



Troubleshooting Hardware – Cameras

Holly Parent 03-10-11

Troubleshooting Hardware - Cameras

- This doc will walk you through the steps that you need to take prior to processing an RMA for a camera (2xxx,4xxx and 50xx series cameras), including:
 - Camera will not power up
 - Camera powers up, but no access via IE
 - Camera powers up, access to IE, but bad or no video
- **For ALL cases you will need: camera type, FW version, Serial Number, and installation date (if available)**
- For all camera issues some basic troubleshooting must be done prior to providing an RMA
- For certain issues, more in depth troubleshooting will be required regardless of whether you will process an RMA

Troubleshooting Hardware - Cameras

Camera Will Not Power Up

- Has this camera ever worked ?
If it has, what has changed ? Network? Was this in the middle of a FW upgrade? Etc.
- Is the camera installed indoors or outdoors?
Has any moisture or liquid gotten into the camera housing
- If the camera was configured before mounting it, how was the camera powered at this stage?
Provide the **exact** model of power source.
- Is this camera being currently powered via PoE ?
If yes, do ANY lights light? (power, link)
Have you tried using a different cable (short cable) to plug the camera into it's switch port?
Have you plugged the camera into a switch port where you currently have a known working camera?
Exactly how have the cameras been powered from when they were received: **including details on the PoE hardware, and how many cameras are getting POE from the switch**
- If the cameras have been installed we also need details on the cabling between the camera and the switch:
What is the cabling between the camera and switch ?
How long is the cable run ?
Is the cable run through conduit , duct work ? Or is it in the open ?

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Camera Will Not Power Up

- Have you tried powering via a power injector (external power)?
 - If so, what **exact** model of power source did you try ?
 - If not, try that (provide the **exact** model of power source) Do any lights light ? No? Continue...
- Does the switch the camera is connected to produce CDP details from the camera ?
 - CDP data is available for the 242x, 25xx, 26xx, 4300 and 4500 cameras. The 501x and 29xx do not provide CDP data.
 - If CDP information is reported, gather that information
- If an analog monitor is available, does the camera analog video port provide a video image?
- Have you rebooted the camera
- Have you reset the camera
 - Press (don't hold) reset button, run a continuous ping, wait 2 minutes, do you get a response from the ping ?
- Have you tried factory defaulting the camera?
 - 24xx /25xx – press and hold the reset button for **30** seconds
 - 4xxx – press and hold the reset button for at least **30** seconds
 - 50xx – press and hold the reset button for **20** seconds
- If none of the above has restored power to the camera, it's time to process the RMA .

*** BE SURE that you have collected ALL necessary information regarding the camera, including general info from slide 2, and info from the steps above. This info should be included in your SR notes when you open the SR***

Troubleshooting Hardware - Cameras

Camera Powers Up – but no access via IE

- Has this camera ever worked?
 - If it has, what has changed ? Network? Was this in the middle of a FW upgrade?
Etc ?
- Is the link light illuminated?
- Can you ping the IP address that you expect the camera has assigned to it from your PC, while in the same VLAN as the camera?
 - If you cannot ping, check the network connectivity, cabling, power etc
 - If you have not yet configured a static IP address, see below
- Is this the first time that you are trying to connect to the camera?
 - If so, the camera will first try to get an IP Address via DHCP
 - If it cannot get a DHCP address, it will default to its default IP:
 - 24xx /25xx cameras: 192.168.0.100
 - 4xxx cameras: 192.168.0.100
 - 50xx cameras: 192.168.0.2

Troubleshooting Hardware - Cameras

Camera Powers Up – but no access via IE

- Do you observe the same symptom after a reboot of the camera?
- Have you reset the camera?
 - Press (don't hold) reset button, run a continuous ping, wait 2 minutes, once you get a response from the ping, do you have access via IE?
- Have you reset the device to factory default ? This will restore ALL settings, and set the IP as either DHCP or the default IP (see previous page)
 - 24xx /25xx – press and hold the reset button for **30** seconds
 - 4xxx – press and hold the reset button for at least **30** seconds
 - 50xx – press and hold the reset button for **20** seconds
- Is this camera on the latest Firmware ?
 - If yes, reload the same version of FW, do you still get the same symptom?
 - If no, upgrade the FW to the latest version, do you still get the same symptom?

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Camera Powers Up – but no access via IE

- What error message do you get when trying to browse to the camera's web page ?

Do you get the same error message from both IE and another browser (Firefox, Chrome) ?

Note the error message

You may get better error messages if you do the following:

In Internet Explorer -> Internet Options -> Advanced -> **unchecked** the following:

Show Friendly HTTP error messages

Disable Script Debugging

- If none of the above has restored access via IE, it's time to process the RMA

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Troubleshooting Hardware - Cameras

Can access via IE, but no video

- If this is a 2xxx camera, is there a single small white dot in the middle of a black screen?
 - If so, please see open a TAC case and reference CSCtk18857
- Do you get a black screen ?
 - Is this a 2xxx camera, see above
 - If not a 2xxx camera, reboot the camera, do you have the same symptom?
- Do you get an error message regarding either activeX or QuickTime? Also, if there is just a small red x in the top corner of the video window
 - Check for the “yellow bar” in IE to download activeX
 - Ensure that you properly download QuickTime (5000 series cameras)

Troubleshooting Hardware - Cameras

Can access via IE, but no video

- Do you observe the same symptom after a reboot of the camera?
- Have you reset the camera(quick press of reset button, wait 2 minutes)?
- Have you reset the device to factory default? This will restore ALL settings, and set the IP as either DHCP or the default IP (see slide 5 for details)
 - 24xx /25xx – press and hold the reset button for **30** seconds
 - 4xxx – press and hold the reset button for at least **30** seconds
 - 50xx – press and hold the reset button for **20** seconds
- If this is a 5000 series camera, please collect the system logs and review (with team if necessary) before processing the RMA for the camera
 - Log into the camera's web interface. Go to Settings -> System
 - At the bottom you will see "Generate System Log", click on that button
 - A window for a .tgz file will pop up. Click on Save to save the log file to your PC
- If none of the above has restored video to the camera, it's time to process the RMA .

*** BE SURE that you have collected ALL necessary information regarding the camera, including general info, and info from the steps above. This info should be included in your SR notes when you open the SR ***

Troubleshooting Hardware - Cameras

Can access via IE, but bad/discolored video

- Have you rebooted the camera?
 - If so, do you have the same symptom?
 - Does the symptom return ? If so, how soon?
- Have you reset the device to factory default? This will restore ALL settings, and set the IP as either DHCP or the default IP (see slide 5 for details)
 - 24xx /25xx – press and hold the reset button for **30** seconds
 - 4xxx – press and hold the reset button for at least **30** seconds
 - 50xx – press and hold the reset button for **20** seconds
- Does the same symptom happen when you look directly at the camera’s web interface?
- Have you tried disabling everything “auto” (iris, day/night etc) in the camera’s interface?
- Does this happen during certain lighting (am, afternoon light, etc) or is it all of the time?
- Does the same symptom appear in the archive footage?
 - Collect a .cva for an example to prove the symptom, or to prove that it is only happening live
 - If not, collect a screen shot of what you are seeing in the live video

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Can access via IE, but bad/discoled video

- If this is a 5000 series camera, note the following video issues are resolved in the 1.6.17 release which available via TAC:
 - Blue/purple stripe or overlay in video image (reboot temporarily resolves: CSCtI87015)
 - Camera gets stuck in night mode (CSCtj99064)
- If this is a 5000 series camera, and you note that the camera loses focus: The camera is likely set to auto-focus and is periodically refocusing.
 - You will need to manually focus again, then disable auto-focus
- If this is a 5000 series camera, please collect the system logs from the cameras and review (with team if necessary) before processing the RMA for the camera
 - Log into the camera's web interface. Go to Settings -> System
 - At the bottom you will see "Generate System Log", click on that button
 - A window for a .tgz file will pop up. Click on Save to save the log file to your PC
- If none of the above has restored video properly to the camera, it's time to process the RMA .
 - *** BE SURE that you have collected ALL necessary information regarding the camera, including general info from slide 2, and info from the steps above. This info should be included in your SR notes when you open the SR ***