



# **NVR - Channel Connection**

Failed to search the IP camera

Milesight Technology

Revision History					
Author	Version	Release Note	Date	Audit	
Stephen	V1.0	General Troubleshooting	2021.8.10	Lyndon	

## **Revision History**

## [NVR - Channel Connection] Failed to search the IP camera

#### Description

Failed to search the IP camera even after clicking "Search" button on the Device Search page.

₽	<b>M</b> ilesight	Device Search
÷	Local Configuration	Protocol ALL M NIC ALL M IP Range 0.0.0.0.255.255.255
Live View	Camera	No. IP-Address Edit Status Port Protocol NIC MAC. Firmware Vendon Model Vendor
9	Camera Management	
Playback	Device Search	
<u> </u>	PTZ Configuration	
Retrieve	Audio	
imart An	Advanced	
	Camera Maintenance	
X Settings	Storage	
	Event	
<b>汁</b> 는 Status	System	
Logs		
G→		
Logout		Add Activate IP Edit

#### Note:

We recommend updating the NVR firmware to the latest version before starting. The latest version can be downloaded from the <u>Download Center|Milesight</u>.

#### Cause

- 1. Physical Connection
- 2. Network Settings

#### Resolution

#### 1. Physical Connection

Usually, a CCTV security system contains 4 parts: Camera, PoE Switch, NVR and Network Cable. If you want them to work normally, the NVR and Camera must be in the same LAN. The topology is shown below:

Camera - PoE Switch - NVR



For PoE NVR, you have the second way to connect to camera as shown below:

PoE NVR - Camera



Obviously, we will investigate the faults from 4 possible places in the topology diagram.

### Note:

Regarding searching issue, we offer a function which can test the network status. (NVR needs to be upgraded to version 7X.9.0.13 (2021/9) or above.) If you connect the device from above ways, you can use this function to ping the IP of the specified camera.

#### Path: Status->Network Status->Network Test

<b>*</b> .	Status		CPU 4% Memory 24%
		Network Status	
Device Information	Network Status Bandwidth Stat	US Natwork Test	
Network Status	Destination Address Test Result	192.168.7.189 Reply from 192.168.7.189: bytes=64. time=0.906/ms. TIL=64.	
Camera Status		Reply from 192, 165, 7189; by here44, Inne=13,944m; TL+44,           Reply from 192, 163,7189; by here44, Inne=0.854m; TL=64,           Reply from 192, 163,718; by here44, Inne=0.854m; TL=64,           Reply from 192, 163,718; by here44, Inne=0.814m; TL=64,           Reply from 192, 165,718; by here44, Inne=0.424m; TL=64,	
Disk Status		Packet Lot Rate=0%. Average Delay=1,040 ms.	
Event Status			
Online User			
Packet Capture Tool			
Logs			
Live View		1	Test Stop Back

#### 1.1 Camera Status

Ensure the camera is powered on. (There will be an IR-CUT switching sound if the IR light been turned on.)

Check the camera status and make sure you can login the Camera's web page.

#### 1.2 Network Cable

We recommend that the length of the network cable should not exceed 100m.

If it exceeds 100m, the network status will become worse, unless the Switch supports extend mode.

#### 1.3 Switch Working Mode

#### • **Standard Mode**

Some Switches have CCTV/VLAN mode and so on. In order to further troubleshoot the problem, please make sure that the switch is working in Standard mode.

#### **Multicast Mode**

Check whether the Switch supports Multicast Mode. It should be noted that some managed Switches can support the control of the Multicast protocol. Ensure that the Multicast Mode of Switch is enabled.

#### 1.4 NVR LAN Ports

For Pro NVR 7/8000 Series, it has Dual LAN Ports which support Multi-address working mode. You can set different IP segments for each port. This will not be a problem when you connect 2 network cables to 2 LAN ports, but when you connect 1 network cable, you need to pay attention to the connected

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camera and the NVR port in the same IP segment. For example, the IP of LAN2 is: 192.168.10.200. It can connect to camera which is in 192.168.10.X IP segment if you just connect 1 network cable.

<b>*</b> .	System Setting	gs				👤 СРИ	2% Memory 21%
			Ne	etwork			
General	Basic U	PhP DDNS	Emoil	Milesight Cloud	PPPoE	SNMP	More
	Working Mode	Multi-address					•
	Default Route	LAN1					•
	IAN1 Enable	_		_	_		
	IPv4 DHCP	Disable		▼ IPvé Mode	Manual		•
	IPv4 Address	192.168.7 .79		IPvő Address			
Holiday	IPv4 Subnet Mask	255.255.240.0		IPv6 Prefix Length			
	IPv4 Gateway	192.168.9 .2		IPvé Gateway			
	Preferred DNS Server	8.8.8					
	Alternate DNS Server						
Access Filter	MTU(Byte)	1500					
	MAC	1C:C3:16:0A:26:C0					
Maintenance	🗹 LAN2 Enable						
	IPV4 DHCP	Disable		▼ IPv6 Mode	Manual		•
Hot Spare	IPv4 Address	192.168.20 .200		IPv6 Address			
	IPv4 Subnet Mask	255.255.255.0		IPvő Prefix Length			
	IPv4 Gateway	192.168.20.1		IPvé Gateway			
	Preferred DNS Server	8.8.8					
	Alternate DNS Server						
	MTU(Byte)	1500					
	MAC	1C:C3:16:0A:26:C1					
Live View							Apply Back

#### 2. Network Settings

#### 2.1 MSSP vs. ONVIF

Normally, NVR discovers IP Camera through ONVIF protocol, so the Camera and NVR need to be in the same IP segment.

However, Milesight NVR has better compatibility with Milesight camera and it can discover Mielsight camera across IP segments through MSSP protocol. You only need to ensure that the Mielsight camera and Milesight NVR are in the same LAN.

#### Others

None