by' (a dropdown), 'Client certificate' (a dropdown), 'TLS settings' (with radio buttons for 'Keep current settings', 'Secure cipher suites only', and 'All compatible cipher suite'), and 'Version' (with checkboxes for TLSv1_2 and TLSv1_3). At the bottom are buttons for 'Delete device', 'Apply', and 'Close'.

3 802.1x

- You can enable or disable 802.1x protocol and install certificates.

The screenshot shows the 'Device settings' window with the '802.1x' tab selected. The left sidebar is identical to the previous screenshot. The main content area is titled 'IEEE 802.1x settings' and includes a section for 'IEEE 802.1x' (with an 'Enable' checkbox), 'EAP type' (a dropdown), 'EAPOL version' (a dropdown), 'ID' (a text input), and 'Password' (a text input). Below this is a section for certificates, including 'Issued by' (a dropdown with a gear icon), 'CA certificate' (a dropdown), and 'Client certificate' (a dropdown). At the bottom are buttons for 'Delete device', 'Apply', and 'Close'.

4 SNMP

- You can configure the use of SNMP v1 / SNMP v2c / SNMP v3 / SNMP traps.

The screenshot shows the 'Device settings' interface with the 'SNMP' tab selected. The left sidebar lists various settings categories: Foundation (Assign IP), Common (Language & time, Network, CGI sender, Backup & restore, Reset & restart), Camera (Video profile, PTZ, Video, Camera, Audio, WiseStream, Focus, Analytics, Others), and Advanced (Live viewer, Change password). The main content area is titled 'Auto IP configuration' and contains the following settings:

- SNMP v1**: ☒ Enable
- SNMP v2c**: ☒ Enable
 - Read community: [text input]
 - Write community: [text input]
- SNMP v3**: ☒ Enable
 - Password: [text input]
- SNMP traps**: ☒ Enable
 - Community: [text input]
 - IP: [text input]
 - ☐ Authentication failure notif
 - ☐ Network connection notif

At the bottom, there are buttons for 'Delete device', 'Apply', and 'Close'.

5 Auto IP configuration

- You can enable or disable UPnP or Bonjour.

The screenshot shows the 'Device settings' interface with the 'Auto IP configuration' tab selected. The left sidebar is identical to the previous screenshot. The main content area is titled 'Auto IP configuration' and contains the following settings:

- UPnP**: ☒ Enable
- Bonjour**: ☒ Enable

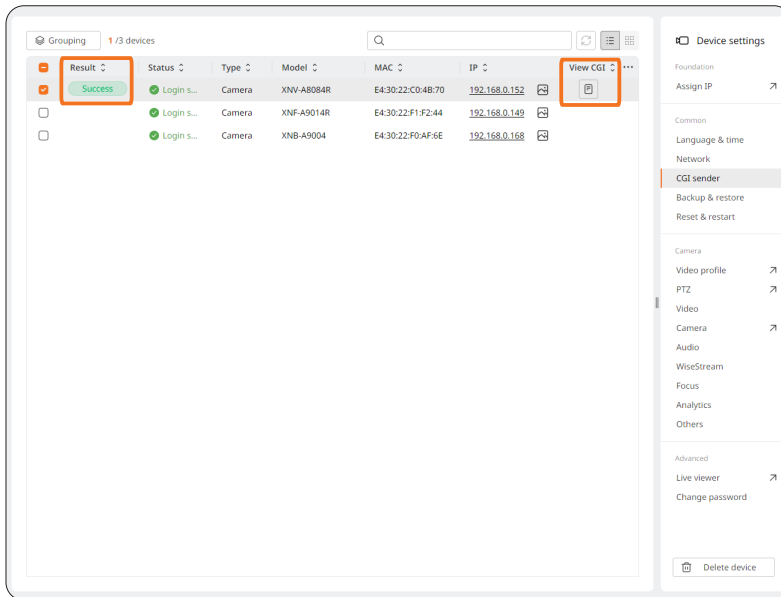
At the bottom, there are buttons for 'Delete device', 'Apply', and 'Close'.

Configuring Devices

CGI sender

You can apply settings by sending CGI commands to the selected devices.

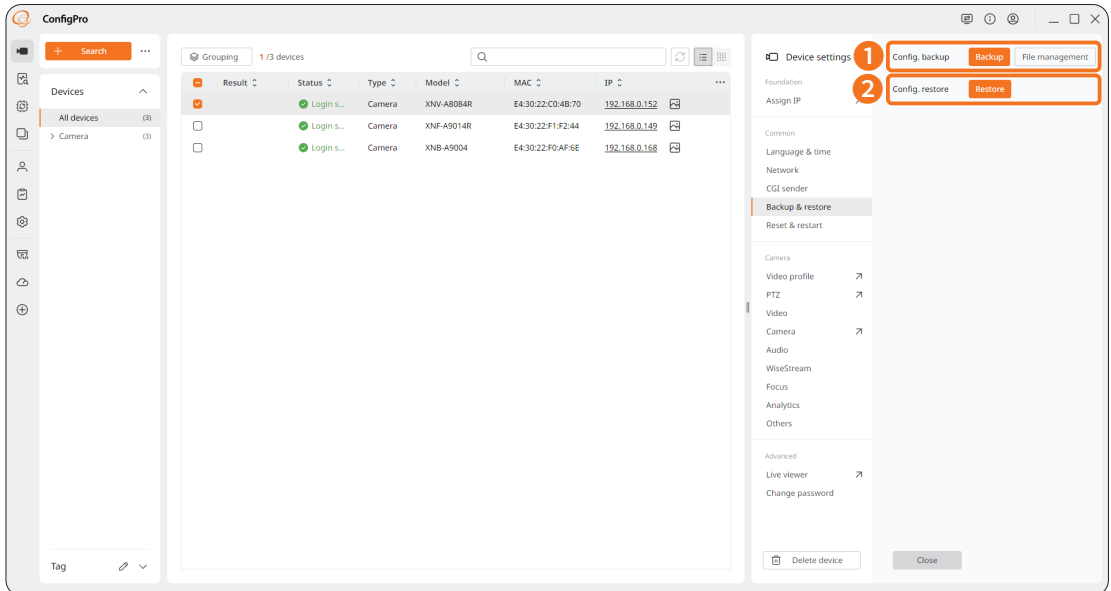
1. Select the devices to configure, then select **<CGI sender>**.
 2. Click the **[+ Add CGI]** button to create a CGI command.
- You can create up to 20 CGI commands.
 - Devices to which the CGI commands have been successfully applied can be checked in the **<Result>** field.
 - Select the icon in **<View CGI>** to check the success status for each CGI command.



Backup & restore

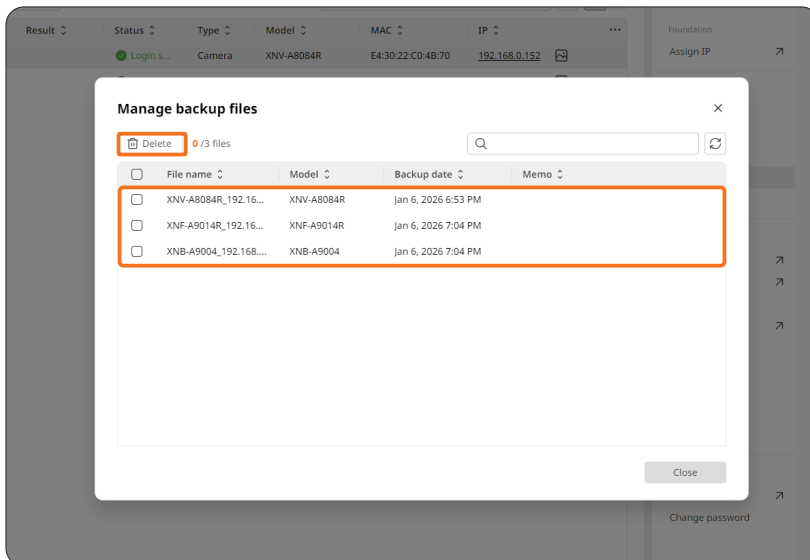
You can create a backup file of the configuration settings for selected devices and restore devices using that file.

1. Select the devices to configure, then select **<Backup & restore>**.



1 Config. backup

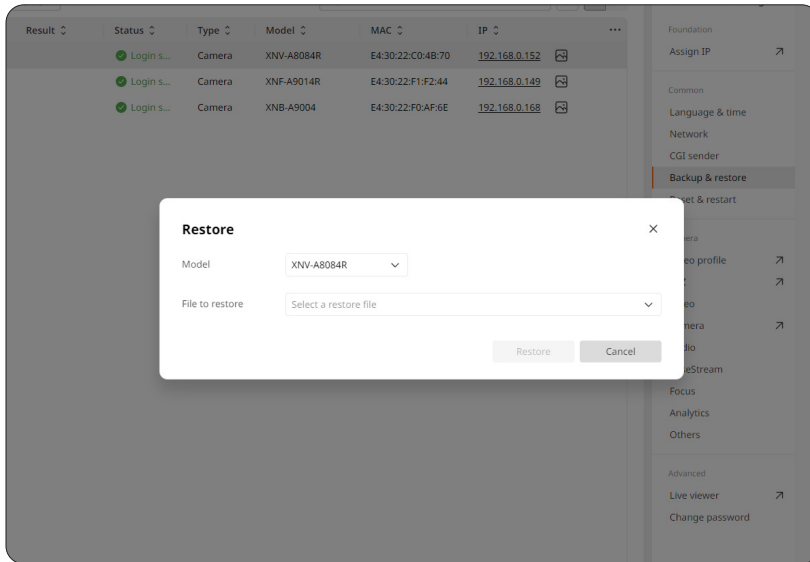
- Click the **[Backup]** button to save the configuration settings as a backup file.
- Click the **[File management]** button to view the list of backup files and delete them.



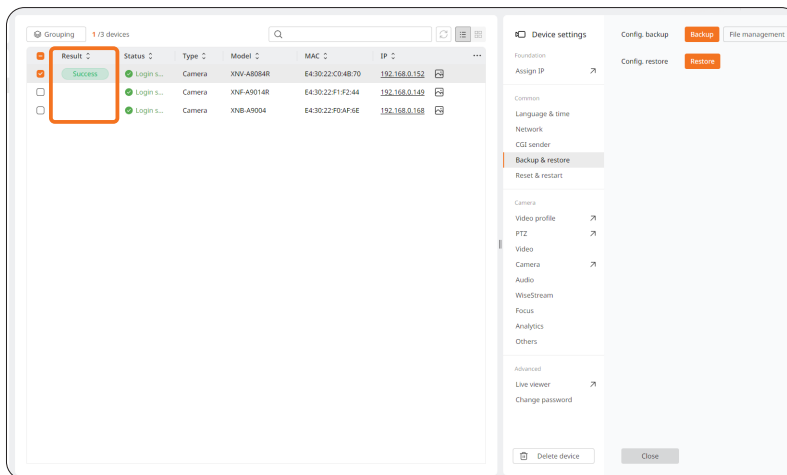
Configuring Devices

2 Config. restore

- Click the [**Restore**] button to select a saved backup file and restore the devices.



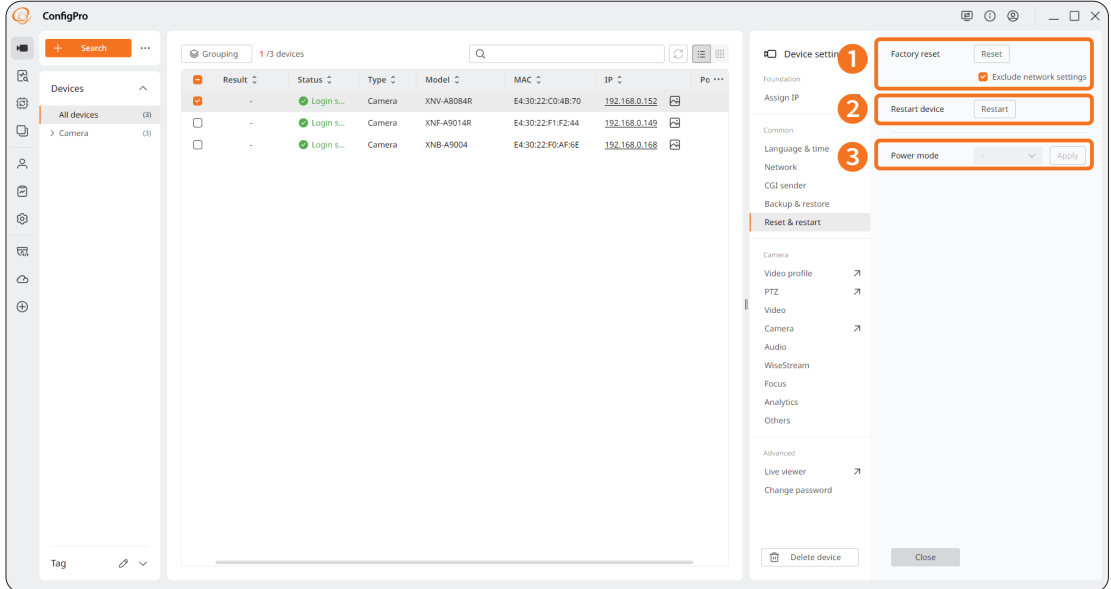
- You can check whether the restoration is complete in the **<Result>** field.



Reset & restart

Configure factory reset, device restart, and power mode settings.

1. Select the devices to configure, then select **<Reset & restart>**.



1 Factory reset

- Click the [**Reset**] button to perform a factory reset on the selected devices.
- When you select **<Exclude network settings & open platform settings>**, all settings except those items are reset.

2 Restart device

- Click the [**Restart**] button to restart the selected devices.

3 Power mode

- Set the power mode. (PoE, PoE+, PoE++)

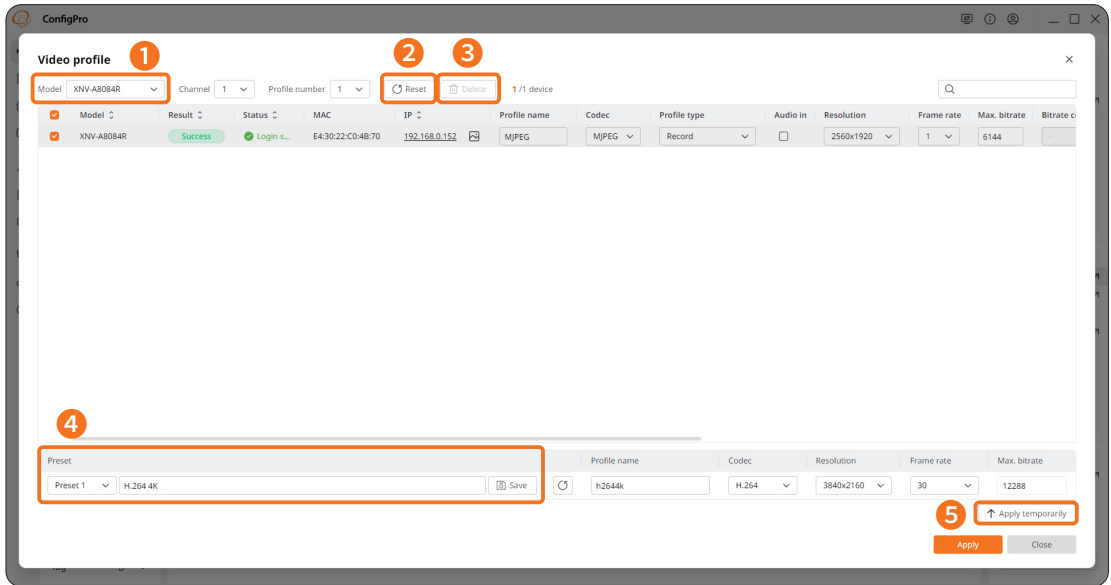
Configuring Devices

Video profile

You can add or edit video profiles for devices.

1. Select the devices to configure, then select **<Video profile>**.

- Devices to which the settings have been successfully applied can be checked in the **<Result>** field.

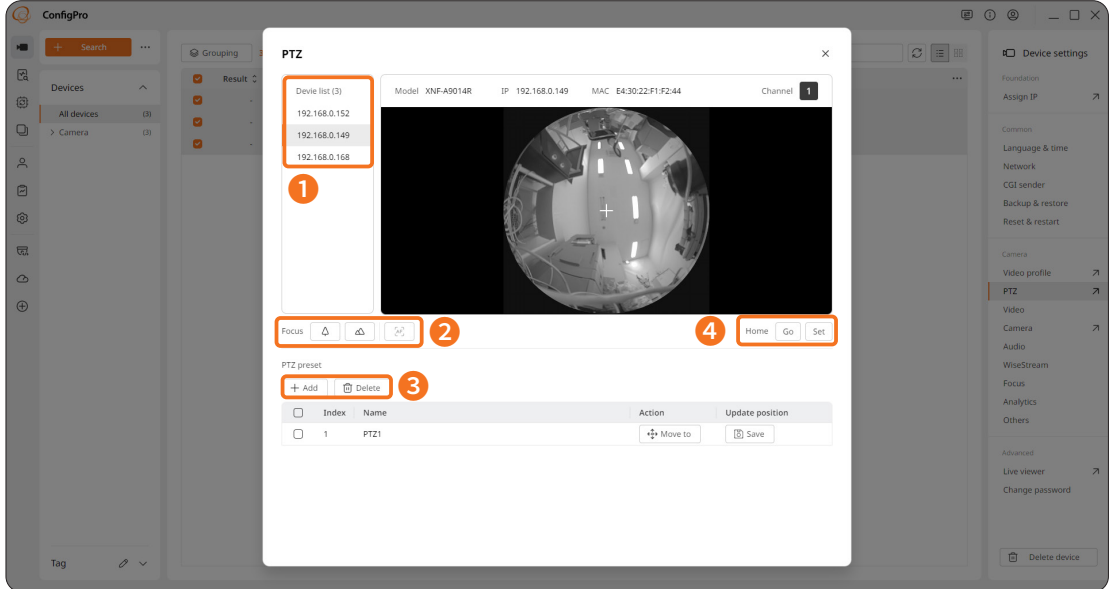


- 1 The list of model names for the selected devices. The same settings can be applied in bulk by series.
- 2 You can cancel changes made during configuration and restore the previous settings.
- 3 You can delete the selected profile.
- 4 You can select or save presets.
- 5 You can apply the values set in the preset to the settings of the devices selected in the top list. Click the **[Apply]** button to apply the modified settings in the table to the devices.

PTZ

Enabled when the camera supports PTZ functionality.

1. You can select the devices to configure, then select <PTZ>.



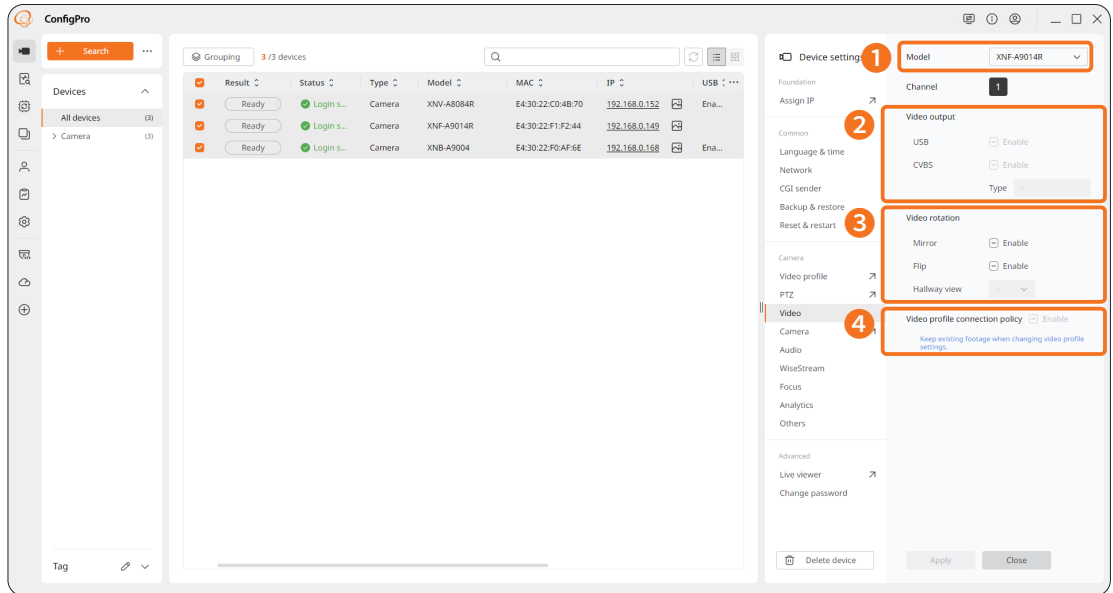
- 1 This is the list of selected devices.
- 2 This is the focus setup menu.
- 3 You can create or delete PTZ presets.
- 4 You can move the PTZ to the designated home position or set the current position as the home position.

Configuring Devices

Video

You can configure video settings for cameras.

1. Select the devices to configure, then select **<Video>**.

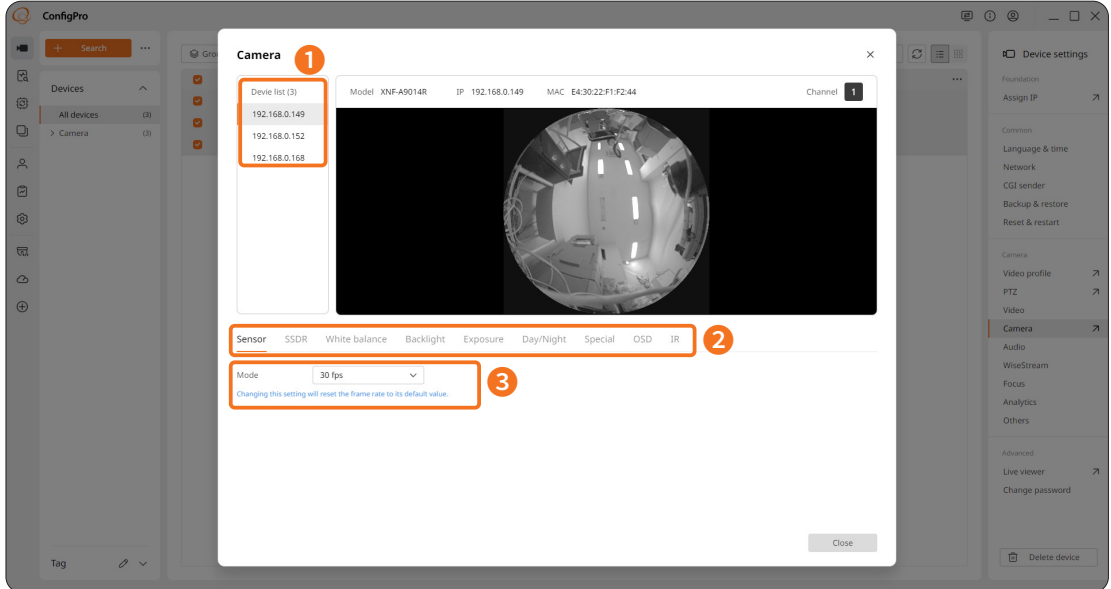


- 1 The list of model names for the selected devices. The same settings can be applied in bulk by series.
- 2 You can configure video output settings.
- 3 You can configure mirror, flip, and hallway view settings.
- 4 When you select **<Video profile connection policy>**, the output remains at the previous settings even if the settings of a profile linked to another device are changed.

Camera

You can configure detailed camera image settings.

1. Select the devices to configure, then select **<Camera>**.



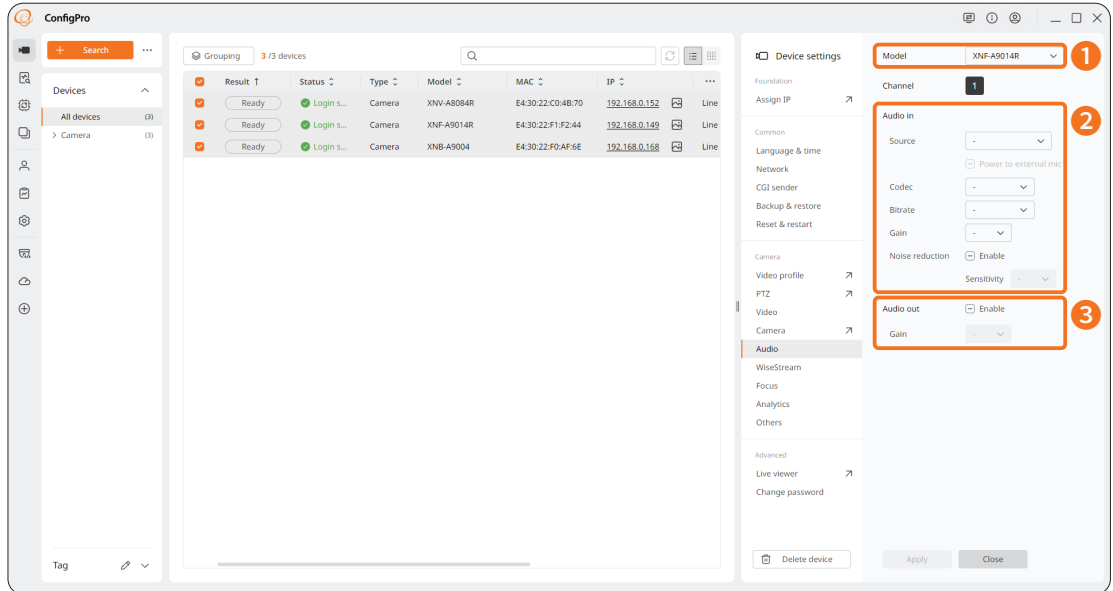
- 1 This is the list of selected devices.
- 2 You can select menu tabs to configure camera settings.
 - Sensor: Set the frame rate (frames per second).
 - SSDR: Adjust brightness in dark areas in high-contrast environments.
 - White balance: Automatically correct colors to appear natural regardless of lighting conditions.
 - Backlight: Adjust the image to clearly display both bright and dark areas.
 - Exposure: Adjust image exposure to match the installation environment.
 - Day/Night: Switch the display mode between color and black-and-white.
 - Special: Configure sharpness mode, sharpness level, gamma, color level, defog, defog level, and DIS.
 - OSD: Configure camera title, date, and time display.
 - IR: Improve subject visibility by compensating for near-field saturation during IR LED operation.
- 3 When you select a menu tab, the detailed configuration screen for that menu appears.

Configuring Devices

Audio

You can configure audio settings for cameras.

1. Select the devices to configure, then select **<Audio>**.

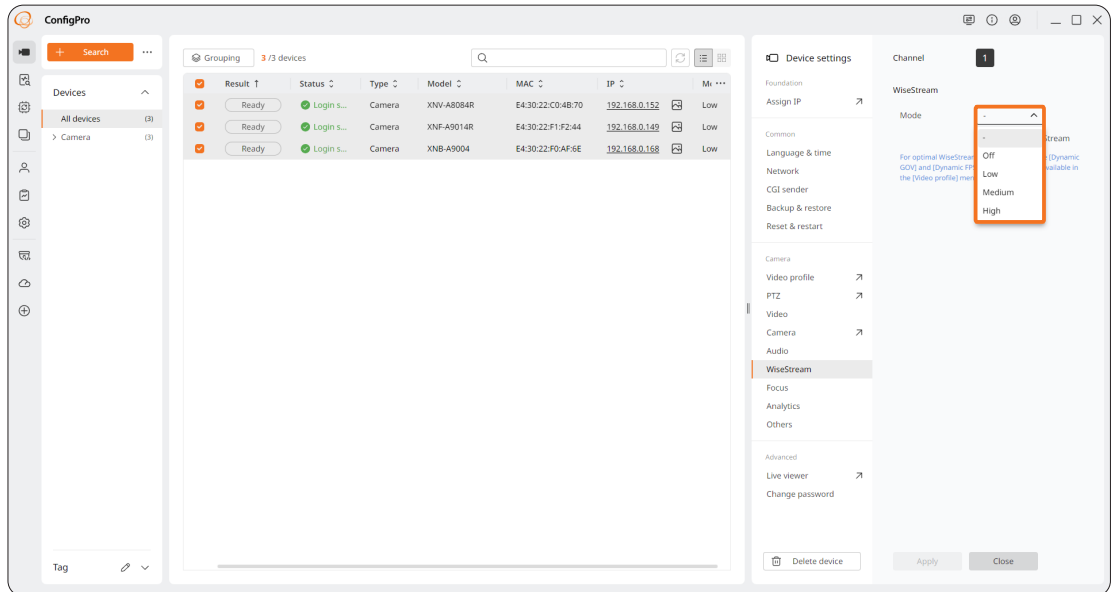


- 1 The list of model names for the selected devices. The same settings can be applied in bulk by series.
- 2 You can configure the audio in method.
- 3 You can configure whether to use audio out.

WiseStream

You can select the level of video compression using WiseStream.

1. Select the devices to configure, then select **<WiseStream>**.
2. Choose from Off / Low / Medium / High.

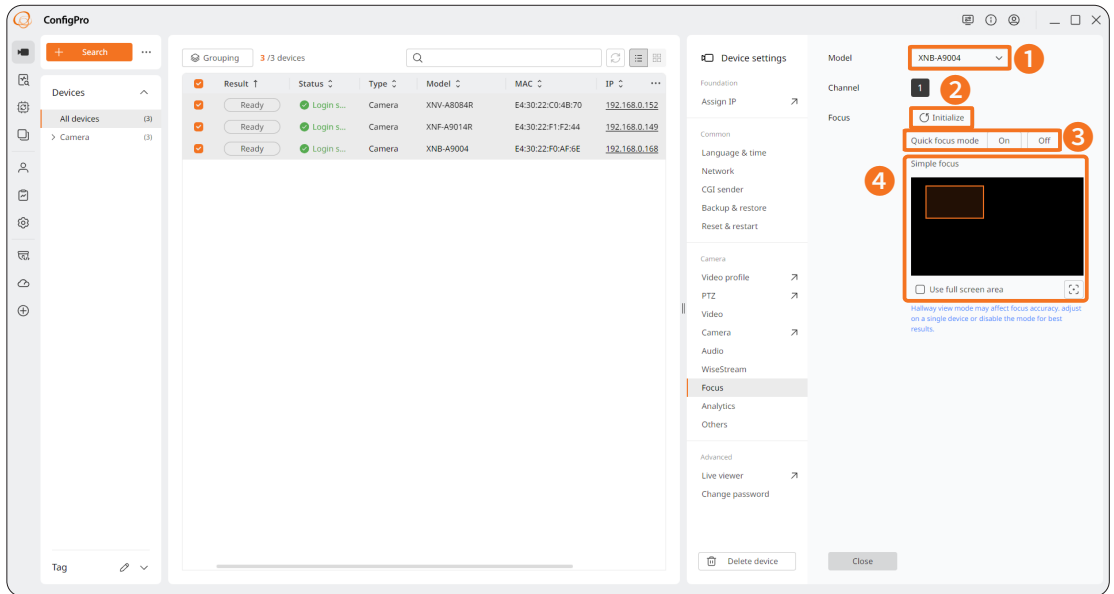


Configuring Devices

Focus

You can configure the focus function of devices.

1. Select the devices to configure, then select **<Focus>**.

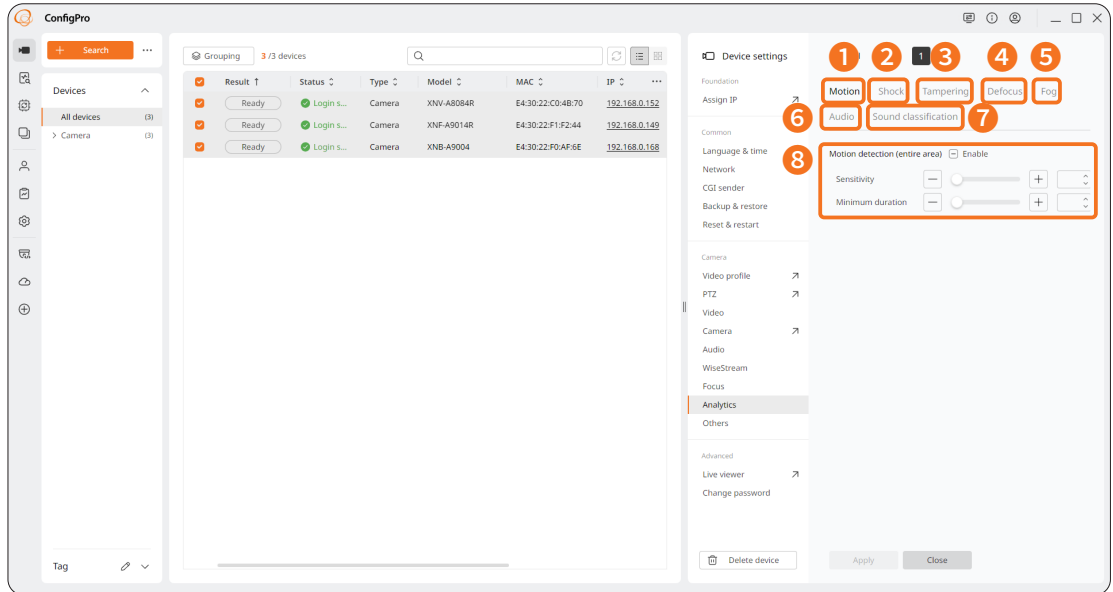


- 1 The list of model names for the selected devices. The same settings can be applied in bulk by series.
- 2 You can reset the focus.
- 3 You can enable or disable **<Quick focus mode>**.
- 4 Drag the mouse over the video to display an orange selection area, then click the  button to set the focus on the selected area.
When you select **<Use full screen area>**, the orange selection area expands to cover the entire video. Use this option when it is difficult to accurately select the entire video area using drag-and-drop.

Analytics

You can configure detection functions by analyzing objects and events within the video.

1. Select the devices to configure, then select **<Analytics>**.



- 1 You can configure motion detection.
- 2 You can configure impact detection for the device.
- 3 You can configure tampering detection.
- 4 You can configure defocus detection.
- 5 You can configure fog detection.
- 6 You can configure audio detection.
- 7 You can configure detection by classifying types of sound sources.
- 8 When you select a menu tab, the detailed configuration screen for that menu appears.

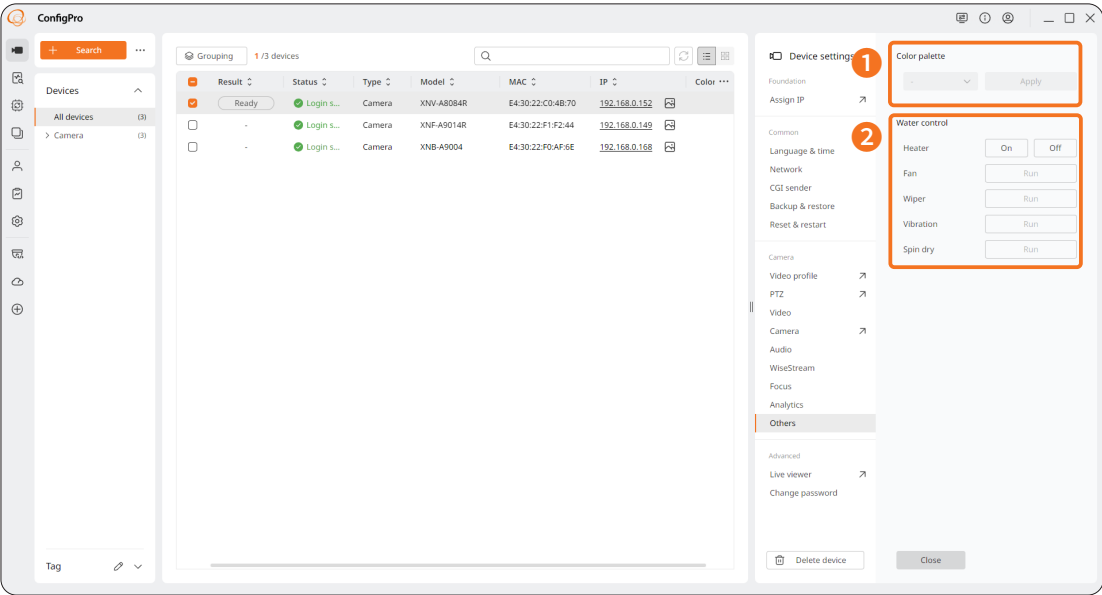
Configuring Devices

Others

You can configure additional functions such as color palettes and humidity control.

 ■ The configuration menu is enabled only for devices that support these functions.

1. Select the devices to configure, then select <Others>.



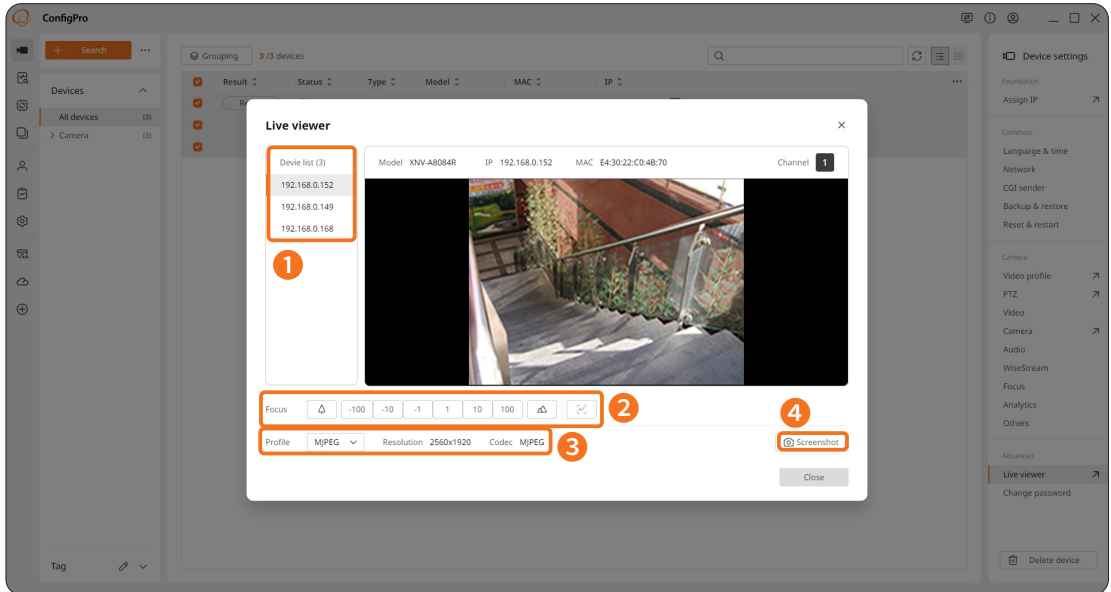
① You can configure color palettes for visual analysis of thermal camera images.

② You can configure the operation of the camera's heater, fan, and wiper.

Live viewer

You can view live video from the selected devices.

1. Select the devices to configure, then select **<Live viewer>**.



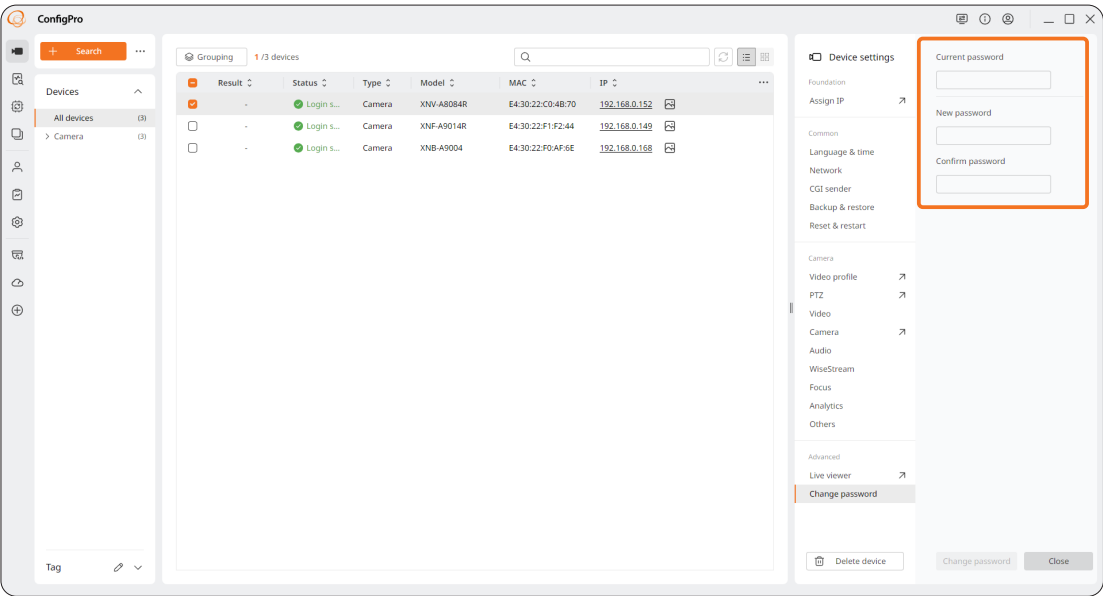
- ① This is the list of selected devices.
- ② Adjust the video focus.
- ③ Launch the live viewer using the selected profile.
- ④ Save the current video frame as an image file.

Configuring Devices

Change password

You can set a new password for the device.

1. Select the devices to configure, then select **<Change password>**.
2. Enter the current password, then enter the new password twice to apply the change.



Troubleshooting

Troubleshooting

• Devices not discovered (Port 7711 conflict)

Issue	Cause	Resolution
Device discovery (automatic search/registration) does not function properly.	ConfigPro uses port 7711 for device search. If another software application is using this port, the search may be blocked.	1) Check which software (process) is using port 7711 in Windows Task Manager or Resource Monitor. 2) Close the relevant software (process), then retry device search in ConfigPro. 3) If the issue persists, reboot the PC or check the network firewall settings.

• Server password lost

Issue	Cause	Resolution
Unable to log in due to a lost administrator password for the ConfigPro Server.	Password recovery is not supported. This feature is unavailable due to security policies.	1) Stop the server program. 2) Reinstall or reset the ConfigPro Server. 3) Set a new initial password and register the server again. ※ All existing data will be deleted when the server is deleted and reinstalled.

• Network connection issues or latency

Issue	Resolution
Devices or the server are not connected to the network or are very slow.	1) Check physical connections (network cables, switches, routers, etc.). 2) Verify that firewall or security software allows ConfigPro-related ports (e.g., 7711, 80, 443). 3) Check the network environment, including IP conflicts and DHCP settings on the server/client PC.

• Firmware or app upgrade failure

Issue	Resolution
Firmware or application upgrade tasks fail.	1) Check the network connection of the target devices. 2) Verify the integrity of the upgrade files (ensure they were downloaded correctly). 3) Check the power supply status of the devices. 4) Use the retry (re-upload / re-install) function.

• Client launch errors or abnormal termination

Issue	Resolution
The ConfigPro client does not launch or terminate unexpectedly during use.	1) Check whether the PC meets the minimum or recommended system requirements. 2) Verify that the latest client version is installed. 3) Check error logs using Windows Event Viewer or similar tools. 4) Reinstall the client if necessary.

