



How to Troubleshoot When a Uniview Camera Fails to Boot?

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Product:	IPC	Date	11/24/2023

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Description

Note: This method is applicable to most scenarios. If the method cannot solve your problem, it is recommended to consult our Tech Support Team.

https://global.uniview.com/Support/Service_Hotline/

Operating Steps

Step 1 If the camera cannot be powered on, please check the physical connection and power supply of the camera. Do a cross test to verify that the same Ethernet cable and power supply mode is working properly? Please cross test the power supply and Ethernet cable with other good camera if possible.

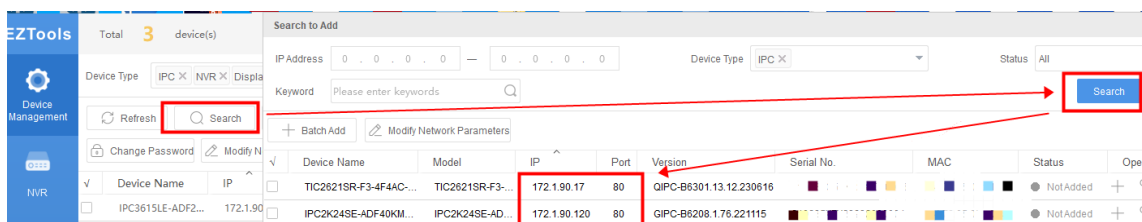
If there is something wrong with the cable and power supply, please swap them out.

If there is nothing wrong after the cross test, camera itself needs to be checked.

Step 1.1 If camera can be powered on, you can connect the camera to a windows computer and try to use EZTools to search the camera's IP address. If EZTools can't find the device's IP address, then please to to step 2.

Download EZTools from the following link:

https://global.uniview.com/Support/Download_Center/Tool/201502/787314_168459_0.htm



Step 2 Check the camera's IR light status when it is powered on.

Flashing light: means the camera is starting up and usually the camera will be activated after 3 times' flashing.

Steady on, steady off and steady flashing: means the camera failed to start.

Note: Contact the local distributors to get support if the device is abnormal but still under warranty.

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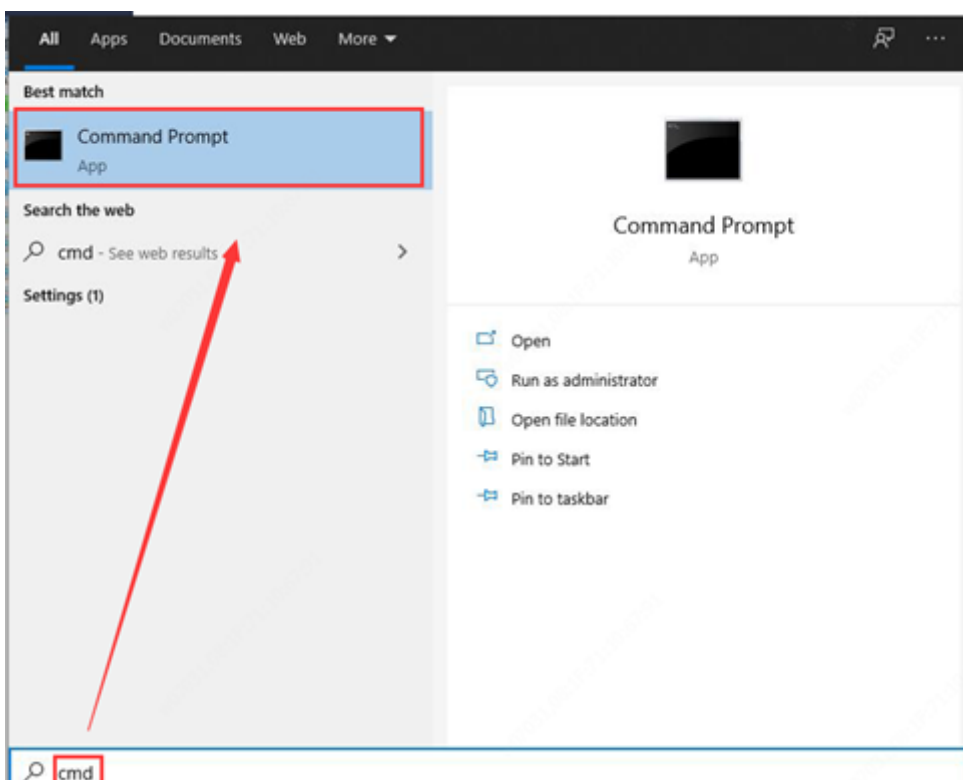


If the light is working normally, then try to ping the camera if you know its IP address.

Step 2.1 Connect the camera directly to the laptop or desktop with an Ethernet cable.

Step 2.2 Use Linux command to ping the IP address of the camera in Windows command prompt.

Run Command on PC, search CMD on your PC and open it.



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Enter 'ping <IP address of device>'

```

C:\> Command Prompt

Microsoft Windows [Version 10.0.19041.867]
(c) 2020 Microsoft Corporation. All rights reserved.

C:\Users\x07030> ping 172.1.90.22
  
```

Result 1: the destination IP is reachable.

It will show the average delay value and packet loss value. You can then try to access the device to factory default it or upgrade it.

Note:

1. If you do not know the camera's IP address, please download EZTools from our official website and use EZTools to search for it.
2. The latest version of a camera can be obtained from Uniview tech support team if you can provide the device SN and current version.

```

C:\Users\x07030> ping 172.1.90.22

Pinging 172.1.90.22 with 32 bytes of data:
Reply from 172.1.90.22: bytes=32 time=4ms TTL=64
Reply from 172.1.90.22: bytes=32 time=6ms TTL=64
Reply from 172.1.90.22: bytes=32 time=4ms TTL=64
Reply from 172.1.90.22: bytes=32 time=3ms TTL=64

Ping statistics for 172.1.90.22:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 3ms, Maximum = 6ms, Average = 4ms
  
```

Result 2: the destination IP is unreachable.

The IP cannot be found by EZTools even when the PC is able to recognize the local connection. And then **Wireshark**, a packet capture tool, is required for searching for the IP address.

```

C:\Users\x07030> ping 172.1.80.22

Pinging 172.1.80.22 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.
  
```

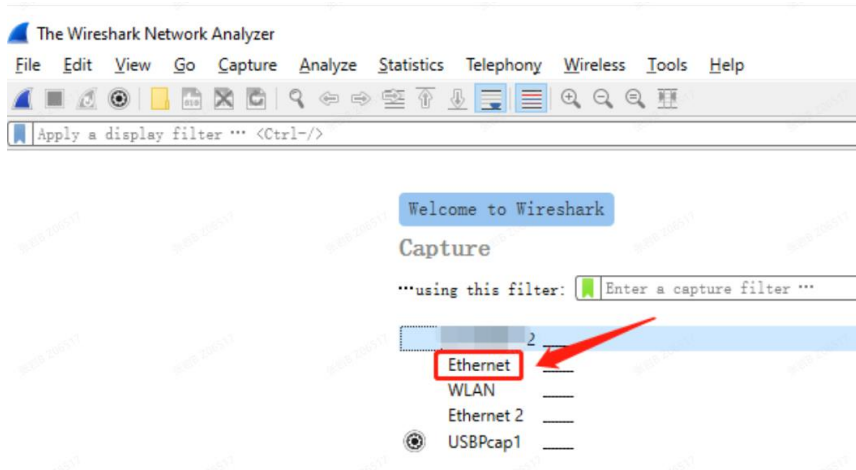
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Step 3 How to use **Wireshark** to capture packets and find the camera's current IP?

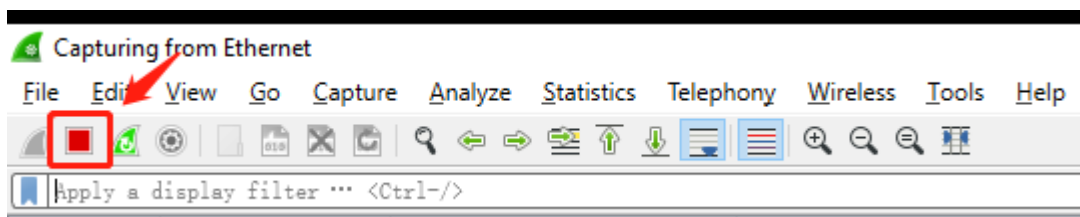
Step 3.1 The device needs to be connected to the Ethernet port of the PC directly for excluding interference of other devices' IP.

Step 3.2 Select the port which the device is connected to. Double click to start capture.

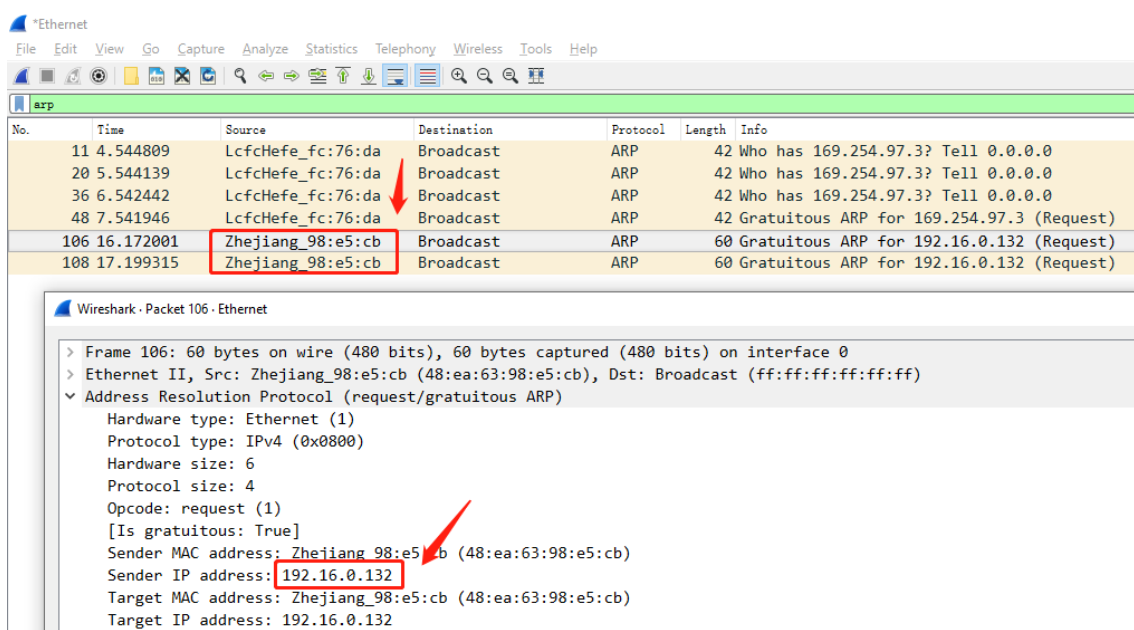
Note: Start capture first, then connect the camera to the PC's Ethernet port.



Step 3.3 Click **Stop** to end capturing.



Step 3.4 Please filter 'arp' then you will find the only IP which connects to the Ethernet port (usually with the source name Zhejiang). In this case, double click that row and you will find the sender IP address under Address Resolution Protocol. The sender IP is actually the correct IP for the device.





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Step 4 Log into the camera’s web interface with the IP captured and try to factory default the camera or upgrade it.

Step 5 If wireshark cannot find the IP address of the camera and the camera has a reset button, you can power off the camera and then power it back on, and then press the reset button for 15s with 10 minutes since it is powered on again. Check whether the camera boots up successfully or not.

Note: Contact Uniview tech support team or your local distributor if you have any difficulty in testing by yourself or don’t know whether your camera has a reset button or not.