



Dahua On Premise Software Service

Dahua On Premise Software Upgrade
and Support Program



Care Service

Keep Your Software in Top Condition

Care service is a Dahua on premise software upgrade program for pure software, it is designed to keep your software optimized, safeguard your product over its lifetime, and protect your investment. Care service provides access to security and feature updates that help monitor and ensure that software stays updated and secure.



Access to product updates

Get recurring product updates to ensure your product is working at its best.



Protects your investment

Get a good return on your investment with cost-effective upgrades.



Expand your Business

Future-proof your system by staying ahead of technological advancements.



Reduce vulnerabilities

Ensure a secure system by keeping it up to date.

Through the software upgrade service, you can get:

- Keep your system at the forefront of technology.
- Reduce system vulnerabilities and better protect the system.
- Continuously obtain maintenance services.

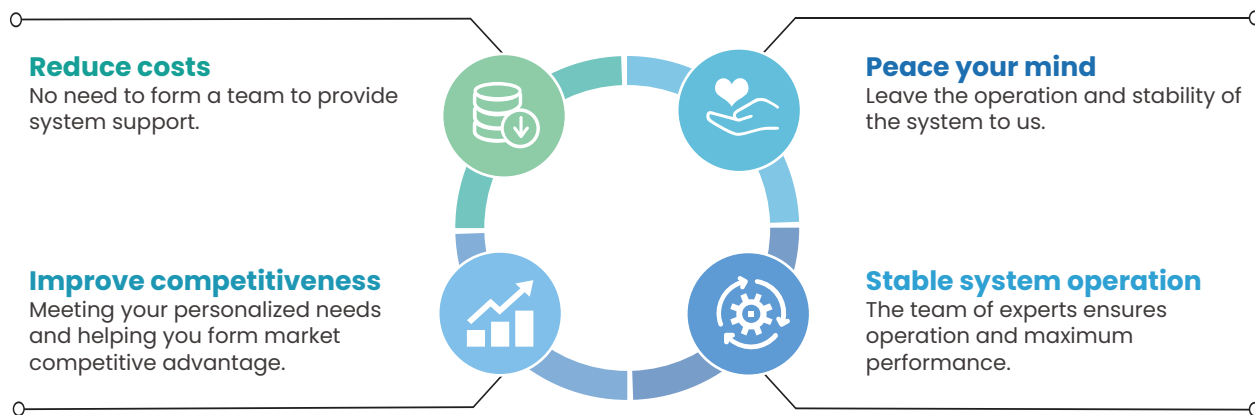
Item	Content
Software Upgrading Service	<ul style="list-style-type: none">• Software update to a newer version of the same product: If there is a latest upgradeable version of the same software product (within the same major version, the first number before dot-X.X.X. is same), the Distributor or Buyer can obtain the latest version of this software product free of charge.• Software upgrade to a more advanced product, for example, upgrade from DSS Express to DSS Professional.• Software defects are repaired in a timely manner, and necessary fixes and official updates are provided. Distributor or Buyer can update the patch package in a timely manner to ensure that problems are resolved. <p><i>Note:</i></p> <ul style="list-style-type: none">• Only the software upgrade package is provided, not including the upgrade service.• Only patches for baseline versions can be reflected in official channels.
Software Support Service	Technical support is provided via telephone, email and remote access.
Consulting Services	<ul style="list-style-type: none">• Consultation on how to use the software.• Provides professional technical architecture consulting and review opinions for your new business requirements, system integration or performance expansion solutions.



Professional Support Service

Tailored to your needs

Professional Support Services offers professional system support and customization services. This includes troubleshooting, installation, configuration, and customized solutions. Whether clients need assistance with basic installation or complex customization service, the team of experts ensures operation and maximum performance, ensuring a optimized solution tailored to each client's needs.



Through the Professional Support Service, you can get:

It can help you quickly implement system deployment and smooth transition, and at the same time meet specific needs through personalized customization to improve business efficiency and user experience.



Custom Development Service

Custom Software Development is the product of transforming your unique business needs into a dedicated digital solution. It is purpose-built software, designed to streamline your operations, solve your specific challenges, and become a competitive asset that drives your growth.

Recommended use	Complex, specific business processes that cannot be met by existing baseline software.
Service Details	<p>Custom development is an end-to-end service portfolio, covering the entire lifecycle from concept to operation and maintenance.</p> <ul style="list-style-type: none">• Business requirements communication and analysis• Product prototyping (UE/UI);• Customs' special requirements are developed by R&D to ensure functionality and quality.• Solutions are also tested in-house by the Dahua Test team.• Remote installation support, offers the upgrading operation document.
Prerequisites and limitations	<ul style="list-style-type: none">• The service and all associated fees are meant to provide an additional level of skill and knowledge to assist the client.• Software license or device licenses are not included in this service.• The server has already been physically installed and properly configured to communicate with the appropriate devices on the network if Dahua offers remote installation.• The maintenance period for customization version is one(1) year after the date of the customization version is delivered to customer.
Note	Minimum service engagement: 1 day

Data Migration Service

Data Migration Service is a service designed to securely and accurately transfer your business data from legacy or disparate systems into a new target environment. ensuring data integrity, minimizing downtime, and enabling a swift transition to your new platform, so your business can continue without interruption.

Recommended use	This service is recommended to customers, who due to time con-straints or limited knowledge with installations need assistance to upgrade or migrate an existing software system.
Service Details	<ul style="list-style-type: none">• Data migration assessment and strategy development• Development of data migration tools for specialized business needs• Set up and validate internal test environments• Data migration planning, and remote support for data migration• Post-launch verification and support• Deliver documentation
Prerequisites and limitations	<ul style="list-style-type: none">• The service and all associated fees are meant to provide an additional level of skill and knowledge to assist the client.• Software license or device licenses are not included in this service.• The server has already been physically installed and properly configured to communicate with the appropriate devices on the network if Dahua offers remote installation.
Format	Remote assistance
Note	Minimum service engagement: 1 day



System Troubleshooting Service

Our System Troubleshooting Service is a targeted service for resolving software issues. When your systems slow down, fail, or behave unpredictably, our experts employ a methodical diagnostic process to identify the root cause—not just the symptoms. We combine deep technical expertise with advanced tools to restore stability, performance, and reliability to your operations, minimizing downtime and getting you back on track rapidly.

Recommended use	This service is recommended to Dahua software customers who have not purchased Care service when beyond the free warranty period.
Service Details	<ul style="list-style-type: none">• Remote assistance for troubleshooting, system diagnostics• Recommendations for improvement in the specific affected areas
Prerequisites and limitations	<ul style="list-style-type: none">• Due to the level of complexity of these cases, Dahua does not guarantee that all troubleshooting sessions will result in a fix. The service and all associated fees are meant to provide an additional level of skill and knowledge to assist the client.• Unless otherwise explicitly agreed upon in writing, all tasks and corrective actions apply to Dahua on-premises software only. Third-party infrastructure, hardware, or software configuration(s), is not included or implied.
Note	Minimum service engagement: 1 hour

Integration Development Assistance Service

Recommended use	This service is recommended to Dahua software customers who need assistance to complete the integration development based on SDK/API. Supported
Service Details	Code writing, assisting to finish debugging and testing.
Prerequisites and limitations	<ul style="list-style-type: none">• The service and all associated fees are meant to provide an additional level of skill and knowledge to assist the client.• Software license or device licenses are not included in this service.• The server has already been physically installed and properly configured to communicate with the appropriate devices on the network if Dahua offers remote installation.
Note	Minimum service engagement: 1 Hour

Installation and Configuration Service

Assist with the installation and configuration of on premise software, and ensure you get a functional and properly configured on premise software.

Remote installation of the software, license activation, devices and user configuration, etc.

Recommended use	This service is recommended to Dahua software customers who need assistance to install and configure a new system.
Service Details	Remote or Onsite installation of the software, license activation, devices and user configuration, etc.
Prerequisites and limitations	<ul style="list-style-type: none">• The service and all associated fees are meant to provide an additional level of skill and knowledge to assist the client.• Software license or device licenses are not included in this service.• The server has already been physically installed and properly configured to communicate with the appropriate devices on the network if Dahua offers remote installation.
Note	Minimum service engagement: 1 Hour

License

Care Service

Name	External Model	PN
1 Year care service for DSS Express channel/Device	DSS8PRCSIY	2.9.02.07.10025
1 Year care service for DSS Professional channel/Device	DSS8EXCSIY	2.9.02.07.10024

Professional Support Service

Name	External Model	PN
DHI-Software-Customization-License/ Per Day	SFCUSTOMIZATION	2.0.03.01.0663
DHI-Software-Data Migration-License/Per Day	SFDATAMIGRAID	2.0.03.05.0132
DHI-Software-System Troubleshooting Service/Per Hour	SFSTSIH	2.0.03.05.0133
DHI-Software-Integration Development Assistance Service/Per Hour	SFIDASIH	2.0.03.05.0134
DHI-Software-Installation and Configuration Service/Per Hour	SFRICSIH	2.0.03.05.0135

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