

CCTVSecurityPros

Common Errors / Troubleshooting Guide

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General Issues / Errors

Blank Screen (Monitor) / Out of Range / Input not supported.

Firstly, please make sure you are using HDMI 1 for your display device.

If your monitor has a blank screen or the display is coming up with a message such as “Input not Supported” or “Out of Range” you may have set your system’s resolution to a higher resolution than the monitor supports. To fix this you may either need a higher resolution monitor or you need to connect the system to the network and use our Configuration Tool to find the IP address of the system.

(Direct Links)

For Surevision you can download our SVTools program [here](#).

For Blue Line / Black Line system you can download our Configuration Tool for Windows [here](#).

For Blue Line / Black Line if you are using mac you can download it [here](#).

Once you obtain the system IP type the IP Address into a web browser. Make sure you are on the same network as the system, i.e., the same router, switch, or directly plugged into the NVR. If you do not use a router, verify your network adapter is on the same IP Range as the NVR once you find the IP Address.

For Surevision systems once you login to your system over the network using the tool **you can find the resolution settings under System > Preview > Resolution**. Once you lower the resolution, save and the system will reboot to the new resolution settings.

For Blue / Black Line once logged in go to the 2nd page and select Display then change the resolution settings. If set to 4K and lowered to 1920x1080 or lower, it will reboot.

If the resolution matches the monitor it will show up on the display, if not you may have to lower it further.

System not booting / turning on.

If your system will not boot this can be caused by several things. The first thing to check is that the system is properly getting power, verify the system is fully plugged into an outlet and that there are no problems with the equipment you are connecting to. If using a surge protection system or a battery backup, try directly plugging the unit into the wall. If the system is receiving power from the power source but the system does not fully boot it likely could be an issue with the Hard Drive or power header preventing it from booting.

For 32 Channel systems or lower **power the system off**, then, please verify both the white and black power header and the yellow and black power header coming from the power supply are properly seated and connected on the motherboard. If the power supply is loosely connected to the motherboard, it will not power on or will only provide partial power to the system.

If the Hard Drive is causing the issue, we can power the system down fully and unplug it open the top of the system's chassis and unplug the HDD from the Blue and Red/Black/Yellow SATA cables; Then run the system without the drive connected. If it boots the HDD or one of the cables could be causing problems with the boot process. You can replace the SATA cables to verify if the issue is drive related. If you replaced the cables and replaced the hard drive and the system still does not boot up the issue could be related to the SATA port on the system.

Offline Camera (Invalid Username or Password)

When a camera shows Invalid username or Password you can first try using the camera password for the SV model camera 123456 (Green Line) / or if using a CSP model, admin / admin123 (Blue Line). If the camera password does not work, you should try your system password that you created when you first initialized the system. If the password on the camera you used is not the same as the system password, you may need to resort to defaulting / resetting the camera.

On CSP model systems, you can input the password in the Main Menu > Camera > Camera list page at the bottom of the screen. There will be a modify button at the camera's right side you can click on and input the password.

On a Surevision model system you can edit the password from the live view by clicking on the blank box in the view for the camera or by going into the Menu > Camera > Camera page and selecting Cam Config on the right of the channel effected and input the password at the bottom of the Cam Config page.

Depending on the model you may need to contact support. Most of our blue line cameras have a reset button however most of our green line cameras need to be reset via the password reset function at the web service of the camera. This requires a computer and logging into the IP address of the camera. The cameras can only be accessed if the computer is on the same network, so if the cameras are on the back of the NVR and the computer is on the router the camera are technically isolated by the NVR to their own network and you may need an ethernet cable to plug into the POE switch on the back.

Surevision Errors

Offline Camera (Surevision Network Disconnected)

For cameras showing Network Disconnected please verify that the cables are properly connected. If the cables are connected to the system, go to **Menu > Maintenance > Network Info > POE Port Status** and check if the cameras have a Blue Connection status and a Wattage. If they do not show a wattage or transmission, there could be a cable problem in which you should take the camera and move it to a different location or cable to see if the issue follows the camera. If the camera works, the cable is the problem.

If the cameras do show connectivity, go to **Settings > Camera > Camera** and select the "Cam Config" option on the port having the issue and make sure the add mode says "Plug and Play" is the selected option. If it is selected and the camera is still showing the same error message, verify the camera matches the same IP Address range as the PoE NIC IP Address in the **Menu > Network > Basic > TCP/IP** page matches the range of the camera. The camera may show up in the list above the Add Mode as a

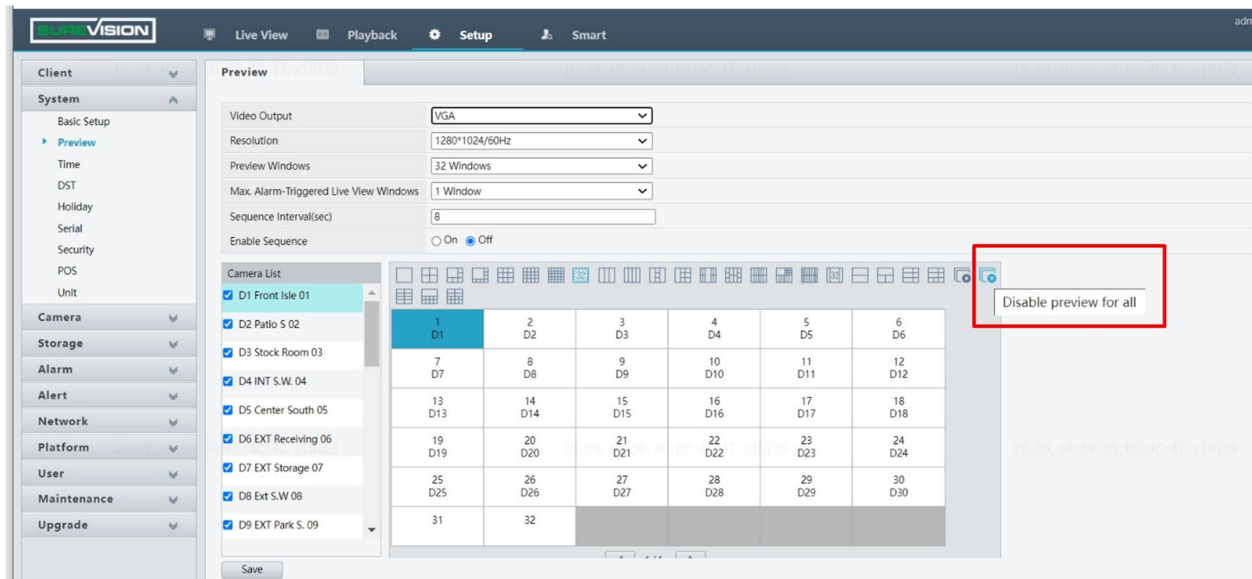
different IP or it may be connecting as an IP not in range with the system if it is coming from another device or off the network.

If the PoE NIC IP Address does not match the IP range of the camera you may need to select the camera in the **Menu > Camera > Camera** page and click on Net Config to the right of it if it shows as an un-added device below the list of ports. You can then set the IP address of the camera to match the IP range of the system, for example if the IP of the system's PoE NIC is set to 172.16.0.1 then you need to set the camera to 172.16.0.2-255 with a subnet of 255.255.255.0 and gateway of 172.16.0.1

Blank Screen / No Resource (Surevision Cameras)

This one can be tricky to diagnose as a blank screen could mean the camera you are using an out-of-date firmware version, or your cameras are reaching the decoding limit.

If you are using HDMI and not using the VGA, you will want to disable the preview for all camera inputs to reduce resource usage on the system. This can be found under **Menu > System > Preview** or on the Web Service **Setup > System > Preview**. Make sure you have VGA selected as the Video Source and select the **"Disable Preview for All"** option to the right of the channel views.



If that does not work, please try updating your firmware under **Menu > Maintenance > NVR Upgrade** and **IPC Upgrade**. Perform a Cloud Upgrade on both the system and cameras and wait for them to reboot.

If none of the above works, go into **Menu > Camera > Encode** and lower the Main Stream's bit rate for Each Camera to 2048 or lower and Save between each channel or hit Copy and only copy the bit rate settings for the main stream. This is to try to ensure that your system is not hitting the bandwidth limit for the processor.

CSP Model Errors

Offline Camera (CSP/Blue Line Cannot Find the Network Host)

If your camera shows an error stating Cannot find the Network Host, this means that the camera is disconnected or is on the wrong IP address range. To fix this you will need to delete the camera from the Menu > Camera > Camera list and go to the top list and hit the Device Search button.

If using a 16-channel system or lower Once you do a device search to see if the camera does not come back up, you need to check your cabling and make sure the camera is powering on.

If you are using a 32-channel system and the camera does not show up, make sure that NIC 1 is not 192.168.1.108 in the **Menu > Network > TCP/IP** page. Modify NIC 1 and it to DHCP and plug it into a router or manually change its last digit from 108 to 100. Additionally, NIC 2 cannot share an IP range with NIC 1 so make sure that NIC 2 does not share the same range.

Do another device search from the Camera List once the NIC IP is modified.

If the camera shows up as Uninitialized with an IP of 192.168.1.108 select the camera and hit **Initialize** and set it to an IP address that matches the range of NIC 2.

If the camera does show up note / write down the IP Address that it has at the top list and proceed from here.

If the system is a 16-channel or lower the default IP range needs to be 10.1.1.2-255 with a subnet mask of 255.255.255.0 and gateway of 10.1.1.1. You can double check this from **Settings > Network > Switch**.

If the system is a 32-Channel or Higher and you have the switch plugged into NIC2 your default IP range is 192.168.2.2-255 with a subnet of 255.255.255.0 and a gateway of 192.168.2.1. You can double check this from the **Settings > Network > TCP/IP** Page.

If the IP address does not match the required IP range. You will need to select the camera and hit **Modify** IP and set the IP of the camera to match the range of the network interface.

*For example, if we have a 32 channel system and our IP address for NIC 2 is 192.168.2.108 and if the IP of the camera is 192.168.1.108 and the camera is initialized, select the camera and hit Modify, set the IP to 192.168.2.20 with a subnet of 255.255.255.0 and a gateway of 192.168.2.1 and then type in the password of the camera (**Usually this is your system password**). Once done the camera should successfully change to 192.168.2.20 and when added successfully it will show with a green status.*