

# HealthPro Quick Start Guide

## 1. What is HealthPro? (Purpose and high-level flow)

HealthPro is a **cloud-based health monitoring and device management** solution designed for administrators managing **multiple dispersed video security systems**. It helps you:

- Monitor cameras, servers, and storage health (including early warning signs)
- Reduce unscheduled downtime via proactive intervention
- Keep firmware/software up to date across geographically distributed sites
- Track licenses, warranty, and device life cycle
- Assign and resolve operational issues via tasks

### Typical high-level flow:

1. In **Cloud Portal**, set up **Locations**, onboard **Devices**, add **Users**, and add **Licenses**.
2. Open **HealthPro** via the app switcher in Cloud Portal.
3. **Claim** the devices you onboarded into HealthPro.
4. Use dashboards/widgets, notifications, tasks, updates, and logs to operate the fleet.

Source: **HealthPro – General: What is HealthPro?**

[🔗 HealthPro - General: What is HealthPro?](#)

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## 2. What can I monitor and manage with HealthPro? (Compatibility + licensing)

HealthPro can monitor/manage:

- **Hanwha Vision cameras**
  - Direct-to-Cloud cameras supported by Cloud Portal (Wisenet 5 or later)
- **HealthPro Bridge (HPB)** server itself (v1.6.0+)
- **WAVE servers** (v5.0+ via HPB)
- **Hanwha NVRs** (XRN/QRN/PRN/ARN-series via HPB)
- **3rd party cameras** via HPB:
  - AXIS (VAPIX v1.0+)
  - i-PRO (CGI v1.14+)
  - ONVIF (v25.06+; Profile S v1.3+ & Profile T v1.0+)  
(Note: ONVIF does not support firmware update via ONVIF protocol.)
- **WAVE Sync** connected systems (very small systems only; limited)

## 2.1 Licensed vs. unlicensed behavior (summary)

HealthPro provides **basic system status** without licensing. A **HealthPro license attached to a camera** unlocks advanced features such as:

- More detailed device status details
- Firmware updates (where supported)
- Reboot / PoE power cycling (via supported switch, e.g., Allied Telesis)
- Remote configuration and log download (for supported devices)
- Task logs / health logs (licensed features per KB table)
- Life cycle & warranty dashboard (for Hanwha cameras)

Source: **HealthPro – General: What can I monitor and manage with HealthPro?**

[HealthPro - General: What can I monitor and manage with HealthPro?](#)

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## 3. Network requirements (Firewall allowlist)

HealthPro is cloud-based and requires network exceptions between:

- **HealthPro Bridge or D2C cameras → Cloud endpoints**
- **User web browser → HealthPro/Portal endpoints**
- Optional endpoints for **Google Map**

You must allow **TCP (TLS) 443** to the destinations listed in the official table, including (examples):

- \*.hanwhavision.cloud (HTTPS, MQTTS, WSS)
- \*.s3.amazonaws.com (HTTPS)
- maps.gstatic.com , fonts.gstatic.com , maps.googleapis.com (HTTPS)

Source: **HealthPro – General: What are the network requirements for HealthPro?**

[HealthPro - General: What are the network requirements for HealthPro?](#)

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## 4. HealthPro Bridge (HPB) – What it is and system requirements

HealthPro Bridge is an **on-premises internet bridging** software application that connects compatible cameras (and WAVE servers) to HealthPro via the internet to enable:

- Health monitoring
- Firmware updates (where supported)
- WAVE integration at scale

#### 4.1 Recommended system requirements (up to 200 devices)

- **OS:** Windows 10–11 Pro+ (incl. Windows Server 2016–2025 Standard+), Ubuntu Linux 22.04 LTS+
- **CPU:** i3-10100
- **RAM:** 16GB
- **Storage:** SSD with at least 1GB free space
- **Network:** Wired 100Mbps or faster

#### Recommendations:

- Install HPB on a **dedicated PC**
- Do **not** install on the same machine as **WAVE / VMS** (may affect correct operation)
- Requirements can vary by environment—validate based on your conditions

Source:

- [HealthPro Bridge - General: What are the system requirements for HealthPro Bridge?](#)
  - [HealthPro Bridge - Settings: How do I use HealthPro Bridge?](#)
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## 5. Install HPB and connect it to Cloud Portal

### 5.1 Key setup best practices

- Use **wired network** and **fixed/static IP** for:
  - HPB server machine
  - WAVE systems
  - Devices managed through HPB
- Ensure the HPB machine does **not enter sleep mode** (HPB runs background services)

### 5.2 Connect to Cloud Portal (onboard HPB)

1. Download and install **HealthPro Bridge** on the on-premises machine.
2. In **Cloud Portal**, copy your **Organization ID & Short name**.
3. Launch HPB and enter **Organization ID & Short name**, then click **Connect**.
4. In Cloud Portal, go to **Devices > Onboard Devices**.
5. Select the HPB and click **Add**.

Source: **HealthPro Bridge – Settings: How do I use HealthPro Bridge?**

- [HealthPro Bridge - Settings: How do I use HealthPro Bridge?](#)
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## 6. Add devices with HPB (Auto vs Manual scan)

HPB supports two scan modes. **Scan mode is activated only after HPB is connected to the cloud** after initial login.

### 6.1 Auto mode

1. In HPB, select **Auto**.
2. Enter camera credentials (ID/Password), click **Scan**.
3. Select cameras → **Add to Cloud Portal**.
4. In Cloud Portal / HealthPro, **Claim** the cameras.

### Important notes:

- Auto mode does **not** support **ONVIF cameras and switches** (use Manual)
- For WAVE environments, **Manual mode is recommended** (Auto can detect duplicates of WAVE sub-cameras)

### 6.2 Manual mode

1. In HPB, select **Manual**, choose device type (Hanwha / AXIS / i-PRO / ONVIF / WAVE, etc.)
2. Enter **IP range, HTTP/HTTPS, Port**
3. Enter credentials, click **Scan**
4. Select devices → **Add to Cloud Portal**

**Important:** Do **NOT** use `127.0.0.1` (localhost).

Source: [HealthPro Bridge - Settings: How do I use HealthPro Bridge?](#)

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## 7. HPB maintenance: edit camera credentials and back up the HPB database

### 7.1 Editing cameras (IP/Port/HTTP/HTTPS/credentials)

In HPB you can edit or remove camera credentials depending on the device's **Cloud/Status** condition:

- **Cloud connected + Error:** may be a network issue → **Edit (Gear)** enabled
- **Cloud connected + Warning:** may be a credential issue → **Edit (Gear)** enabled
- **Pending to Cloud:** onboarding not confirmed/removed in portal → **Remove (Trashcan)** enabled

Source: [HealthPro Bridge - Settings: How do I use HealthPro Bridge?](#)

## 7.2 Back up and restore the HPB database

- **Export DB** to back up configuration
- **Import DB** is available **only at the first login screen after initial installation** (import `.dat` )

Automatic backups:

- Runs **daily at midnight**
- Retains backups for **one week** then deletes the oldest

Paths:

- Windows: `C:\Program Files\Hanwha\DM Bridge\backup`
- Linux: `/usr/local/hanwha/data/dmbridge/backup`

Source: [HealthPro Bridge - Settings: How do I use HealthPro Bridge?](#)

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## 8. Integrate and manage WAVE systems with HealthPro (recommended: HPB + WAVE recorder)

### 8.1 Remove an existing WAVE Sync account (if used)

HealthPro → **Settings > Devices > WAVE Sync** → **Log out**.

### 8.2 If HPB already managed cameras in parallel with WAVE

You must remove them first:

1. HealthPro → **Settings > Devices > Cloud Portal**
2. **Unclaim** HPB camera(s)
3. **Remove Device from Organization** for each HPB camera

### 8.3 Integrate HPB to a WAVE recorder

1. In HPB, scan and add the **WAVE server (v5+)** to Cloud Portal.  
**Note:** After adding the WAVE server, the rest is done in the **cloud** (important if VPN/on-site access is difficult).
2. Cloud Portal **Devices**:
  - Find HPB → **Scan Network** → add WAVE server
  - Expand WAVE server → **Scan Network** → add cameras
3. In HealthPro: **Claim** the WAVE server and cameras.
4. Attach licenses to cameras for more comprehensive management (license not required to monitor a WAVE server).

**Important constraints:**

- Only **HPB-compatible cameras** may be added (Hanwha Wisenet 5+ with SUNAPI 2.6.0+, AXIS VAPIX v1.0+, i-PRO CGI v1.14+; model testing recommended)
- **200 devices max per HPB** (WAVE servers + cameras combined)
- If HPB cannot directly access sub-cameras, serial info may be unavailable → warranty info may not display
- WAVE → HealthPro name changes propagate; HealthPro → WAVE does not

Source: [HealthPro - Integrations: How do I use HealthPro to manage WAVE systems?](#)

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## 9. Manage devices in HealthPro (claim, view info, unclaim, attach/detach license)

### 9.1 Claim devices

HealthPro → **Settings > Devices > Cloud Portal** → **+Claim** → select devices → **Claim**

**Rule:** A server-type device (HPB or WAVE server) with **no child devices** cannot be claimed alone.

### 9.2 View device information

HealthPro → **Settings > Devices > Cloud Portal** → select a device to show detailed info (right panel).

You can see fields like Name, Model, Location, Area, Gateway, VMS/NVR, Serial, MAC, License, status.

If supported, a **Reboot** button appears in the detail pane.

### 9.3 Unclaim devices

HealthPro → **Settings > Devices > Cloud Portal** → select device → **Unclaim** → OK

### 9.4 Attach/detach licenses

- Attach: **Attach license** → select license type and device(s) → **Attach**
- Detach:
  - If you **unclaim** a device, its license is automatically detached and available for reuse
  - Released licenses continue consuming remaining time even while detached

Source: [HealthPro - Integrations: How to Manage Camera-to-Cloud and HealthPro Bridge Cameras](#)

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## 10. License a camera with HealthPro (bulk attach)

Prerequisites:

- Log in to an existing **Customer Organization**
- Ensure licenses exist in **Cloud Portal > Licenses**
- If you don't have licenses, contact your **STEP Partner** (SalesHub purchasing flow)

Steps:

1. Cloud Portal → confirm licenses exist under **Licenses**
2. Open **HealthPro**
3. **Settings > Devices > Cloud Portal**
4. **Licenses > Attach bulk Licenses**
5. Select license type and devices → **Attach**

Tip: You can attach already used licenses by selecting the **Used** option first.

Source: [HealthPro - Settings: How do I license a camera with HealthPro?](#)

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## 11. Dashboards and widgets (Organization dashboard)

HealthPro dashboards provide at-a-glance visibility for:

- Locations, Servers, Storage, Cameras
- Update eligibility
- Licenses
- Life cycle (warranty, production year, and EOL status for Hanwha licensed devices)

### 11.1 Show/hide widgets

HealthPro → **Settings > Dashboards**

### 11.2 WAVE Sync dashboard notes

- You must have **Power User or higher** access in the connected WAVE system, otherwise counts may not match.
- Avoid duplicate registration (shared cameras/servers across systems can cause mismatches).
- Starting v1.8, insufficient-permission WAVE Sync accounts cannot register with HealthPro.

Source: [HealthPro - Widgets and Dashboards: How do I use the Organization dashboard?](#)

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## 12. Camera life cycle management (Life cycle dashboard)

### Summary

Old/discontinued cameras can increase security risk and complicate planning. HealthPro extends its warranty functionality to include **life cycle stage** to help:

- Minimize cybersecurity attack surface
- Improve refresh planning and continuity
- Identify End of Production (EOP) insights per model

The lifecycle dashboard shows:

- Warranty start/end dates
- Production date
- Flags for End of Production insights

Source:

- [HealthPro - Widgets and Dashboards: How do I use HealthPro for camera life cycle management?](#) *(user-provided article text)*
- Plus related Life cycle widget section in: [HealthPro - Widgets and Dashboards: How do I use the Organization dashboard?](#)

### 12.1 Hanwha policy (cybersecurity support timeline)

Hanwha Vision provides cybersecurity-related firmware updates for up to **5 years after EOL and Warranty date**.

### 12.2 Interpreting Life cycle dashboard flags

The dashboard includes exportable tables (CSV export provides more detail).

**Warranty expired tab** shows red/yellow flags (out of warranty):

- **Red (cybersecurity)**: model reached End of Production **more than 5 years ago**; firmware security updates are no longer provided
- **Red (discontinued)**: model recently reached End of Production (within past 5 years); **no direct replacement** available
- **Yellow**: still in production, but out of warranty

**Still in Warranty tabs** show yellow/green flags:

- **Yellow**: no longer in production but still under warranty
  - **Green**: in warranty, actively in production, fully supported
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### 13. Add users and assign roles

A person must be **added to HealthPro** to access the app (Cloud Portal user alone is not enough).

Steps:

1. Cloud Portal → **HealthPro**
2. Left nav → **Users** icon → **Users**
3. Click **Add**, select user(s), click **Add**
4. Assign role:
  - **Manager**: can assign tasks to an engineer
  - **Engineer**: can accept and resolve tasks

Source: [HealthPro - Users and Accounts: How do I add a user?](#)

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### 14. Configure notifications (Email, Web push, In-app)

HealthPro can notify you when cameras/servers are offline or have errors.

#### 14.1 Email

HealthPro → **Settings > Notifications** → toggle **Email** ON → choose detailed options.

Email includes links such as **Task Card Link**.

#### 14.2 Web push (browser push)

HealthPro → **Settings > Notifications** → toggle **Web push** ON → choose detailed options.

Web push can appear after you relaunch the browser, even if you are not logged in.

#### 14.3 In-app notifications

Real-time notifications appear in **Notification Center > Event**.

Source: [HealthPro - Notifications: How do I configure notifications?](#)

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### 15. Tasks (check, assign, resolve)

A task occurs when cameras/servers/storage:

- Have **Error**, **Warning**, or are **Offline**

Definitions:

- **Error**: abnormal errors occurred

- **Warning:** non-critical but uncommon; may prevent normal operation if persistent
- **Offline:** device is offline
- **Good:** task shows current status, so may show Good even if originally an offline task

#### 15.1 View task status

HealthPro → **Dashboard** → Notification Center (right side):

- **Occurred:** open, ready to assign
- **Accepted:** engineer accepted
- **Resolved:** engineer resolved

Filter by location:

- Select a location and toggle **Current location = On**
- Toggle **Off** to see all locations

#### 15.2 Assign a task

Dashboard → Notification Center → select a task under **All** or **Occurred** → **Assign**

Source: [HealthPro - Notifications: How do I check and assign task status?](#)

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## 16. Firmware updates (automatic and manual)

### 16.1 Devices that cannot be updated by HealthPro

You cannot update firmware on:

- **Unlicensed devices** (attach a HealthPro license first)
- **WAVE Sync devices** (HealthPro cannot update WAVE-attached cameras via WAVE Sync; consider HPB in parallel)
- **Direct-to-Cloud devices** running **CloudConnector** (manage via Cloud Portal or use HPB in parallel)

### 16.2 Update methods

HealthPro supports three methods:

#### **A) Automatic (Policy management)**

1. HealthPro → **Policy management > Auto software update**
2. Toggle **On**
3. Configure day/time, parallel vs sequential, target device management, reminder email

4. Manage exclusions (Target device management) → **Apply**

- Note: If you change exclusions after scheduling, **Apply** must be clicked again to save.

### **B) From the cloud (manual)**

Dashboard → Update widget → click number of updatable devices → **Update from cloud** → select devices → sequential/in-parallel → **Update**.

### **C) From a computer (manual file upload)**

Dashboard → Update widget → **Update from computer** → **Upload File** → add firmware → **Update firmware**.

Recommendation: use Hanwha firmware `.img` (zip may fail due to internal structure; unzip and use `.img`).

Source: [HealthPro - Policy Management: How do I update the firmware on devices?](#)

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## **17. Reports and Logs: how to view audit logs**

### **Summary**

HealthPro provides audit logs for users, devices, tasks, health, and resources to help you track activity and troubleshoot issues.

### **17.1 How to access Logs**

1. Log in to **Cloud Portal**: [Hanwha Vision](#)
2. Click **HealthPro**
3. Left navigation → click the **Logs** icon

### **17.2 Log types available**

- **User logs**

Monitor system activity (e.g., add/remove users, role changes, enable/disable auto software update)

- **Device logs**

Activities on devices (e.g., software updating, rebooting, licensing, claiming/unclaiming)

- **Task logs**

Task status history (who it's assigned to, whether executed). Repeated issues for one device still appear as a single task.

- **Health logs**

Health-related events including every instance a device goes offline. With filtering/sorting, useful for analyzing patterns (e.g., a Bridge frequently failing/restarting).

- **Resource logs**

CPU/RAM/storage/network/power values (current/average/maximum) for HPB and sub-devices.

Source: [🔗 HealthPro - Reports and Logs: How do I view audit logs?](#) *(user-provided article text)*

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## References

- [HealthPro - Settings: Getting started with HealthPro - Quick Onboarding Guide – Hanwha Vision Support Portal](#)

If you would like to view more information about HealthPro and HealthPro Bridge, please visit the Hanwha Vision Support Portal.

- HealthPro KB articles: [🔗 HealthPro – Hanwha Vision Support Portal](#)
- HealthPro Bridge KB articles: [🔗 HealthPro Bridge – Hanwha Vision Support Portal](#)
- HealthPro release notes: [🔗 HealthPro: Release Notes](#)
- HealthPro Bridge release notes: [🔗 HealthPro Bridge: Release Notes](#)