Troubleshooting Camera Will Not Connect

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Symptom

Camera will not connect.

Resolution

1. Ensure you have full admin rights as Administrator to LNVR, OGserver, the workstation where the Comm server is running, and one of the client workstations.

2. Verify automatic Windows update is disabled (**Control Panel> Windows update> Never check for updates**).

Windows can update itself automatically. As a result, the new secure setup can block communication and the Lenel setup.
Disable the Firewall. Even if the firewall is disabled, run the security utility as administrator.
Repeat above for LNVR, Client, OG Server, and on the workstation where the Comm server is running.

3. Ensure proper network configuration (DNS and host name resolution is enabled).

 a) Ping using booth IP address, and host name from:
LNVR -> OnGuard Server
LNVR -> Client
LNVR -> Workstation with Comm server

 OnGuard server -> LNVR
 OnGuard server -> Client
 OnGuard server -> Workstation with Comm server

 Client -> LNVR
 Client -> OnGuard server
 OnGuard server -> Workstation with Comm server

 Workstation with Comm server -> LNVR
 Workstation with Comm server -> Client
 Workstation with Comm server -> OnGuard server

 b). Additionally on the Client, LNVR. Verify proper network card setting.

4. Verify DCOM setting on the workstation where Comm service is running (verify UDP is enabled see instruction).

5. Ensure the UDP is enabled (Type LNRNI in Window Start, open network config tool) live video only from Lenel camera is transported using this protocol, and it looks like could be blocked.
If any antivirus program or any other security software running, they can block UDP.

6. Reboot any malfunctioning Lenel camera by disconnecting and reconnecting the power supply.

7. Use the web interface log on to the malfunctioning Lenel camera. Verify settings, then open another Lenel camera that is working properly, compare and correct any differences. Verify proper camera firmware version.

8. If problem still exists, delete the camera in System Administration, save the setting, click on Recorder Tab, select the LNVR, Update Capability. After that is completed, right-click on the LNVR and perform a download. Monitor the process of the download from Alarm monitoring and notice any errors such as Panel driver error. Add the camera to the system using the same user and password when log in to web interface, next download the LNVR. Select the Display video check box, verify live video is displayed.

9. Open the Alarm Monitor, check camera status, if it can display live/ recorder video.

10. If problem still exists, check if you can see live/recorded video using Video Matrix player directly on LNVR.

11. If problem still exists, run a wire shark on the client, or LNVR. Start Wireshark, then in Alarm Monitoring, select the LNVR camera. After a few seconds, stop Wireshark and save the data.
Note the IP address of the LNVR and Client. Repeat above collect at least three samples.

Some cameras use POE. When do I need to use a converter?

Most importantly, always check the camera documentation. The Lenel cameras that required a converter or 'step-down' were the ICT 220, ICT 230, & ICT 510. These were first generation Lenel cameras. Newer generation Lenel cameras denoted by an LC3 or LC1 prefix are direct POE.

Applies To

Digital Video

Additional Information