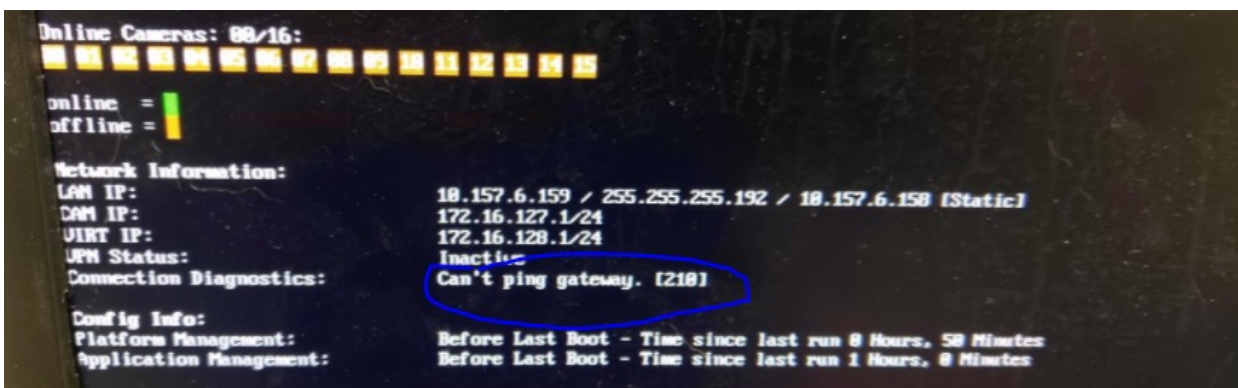# Boots but ENVR Does Not Connect to Cameras or Network

ENVR Boots But Does Not Connect

If the ENVR boots up but does not connect online or to the cameras, hit Ctrl+Alt+F1 to switch to a status screen. On the LCD (if applicable) or on the PVM status screen you may get an error code like in the screen shot below.

If you do not see any error code there, work with the help desk to resolve the issue.

If the code does say connected 000, but you do not see the cameras, verify that the PoE switch is connected to the EnVR and notify the help desk. The virtual network may need to be setup. Follow the below troubleshooting steps for the specific error message displayed.

Error 100 – Ethernet Unplugged

1. Confirm the PoE Switch is powered on, check for activity lights:
  a. Yes -> Go to the next step.
  b. No -> Troubleshoot power issue. Confirm connections are secure to the PoE Switch, UPS/Surge Protector, and wall outlet. The following cable connections should be checked:
   • PoE Switch power cable to the UPS/Surge Protector
   • UPS power cable to the wall outlet
 i. Confirm the outlet or power source is providing power, connect a different device like a phone charger. If the power issue is:
   a. The UPS -> Try both the battery backup and surge only sides, bypass if needed. If the equipment was not connected to a UPS relay that information to the help desk.
   b. The Surge Protector -> Try a different outlet and relay your findings to the help desk.
   c. The wall outlet -> Find an alternate power source (wall outlet) to connect the UPS/Surge Protector. The manager will have to contact their facilities manager or electrician for a bad wall outlet.
   d. The PoE Switch -> Try a different power source. If it still not powering on, relay that information to the help desk.

2. Confirm that the ethernet cable is seated properly by checking the connection from the EnVR to the PoE Switch. If the ethernet cables are:

    a. Seated properly -> Reconnect the cable from both ends. If this is a Dual NIC system, notate which NIC it's connected to.
        i. Inspect the cable ends and the ports for damage/corrosion
    b. Not seated -> Connect the cable. If no change, go to the next step.
    c. Damaged -> Replace the ethernet cable.

3. Reboot the PoE switch by disconnecting the power cable. Confirm the switch is functional via the activity lights on the front of the unit.

    a. If no change -> Go to the next step.
    b. If it comes online, verify that the help desk can see it streaming.

4. Bypass the PoE switch by connecting the EnVR directly to the next hardware (where the PoE switch is connected to)

    a. If the EnVR comes online, verify the help desk can see the EnVR online
    b. No connection -> Go to the next step.

5. Rule out the patch cable by swapping the EnVR -> POE cable with the POE -> Network cable.

    a. If the error changes from 100 to a 210 -> Replace the patch cable
    b. If the error does not change -> Reboot the EnVR.

6. If the POE and UPS are functional, notify the help desk.

Error 200 - No IP or Conflict

1. Is this a new EnVR?

    a. No -> Proceed to the next step.
    b. Yes -> Go back into the network configurations and re-enter the static IP information and save.
    Take a picture and upload it to your FN work order. If it still does not connect proceed to the next step.

2. Reboot the EnVR.

a. EnVR set to DHCP -> Reboot twice so it can grab up a new IP address.
   Allow ample time for the boot process to begin to avoid booting into rescue mode on the second reboot.
b. EnVR set to Static -> Reboot once. If rebooting doesn't work, proceed to the next step.

3. Gather Network information and relay findings to the help desk.

a. Check with the store if they've made any changes to their network recently.
   i. Did anyone install any new network equipment? Did their ISP (Internet Service Provider) change? Was there anyone in the office? (Cleaning, moving binders, changing equipment, etc.)
b. Confirm with the manager if the store is experiencing any network issues/outages.
   i. If there is an issue, notify the help desk
c. Confirm if the IP information is correct with the help desk.
d. Verify the network path on site.
   i. How is the EnVR is connected to the store's network? Example: EnVR -> (Port 9) Trendnet PoE Switch (Port 10) -> (Port 5) Comcast Router.
e. Confirm all devices are working from the EnVR to the store's network and relay that information to the help desk.
   i. Confirm all devices are getting power.
   ii. Confirm all activity lights are lit up at the port of the devices. If there is no light, that could be the issue. Try re-seating or using a different ethernet cable.

3. If the help desk verifies that everything programmed and connected correctly, we may need to reach out to the customer's IT, they help desk may have you wait while they reach out or release you, but they will provide your next needed action at that point.

Error 210 – Can't Ping Gateway

1. Reboot both the Envr and the PoE switch.

2. Gather network information and relay findings to the help desk.

a. Check with the store if anything occurred with their network recently.
   i. Example: Did anyone install any new network equipment? Did their ISP (Internet Service Provider) change? Was there anyone in the office? (Cleaning, moving binders, changing equipment, etc.)
b. Confirm with the manager if the store is experiencing any network issues/outages.
   i. If there is an issue, notify the help desk

c. Verify the network path on site.
   i. How is the EnVR is connected to the store's network? Example: EnVR -> (Port 9) Trendnet PoE Switch (Port 10) -> (Port 5) Comcast Router.
d. Confirm all devices are working from the EnVR to the store's network.
   i. Confirm all devices are getting power.
   ii. Confirm all activity lights are lit up at the port of the devices. If there is no light, that could be the issue. Try re-seating or using a different ethernet cable.

3. Verify with the help desk that the IP information matches what we have on file for this location. The help desk will provide next actions needed.

Error 220 – Can't Ping VPN Server

1. Reboot the EnVR and PoE switch.

2. Gather Network information and relay findings to the help desk.

a. Check with the store if anything occurred with their network recently.
   i. Example: Did anyone install any new network equipment? Did their ISP (Internet Service Provider) change? Was there anyone in the office? (Cleaning, moving binders, changing equipment, etc.)
b. Confirm with the manager if the store is experiencing any network issues/outages.
   i. If there is an issue, notate the ETA in your case.
c. Confirm if the IP matches what the help desk has on file for this store.
d. Verify the network path on site.
   i. How is the EnVR is connected to the store's network? Example: EnVR -> (Port 9) Trendnet PoE Switch (Port 10) -> (Port 5) Comcast Router.
e. Confirm all devices are working from the EnVR to the store's network.
   i. Confirm all devices are getting power.
   ii. Confirm all activity lights are lit up at the port of the device. If there is no light, that could be the issue. Try re-seating or using a different ethernet cable.

3. If the help desk verifies that everything programmed and connected correctly, we may need to reach out to the customer's IT, they help desk may have you wait while they reach out or release you, but they will provide your next needed action at that point.

Error 240 – Can't get VPN IP-FW

1. Reboot the EnVR and PoE switch.

2. Gather Network information and relay findings to the help desk.

    a. Check with the store if anything occurred with their network recently.
       i. Example: Did anyone install any new network equipment? Did their ISP (Internet Service Provider) change? Was there anyone in the office? (Cleaning, moving binders, changing equipment, etc.)
    b. Confirm with the manager if the store is experiencing any network issues/outages.
       i. If there is an issue, notate the ETA in your case.
    c. Confirm if the IP matches what the help desk has on file for this store.
    d. Verify the network path on site.
       i. How is the EnVR connected to the store's network? Example: EnVR -> (Port 9) Trendnet PoE Switch (Port 10) -> (Port 5) Comcast Router.
    e. Confirm all devices are working from the EnVR to the store's network.
       i. Confirm all devices are getting power.
       ii. Confirm all activity lights are lit up at the port of the device. If there is no light, that could be the issue. Try re-seating or using a different ethernet cable.

3. If the help desk verifies that everything programmed and connected correctly, we may need to reach out to the customer's IT, they help desk may have you wait while they reach out or release you, but they will provide your next needed action at that point.