

How to Troubleshoot when the Camera Shows Offline (Incorrect Username or Password) on a Uniview NVR?



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Description

When the Uniview camera status on the NVR shows offline (incorrect username or password), please refer to this instruction below.

Client 🛛 🕹		Came	era		Fisheye	Adv	anced			
System	*									
Camera		Auto Switch to H.265		o H.265 💿 On	O Off Note: Effective					
Camera Encoding Audio		Auto	Switch t	o U-Code Off	V Not	e: Effective who	en first connected			
		Refr	resh	Modify	Delete Auto Search	Search Segn	nent Batch Edit Pas			
		No. Ca		Camera ID	Address	Port	Remote Camera ID	Offline(Incorrect Username or Password)		
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Image			2	D2 (IP Camera	172.1.90.157	80	1	Uniview		_
Schedule			3	D3 (IP Camera	172.1.90.179	80	1	OHIVIEW	and Mile	OTATIVIS
				Do (n camera						

Note: This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team. https://global.uniview.com/Support/Service_Hotline/

Operating Steps

Step 1 Make the PC and camera are connected within the same local area network.

There are two topology we suggest:

① Connect all the cameras and the PC to a PoE Switch (or you can power the camera with power adaptor, and connect it to the Router with an Ethernet cable), then you should be able to access the camera's web interface for password resetting.



② Connect the PC to one of the NVR's PoE ports (Take NVR301-08X-P8 as an example).



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Step 2 Change the IP address of the PC so that it is within the camera's IP range to access the camera's web interface for password resetting.

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The IP address of your PC can be changed under **Network and sharing center**.

You can refer to this tutorial video below to reset the camera's password from its web interface after changing the IP address of the PC.

https://www.youtube.com/watch?v=ue3JlexZSKI&list=PLrBaKYrUJkiv_ShCVIqTeIAsO xyFEljjR&index=16

Step 3 Modify the NVR's offline channel to get the camera back online.

Step 3.1 Click **Modify**. Enter the correct username and password of the offline camera under **Setup>Camera>Camera>Camera** and then save it.

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Step 3.1 Click **Refresh** and wait for a moment. The camera will come back online automatically, and you will then be able to check the live view and manage the camera (the status will change from offline (incorrect username or password) to offline (device is connecting) first, and then online at last).



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Camera Auto Switch to H.265				O Off Note: Effective	when first con	nected						
Camera	Aute	Auto Switch to U-Code Off V Note: Effective when first connected										
Encoding												
Audio	Re	resh	Modify	Delete Auto Search	Search Seg	ment Batch Edit Pass						
OSD		No.	Camera ID	Address	Port	Remote Camera ID	Protocol	Online	Vendor	Model	Configure	Access
	~	1	D1 (IP Camera	172.1.90.157	80	1	Uniview		-	IPC3615LR3-PF28-D		Access
Image		2	D2 (IP Camera	172.1.90.179	80	1	Uniview	3	UNIVIEW	IPC675LFW-AX4DUPKC-VG		Access
Schedule		3	D3 (IP Camera	172.1.90.211	80	2	Uniview	EH.	IMCP	IPC9312LFW-AF28-2X4		Access
Motion	3											>
Video Loss												