

How to Troubleshoot When Uniview Devices' EZCloud Status Shows Offline?



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Description

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. <u>https://global.uniview.com/Support/Service_Hotline/</u>

Operating Steps

Check the cloud status of the device under **Menu>Network>Basic>EZCloud** on the monitor or Setup>Network>EZCloud on the web interface.

				Network
Ē	Basic		TCP/IP EZCI	DDNS Email
لي Camera	Platform		En Serv	able EZCloud er Address en.ezcloud.uniview.com
\bigcirc	Advanced		Regi	ster Code
VCA			Devi	co Status
Ten			Devi	te status – Oninie, retwork uisconnecteur, rease check network settings such as DNS server audress and port mapping.
Æ			Serv	ice Agreement http://en.ezcioud.uniview.com/aoc/termsofservice.ntml
₩ Nietwerk			Ad 🗹	d Without Signup
INELWOIK			and se	/ithout signup: No cloud account is needed, you can scan the QR code with the app to add the NVR. This requires you to enable EZCloud et a strong admin password first.
(Ô) System			Scan t	he QR code to download and install the app, and use the app to scan the code again to add the device.
unv		ņ	Live View 🔳	j Playback 🗢 Setup 🛃 Smart
Client	*	EZ	ZCloud	
System	~			
Camora	×		EZCloud	⊙On ⊖Off
Hand Disk	×		Server Address	en.ezcloud.uniview.com
	•		Register Code	
Alarm	*	ſ	Device Status	Network disconnected. Please check network settings such as DNS server address and port mapping. Delete
Alert	*		Service Agreement	http://en.ezcloud.uniview.com/doc/termsofservice.html
Network	*		Add Without Signup	● On ○ Off No cloud account is needed, you can scan the QR code with the app to add the NVR. This requires you to enable EZCloud and set a strong admin password first.
TCP/IP WLAN				Annual Contract of
PPPoF				
▶ EZCloud			Scan QR Code	125
DDNS				87076
Port			Savo	
Port Mappi	ing		Jure	
Email				
FTP				

If it shows offline (The device has not been added to the cloud website. Please add the device), then please add the device by scanning the QR code. Here is the document for your reference:

Ti Proe	tle How to duct	Troubleshoot When Uniview Devic NVR	ces' EZClou	ud Stat	us Shows Offline	?	Version Date	:	V1.1 9/26/202	.3
	Log In	Enter the device name	<		Add By	<		P2P		
		2 + Add	3	8	Scan	Name	4	Enter the	device name	
<u>р</u>	Live View Playback 1	EZView_Demo Type:NVR		Ð	Manual Add	Register (g	31		
⊒₄	Devices	Type:NVR		Q	Auto Search in LA	Live View		Auto		
2	Picture & Video			(:-	Add Wi-Fi Device	Playback		Low		
	Favorites	3								
Û	Alarm Notifications									
<u>(</u>)	Local Config	J.								
} } }	Remote Config	1.								
?	Help									
:76:	DA; 2065175									

If it shows offline (The device is unreachable or network disconnected), then follow the steps below:

Step 1 Check the physical connection between the NVR and the router from the monitor under **Menu>Maintain>Network Info> Traffic**.

If the NIC status shows **Disconnected**: please check the physical connection between the device and the router. You may try unplugging the network cable and plugging it back, cross-testing with different network cables, cross-testing with different ports of the router.

								Maintair	1								
ليا	System Info	Traffic	Net Detect														
Camera	Network Info		128Kbps														
\odot																	
VCA	Backup																
Network	Restore																_/
~~~~	Auto-Function		。 														
رب System	Upgrade	NIC1			Transmit Rate:42Kbps			Re	ceive Rat	e:124Kbp							
Jystem					Status			MAC	Address			M		NIC T			
নি	HDD		NIC1		🔮 Conr	ected		_	-	<u> </u>		15	00	100M	Full-Dup	lex	
Backup	Privacy Policy		NIC2		🔵 Disco	onnected		-				57	6	10M I	Half-Dupl	ex	
Storage																	
<u>_</u> Alarm																	
Maintain																	

If the NIC status is **connected**: please move to Step 2.

Step 2 Check the DHCP setting.



Disable **PPPoE** from the NVR under **Menu>Network>PPPOE** and check the DHCP status under : **Menu>Network>Advanced** 

						Network	
	Basic	PPPoE	Port Port Mappi	ng Mul	ТР		
Camera	Platform		Enable PPPoE				
-			Connection				
$\bigcirc$	Advanced		Username				
VCA			Password				
			IP Info				
$\bigoplus$			Address				
Network			Subnet Mask				
₹Õ} System			Gateway				

Enable DHCP under **Menu>Network>Basic>TCP/IP**. Make sure that the Default Route is set to the correct NIC, then reboot the NVR and see how it works.

		Network	
	Basic	TCP/IP EZCloud DDNS Email	
ار Camera	Platform	Working Mode Multi-address	~
		Select NIC NIC1	~
$\bigcirc$	Advanced	Enable DHCP	
VCA		IPv4 Address 172 . 1 . 90 . 101	
		IPv4 Subnet Mask 255 . 255 . 0 . 0	
$\bigoplus$		IPv4 Default Gateway 172 . 1 . 90 . 1	
Network		IPv6 Mode Router Advertisement	~
<u></u>		IPv6 Address	
رې د		IPv6 Prefix Length 64	
System		IPv6 Default Gateway ::	
		MAC Address	
Backup		MTU(Bytes) 1500	
		Preferred DNS Server 8 8 8 8	
		Alternate DNS Server 8 . 8 . 4 . 4	
Storage		Default Route NIC1	~

*Note:* For some NVR models, they may have several Ethernet ports/NICs. Make sure the Default route is set to the NIC which is physically connected to the router.

**Step 3** If the device is still offline, please refer to the next step:

**Step 4** Enter the local IP address of the router under **Menu>Maintenance>Network info>Net Detect** and click test to check the network between the NVR and the router.



Title	How to Troubleshoot When Uniview Devices' EZCloud Status Shows Offline?	Version:	V1.1
Product	NVR	Date	9/26/2023

If the test result shows **the destination is unreachable**, then there may still be problems with the network between the NVR and the router, mostly configuration problems. Please check and make sure the NVR's IP address and the router's local IP addresses are in the same IP segment.

If the test result shows *delay* ****ms**, loss packets ****%**.

It means the network connection between the NVR and the router is good. Please go to the next step.

				Ma	intain			
	System Info	affic <b>Net Detect</b> Network						
		Matural Dalas and Da						
Camera	Network Info	Test Address				Dine Decket Circ(Ruter)	2000	
$\bigcirc$		Test Address				Ping Packet Size(Bytes)	3000	
$\bigotimes$	LOG	lest Kesult				Test		
VCA	Backup	Network Packet Export						
		Device Name				Refresh		
Œ	Restore	Select Port	🖲 All	○ Specify	🔘 Filter			
Network								
~~	Auto-Function	C L . 10	All	○ Specify	○ Filter			
<u>رې</u>	Upprade	Select IP						
System		Packet Size(Bytes)	8192					
Ē	HDD	NIC		IP Address		Export		Open
		NIC1		172.1.90.101				
Backup	Privacy Policy	NIC2		172 1 95 5				
$\frown$				107.0.0.1				
		LOODDACK PORT Note: Packets are export	ed to the root	127.0.0.1 directory of the	storage device			
Storage								
~								
<u>_!</u> \								
Alarm								
S								
50								
- Internet								
Marritan								

**Step 5** Test the network between the NVR and the public Internet from the NVR's Monitor under **Menu>Maintenance>Network info>Net Detect**.

			Maintain		
	System Info	Traffic Net Detect Network			
∟_√ Camera	Normal Info	Mctwork Delay and Pa	eket Loss Test		
0.00.00	Network Info	Test Address		Ping Packet Size(Bytes) 3000	
$\odot$	Log	Test Result			
VCA	Backup	Network Packet Expor	t		
A	buckup	Device Name		Refresh	
Network	Restore	Select Port	All O Specify O Filter		
-0-	Auto-Function		All     O Specify     O Filter		
 ${}^{\circ}$	Upgrade	Select IP			
System		Packet Size(Bytes)	8192		
പ	HDD	NIC	IP Address		Open
Backup	Privacy Policy	NIC1	172.1.90.101		
		NIC2	172.1.95.5		
		Loopback Port	127.0.0.1		
Storage		Note: Packets are expor	ted to the root directory of the storage device.		
$\wedge$					
Alarm					
2J					
Maintain					

Enter a public IP like 8.8.8.8 or www.google.com, then click Test.



*Note:* Please change the Ping Packet Size to lower than 200. For some public IP there is a limit that the ping packet size cannot be too large.

If the test result shows *delay* ***ms*, loss packets **%, then please contact Uniview Technical Support for further troubleshooting.

If the test result shows *the destination is unreachable*, then please check and make sure the router itself has Internet access. If there is Internet access for this router, please go to the next step.

**Step 6** Change the NVR's DNS server settings under **Menu>Network>Basic>TCP/IP**. Put the router's local IP address into the NVR as **Preferred DNS Server** and click **Apply** to check how it works.

If still not working fine, please put in the router's DNS server address and see how it works. If it is still not working fine, please go to the next step.

								Ne	twork	
	Basic	TCP/IP	EZCloud	DDNS						
Camera	Platform		Working N	/lode		Multi-addre	ess			*
$\bigcirc$						NICI				~
$\sim$	Advanced		∟ Enable [	OHCP						
VCA			IPv4 Addr	ess		172 .	1.	90 .	101	
			IPv4 Subn	et Mask		255 . 2	55 .	0.	0	
			IPv4 Defa	ult Gatew	ay	172 .	1.	90 .	1	
Network			IPv6 Mode	ė		Router Adv	ertisem	ent		~
<u>}</u>			IPv6 Addr	ess						
رې ک			IPv6 Prefi	x Length		64				
System			IPv6 Defa	ult Gatew	ay					
			MAC Addr	ess						
Backup			MTU(Byte	s)		1500				
			Preferred	DNS Serv	ver	8.	8.	8.	8	
			Alternate	DNS Serv	/er	8.	8.	4.	4	
Storage			Default Ro	oute		NIC1				~
Alarm										
					Exit					

*Note:* If DHCP is enabled, the DNS server setting will be grayed out and cannot be changed.

Step 7 Try to do port forwarding/port mapping for the NVR



#### Port forwarding needs to be done from the router and the NVR.

*Note:* The port forwarding settings may vary on different routers. Please contact your IT or Internet provider for how to set it up.

If the above steps do not fix the issue, please contact Uniview Technical Support.