Hik NUC Troubleshooting

Offline NUC
Troubleshooting

1. Confirm NUC is connected and power on.

a. If not getting power, troubleshoot the power source.
 i. Ensure all connections are secured from the NUC to the power source (UPS, power extension, wall outlet).
 ii. Verify if the outlet or power source is providing power by connecting a different device like a phone charger.
b. If it is confirmed to be a power issue, notify the help desk

1. Confirm that the NUC is connected to the switch. Check to see if there are activity lights from the NUC to the switch. Note: It is possible it plugs directly into the customer switch.

a. If not, re-seat the ethernet cable between the two devices.
b. Reboot the NUC and/or switch.
 i. NUC -> The power button is located either front or top of the device.
 ii. Envysion Switch -> Disconnect the power cable.
c. Try a different ethernet cable.

3. Confirm that the switch has an active connection to the next network device (The customer's router/switch).

a. If not, re-seat the ethernet cable between the two devices.
b. Confirm if there is an issue with the site's network.
c. Reboot the switch (the one that is connected to the NUC and DVR).
d. If you need to reboot the customer network device, ask for permission first from the MOD.
e. Try a different ethernet cable.

4. If everything checks out, connect a monitor to the NUC and check the status screen.

a. Once a monitor is connected, reboot the Bridge to recognize the monitor.
b. Troubleshoot the network error using the other attached doc 'Boots but system does not connect'

Front View of 7th Gen Nuc

Rear View of 7th Gen Nuc

Front View of 6th Gen NUC (NUC6CAYH)

Rear View of 6th Gen NUC (NUC6CAYH)

Front View of 6th Gen NUC (NUC6i3SYH)

Rear View of 6th Gen NUC (NUC6i3SYH)

The NUC MAC will be located on the bottom

Hikvision DVR is offline

1. Confirm Hikvision DVR is connected and power on.

    a. If not getting power, troubleshoot the power source.
       i. Ensure all connections are secured from the DVR to the power source (UPS, power extension, wall outlet)
       ii. Verify if the outlet or power source is providing power by connecting a different device like a phone charger.
    b. If it is confirmed to be a power issue, notify the help desk

2. Confirm that the NUC is connected to the same switch as the DVR. Check to see if there are activity lights from the DVR to the switch. It is possible it plugs directly into the customer switch.

    a. If not, re-seat the ethernet cable between the two devices.
    b. Reboot the DVR and/or switch.
       i. DVR -> The power button will not work for the manager, switch the toggle on the back of the DVR to power off.
       ii. Switch -> Disconnect the power cable.
    c. Try a different ethernet cable.

3. Confirm that the switch has an active connection to the next network device (The customer's router/switch).

    a. If not, re-seat the ethernet cable between the two devices.
    b. Confirm if there is an issue with the site's network.
    c. Reboot the switch (the one that is connected to the NUC and DVR).
    d. If you need to reboot the customer network device, ask for permission first from the MOD.
    e. Try a different ethernet cable.

4. Reboot the Hikvison DVR and Switch.

    a. **DVR** - The power button will not work, switch the toggle on the back of the DVR to power off.
    b. **Switch** - Disconnect the power cable.