

IP Camera Troubleshooting

If you are installing a new or replacement IP camera it will need to be configured by the help desk once it's plugged in.

1. Verify all equipment is powered on and all PoE ports are showing connectivity.

- a. If it has power but there is a cable connected to the PoE port that is not showing connectivity, re-seat that cable.
- b. If it still does not show any link lights move it to either an empty port or a known working port.
- c. If it still does not show connectivity, test the cable and upload a picture to Field Nation.
Notify the help desk if the cable fails.
- d. If the cable passes, troubleshoot the camera itself.

2. If all cameras are offline:

- a. Verify that the EnVR is connected to the PoE switch and that both the EnVR and the PoE are showing connectivity on all ports with cables connected. If it is a Dual NIC system make a note about switch NIC it's connected to and relay that to the help desk.
- b. Reboot the PoE
- c. If all ports with cables are showing connectivity, have the help desk verify that the camera virtual network is programmed correctly.
- d. If some/all the ports have power but no connectivity, re-seat the cables and reboot the power.
If this persists notify the help desk.

3. Troubleshooting the camera:

- a. Remove the dome from the camera to check if the camera is getting power.
- b. If it is not getting power, check the dongle for any corrosion, damage, scorch marks etc and upload pictures to field nation.
- c. If there is no visible damage or the camera is getting power, remove the camera from the mount and connect it to a patch cable on the PoE switch.
- d. If it still does not have power, notify the help desk.
- e. If it does have power, have the help desk check to see if they can see the device online and they will give you the next steps.