

# How to Troubleshoot When a Uniview Camera Fails to Boot?



## How to Troubleshoot When a Uniview Camera Fails to Boot?

## 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

EZTools	Total <b>3</b> device(s)	Search to Add						
0	Device Type IPC × NVR × Displa	IP Address 0 . 0 . 0 . 0 . 0 . 0 . 0 . 0 . 0 Device Type PC X Status All	٦					
Device Management	Image: Construction of the second							
0===	🕆 Change Password 🖉 Modify N	√ Device Name Model IP Port Version Serial No. MAC Status O	per					
NVR	√ Device Name IP	🗌 TIC2621SR-F3-4F4AC TIC2621SR-F3 172.1.90.17 80 QIPC-86301.13.12.230616 🛛 🖷 : : : : 🔳 🛑 : : = 🔳 : : = 🔳 : : = 🔳 : : = 🔳 : : = 🔳 : : = 🔳 : : = 🔳 : : = 🔳 : : = = = : : = = = : : = = = : : = = : : = = : : = = : : = : : = : : = : : = : : = : : = : : = : : : = : : : : = : : : : = :	Ç					
	IPC3615LE-ADF2 172.1.90	DIPC2K24SE-ADF40KM IPC2K24SE-AD 172.1.90.120 80 GIPC-86208.1.76.221115	Ç					

**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.





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.

All Apps Documents Web More 🕶	R	
Best match		
Command Prompt App		
Search the web	Command Prompt	
cmd - See web results Settings (1)	App	
	다. Open	
	Run as administrator	
	D Open file location	
	-ta Pin to Start	
	- Pin to taskbar	

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



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Enter 'ping <IP address of device>'

licrosoft	. Windows	[Version 10.)	). 190	41.867]	reserved.
(c) 2020	Microsoft	Corporation	A11	rights	
C:\Users\	x07030)pi	ng 172.1.90.1	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:
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.

1. N. 1. 1							
C:\Users	s\x07030	)>ping	g 172.	1.8	30.22		
Pinging	172.1.8	0. 22	with	32	bytes	of	data:
Request	timed o	ut.					
Request	timed o	ut. 🔄					
Request	timed o	ut.					
Request	timed o	ut.					



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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.

🚄 *Et	*Ethernet									
<u>File E</u> dit <u>V</u> iew <u>G</u> o <u>C</u> apture <u>A</u> nalyze <u>S</u> tatistics Telephony <u>W</u> ireless <u>T</u> ools <u>H</u> elp										
<b></b>	📶 🔳 🔬 🕲 📙 🛅 🗙 🖻 🍳 ⇔ 🕾 🖗 💆 🚍 🗮 🔍 Q. Q. X. X									
ar	arp									
No.	Time	Source	Destination	Protocol	Length Info					
	11 4.544809	LcfcHefe_fc:76:da	Broadcast	ARP	42 Who has 169.254.97.3? Tell 0.0.0.0					
	20 5.544139	LcfcHefe_fc:76:da	Broadcast	ARP	42 Who has 169.254.97.3? Tell 0.0.0.0					
	36 6.542442	LcfcHefe_fc:76:da	Broadcast	ARP	42 Who has 169.254.97.3? Tell 0.0.0.0					
	48 7.541946	LcfcHefe_fc:76:da	Broadcast	ARP	42 Gratuitous ARP for 169.254.97.3 (Request)					
	106 16.172001	Zhejiang_98:e5:cb	Broadcast	ARP	60 Gratuitous ARP for 192.16.0.132 (Request)					
	108 17.199315	Zhejiang_98:e5:cb	Broadcast	ARP	60 Gratuitous ARP for 192.16.0.132 (Request)					
	🚄 Wireshark · Packet 106	· Ethernet								
	> Frame 106: 60	bytes on wire (480 b	its), 60 bytes captur	ed (480 b	its) on interface 0					
	> Ethernet II, S	Src: Zhejiang_98:e5:c	b (48:ea:63:98:e5:cb)	, Dst: Br	oadcast (ff:ff:ff:ff:ff)					
	✓ Address Resolu	ution Protocol (reque	st/gratuitous ARP)							
	Hardware ty	pe: Ethernet (1)								
	Protocol ty	/pe: IPv4 (0x0800)								
	Hardware si	.ze: 6								
	Protocol si	.ze: 4								
	Opcode: request (1)									
	[Is gratuitous: True]									
	Sender MAC	address: Zhejiang 98:	e5 b (48:ea:63:98:e5	o:cb)						
	Sender IP a	ddress: 192.16.0.132								
	Target MAC	address: Zhejiang_98:	e5:cb (48:ea:63:98:e5	i:cb)						
	Target IP a	ddress: 192.16.0.132								
	Target MAC address: Zhejiang_98:e5:cb (48:ea:63:98:e5:cb) Target IP address: 192.16.0.132									



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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.