Panasonic

Troubleshooting

Network Camera [Indoor Use Only]

Model No. BB-HCM381 (AC Adaptor Type)
BB-HCE481 (PoE Type)

This manual is for both BB-HCM381 (AC Adaptor Type) and BB-HCE481 (PoE Type). Available features and operations are different in part depending on the model. Read the Operating Instructions on the Setup CD-ROM carefully and use the Network Camera properly.

Table of Contents

Trademarks

- Microsoft, Windows and ActiveX are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
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Abbreviations

- UPnP is the abbreviation for "Universal Plug and Play".
- "Network Camera" is called "Camera" in this manual.
- "Setup CD-ROM" is called "CD-ROM" in this manual.

Troubleshooting

The Panasonic Network Camera support website **"http://panasonic.co.jp/pcc/ products/en/netwkcam/"** includes various technical information in addition to the contents in this troubleshooting section. Access the website if this troubleshooting does not solve your problem.

BB-HCM381 Indicator Display Troubleshooting

Problem	Cause and Remedy
The indicator lights or blinks orange.	• The Ethernet cable is not connected properly. → Connect the Ethernet cable properly. • The PC, The Ethernet hub or router is not working. → Confirm that PC, Ethernet hub and router are working. • The Ethernet cable is partly disconnected. → Change it to another Ethernet cable.
The indicator continues blinking orange.	• The camera is turned off when updating firmware. → If you access the camera using a web browser, the Update Firmware page will be displayed. Update the firmware following the procedure (see page 164 of the Operating Instructions on the CD-ROM). If you fail to update the firmware, see page 26.
The indicator continues blinking orange (2-second interval).	• The router on your network is turned off. → Turn the router on, and wait until the line is connected. • An error has occurred in UPnP™ port forwarding. → Set up the camera again in [Automatic Setup] using the Setup Program following the instructions in Getting Started.

Problem	Cause and Remedy
The indicator continues blinking green.	• Automatic setup is not complete. → Complete the setup following the instructions in Getting Started. • The camera did not receive an IP address from the DHCP server. → When setting [Automatic Setup] or [DHCP Setup], the camera may not be assigned an IP address due to network failures. Ask your ISP or network administrator for more information.
The indicator does not light up.	• The indicator display is disabled. → Check if the indicator control is disabled (see page 159 of the Operating Instructions on the CD-ROM). • The attached AC adaptor is not being used. → Confirm that the standard AC adaptor PSLP1242 (Order No. PSLP1242Z) is being used. • A cross cable is being used. → Some hubs and routers do not support the cross cable. Use a category 5 straight cable. • The camera may be malfunctioning. → If you cannot access the camera, the camera may be malfunctioning. Call the authorized service center.
The indicator continues blinking red.	• The camera may be malfunctioning. → If you cannot access the camera, the camera may be malfunctioning. Call the authorized service center.

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BB-HCE481 Indicator Display Troubleshooting

Problem	Cause and Remedy
The indicator lights or blinks orange.	• The Ethernet cable is partly disconnected. → Change it to another Ethernet cable.
The indicator continues blinking orange.	• The camera is turned off when updating firmware. → If you access the camera using a web browser, The Update Firmware page will be displayed. Update the firmware following the procedure (see page 164 of the Operating Instructions on the CD-ROM). If you fail to update the firmware, see page 26.
The indicator continues blinking orange (2-second interval).	• An error has occurred in UPnP™ port forwarding. → Set up the camera again in [Automatic Setup] using the Setup Program following the instructions in Getting Started.
The indicator continues blinking green.	• Automatic setup is not complete. → Complete the setup following the instructions in Getting Started. • The camera did not receive an IP address from the DHCP server. → When setting [Automatic Setup] or [DHCP Setup], the camera may not be assigned an IP address due to network failures. Ask your ISP or network administrator for more information.

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Problem	Cause and Remedy
The indicator does not light up.	• The indicator display is disabled. → Check if the indicator control is disabled (see page 159 of the Operating Instructions on the CD-ROM). • A cross cable is being used. → Some hubs and routers do not support the cross cable. Use a category 5 straight cable. • The camera is not connected to the PoE hub. → Connect the camera to the PoE hub. • The PoE hub is turned off. → Turn on the PoE hub. • The Ethernet cable is partly disconnected. → Change it to another Ethernet cable. • The camera is improperly connected to the PoE hub. → Refer to the PoE hub's manual. • Too many clients are connected to the PoE hub. → Some PoE hubs have a limit for wattage. Connect the cameras referring to the PoE hub's manual without exceeding the limit. • The camera or the PoE hub may be malfunctioning. → If another PoE-supported device is connected to the PoE hub and it works, the camera may be malfunctioning. Call the authorized service center. • There is a relay connector or a hub between the camera and the PoE hub. → Directly connect the camera to the PoE hub with an Ethernet cable. • The standard PoE cable is not being used. → Use a 4-pair UTP/STP Cat 5 cable.
The indicator continues blinking red.	• The camera may be malfunctioning. → If you cannot access the camera, the camera may be malfunctioning. Call the authorized service center.

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Camera Setup Troubleshooting

Note

- **If you are experiencing any problems, it is recommended that you temporarily disable all firewall, pop-up killer, and virus detection software. Once the problem is identified and corrected, you can restart the Setup Program.**

Problem	Cause and Remedy
Setup fails using Setup Program.	• More than 20 minutes have passed since the camera was turned on. → Turn the camera off, and turn the camera on again. Then set up the camera again. • Multiple camera IP addresses are overlapping. → If you are installing multiple cameras, turn the cameras on one by one. • Network problems may have occurred during setup. → Confirm that your network is working. Turn the camera off, and turn the camera on again (see page 18 of the Operating Instructions on the CD-ROM). Then set up the camera again.
The E-mail that has a link to the Viewnetcam.com website does not come.	• The E-mail address that you registered on the Viewnetcam.com website is wrong. → Register your correct E-mail address on the Viewnetcam.com website at: **http://www.viewnetcam.com**.
DynamicDNS registration fails.	• The router-connected PC has failed to access the Internet. → Refer to the router's manual and try to connect to the Internet through your PC. Once Internet connection has been confirmed, you can register to DynamicDNS.

Problem	Cause and Remedy
Setup Program does not list any cameras.	• Your firewall or antivirus software is blocking the connection. → To avoid any possible problems, temporarily disable any firewall or antivirus software, and set up the camera again. If you cannot disable your firewall or antivirus software, you can set up the camera using the MAC address (see page 189 of the Operating Instructions on the CD-ROM). • The camera is connected over a different network. → Set up the camera from a PC connected to the same router as the camera. • Confirm that an IP address is assigned to your PC. → If an IP address is not assigned to your PC, assign one (see page 185 of the Operating Instructions on the CD-ROM).
UPnP™ port forwarding setup fails.	• UPnP™ is disabled on the router. → Enable UPnP™ on the router following the router manual. • The camera was turned on before the router was turned on. → Turn the router on first, and then turn the camera on. • The default gateway is not set, or the settings are wrong. → Set the default gateway correctly (see page 54 or page 59 of the Operating Instructions on the CD-ROM). • The router does not support UPnP™. → Enable port forwarding on your router following the router manual.
The camera IP address and port number have been forgotten.	→ Clicking [Camera Setup] on the Setup Program displays the camera list. The camera list shows the MAC address on the bottom of the camera. The camera IP address and port number are shown next to the MAC address.
The password has been forgotten.	→ Press the FACTORY DEFAULT RESET button to reset the camera to default. Set up the camera again.
An error message is displayed on the camera status by the Setup Program.	• An error on the Setup Program caused the error message. → Turn the camera off, and turn the camera on again (see page 18 of the Operating Instructions on the CD-ROM).

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Camera Image/Page Display Troubleshooting

Problem	Cause and Remedy
The camera cannot be accessed.	• The camera IP address has changed. → Enter the correct IP address in the address bar of the web browser. • An IPv6 address was entered in the address bar of Internet Explorer. → Internet Explorer does not support IPv6 addresses. Use a DynamicDNS service such as the Viewnetcam.com service. • The default gateway or DNS server addresses may be wrong. The correct IP addresses are required especially when you are using the Viewnetcam.com service. → Assign the correct default gateway and DNS server addresses (see page 54 or page 59 of the Operating Instructions on the CD-ROM). • The connection type is wrong (see page 54 or page 59 of the Operating Instructions on the CD-ROM). → If the camera does not connect to the network using the [Auto Negotiation] setting, set up the camera and the router referring to the following table.

Router or hub \ Network Camera	Auto Negotiation	100Base-TX		10Base-TX	
		Full Duplex	Half Duplex	Full Duplex	Half Duplex
Auto Negotiation	✔	—	✔	—	✔
100Base-TX Full Duplex	—	✔	—	—	—
100Base-TX Half Duplex	✔	—	✔	—	—
10Base-T Full Duplex	—	—	—	✔	—
10Base-T Half Duplex	✔	—	—	—	✔

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Problem	Cause and Remedy
The camera cannot be accessed on the LAN.	• The connected router does not have a loopback feature. → Access the camera with local network IP address. • The wrong IP address class is assigned to the camera. → If you access the camera on the LAN, the PC IP address and the camera IP address must be set in the same class. Set the camera IP address same as the class of the PC IP address (see page 185 of the Operating Instructions on the CD-ROM). • The web browser is accessing a proxy server. → Set the web browser to access the Internet directly (see page 192 of the Operating Instructions on the CD-ROM). • The camera was accessed on the same LAN by entering the registered URL (or the router's global IP address) when using a DynamicDNS service. → To access a camera on the same LAN, use the address for its local network address.
The camera can be accessed on the LAN, but cannot be accessed from the Internet.	• The default gateway address may be wrong. → Set the correct default gateway address (see page 54 or page 59 of the Operating Instructions on the CD-ROM). • UPnP™ is disabled on the router. → Enable UPnP™ on the router following the router manual. • Port forwarding is not enabled on the router (see page 75 of the Operating Instructions on the CD-ROM). → Enable port forwarding following the router manual. • Firewalls such as packet filtering on the router are blocking camera access. → Set the router to allow access to the camera following the router manual. • You are accessing the camera using a local IP address. → Access the camera with the global IP address of the router and port number of the camera.

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Problem	Cause and Remedy
Authentication windows are consequently displayed.	• The user name and password for the administrator have been changed. Or the user name and password for the general users have been changed. → Close the web browser, and access the camera again.
Only half of the image is displayed.	• You are using Internet Explorer 4.xx or lower. → Upgrade Internet Explorer to version 6.0 or greater.
The camera image is not displayed, or not displayed properly.	• ActiveX® Controls are not installed in Internet Explorer. → ActiveX Controls should be installed to display video (Motion JPEG). For the ActiveX Controls installation method, see page 26 of the Operating Instructions on the CD-ROM when using Microsoft® Windows® XP Service Pack 2, or see page 25 of the Operating Instructions on the CD-ROM when using other operating systems. • The network is congested. → Pages may not be displayed immediately. Wait for a moment. • The web browser is accessing a proxy server. → Set the web browser to access the Internet directly (see page 192 of the Operating Instructions on the CD-ROM).
Camera images are not displayed on the Multi-Camera page.	• The images may not be displayed if private IP addresses and global IP addresses (or domain names) are mixed on the Multi-Camera page. → To view the images within the LAN, set the Multi-Camera page using private IP addresses. To view the images from the WAN side, set the Multi-Camera page using global IP addresses (or domain names).
The error message "ERROR CODE (4/12002)" is displayed, and the image is not displayed.	• A wrong IP address or domain name may be set on the Multi-Camera page. → Set the correct IP address or domain name. • If the correct IP address or domain name was already set, the network connection may be timed out. → Access the network when it is less busy, or close other software that is connected to the network.

Problem	Cause and Remedy
The Top page or image is not displayed on the mobile phone.	• Only the IP address and port number are entered. → Enter "/mobile" after entering "IP Address:Port Number". • A 320 x 240 resolution image is not displayed. → Mobile phones do not support 320 x 240 resolution images. • The file size of the image is exceeding the capacity of the mobile phone. → View the image at 160 x 120 resolution. • The mobile phone supports only XHTML. → Enter "/mobileX" by following an IP address and port number.
A gray screen is displayed.	• There are currently more than 30 different users trying to access the video (Motion JPEG). → Reduce the number of users accessing the camera to below 30, or change the video to still images. • Operation time has been specified. → A gray screen is displayed outside the operation time. This is normal.
Video suddenly changes to still images.	• The video (Motion JPEG) display period is set on the General User page. → To view video continuously, set [Unlimited] for the limit continuous motion JPEG (see page 99 of the Operating Instructions on the CD-ROM).

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Problem	Cause and Remedy
The image is out of focus.	• The lens is dirty or dust is attached. Fingerprints, dust, stains, etc. on the lens can degrade the performance of the Automatic Focusing feature. → Wipe the lens with lens cleaning paper. • Manual focusing may be set. → Press appropriate one of the Focus buttons at the operation bar (see page 29 of the Operating Instructions on the CD-ROM). • Blurred images may have been registered when registering or modifying the preset button or home position button. → Adjust the focus in manual focusing again, or press the AF button. • The object is too close to the camera. → Move the object away from the camera or adjust the zoom. • Some objects are difficult to focus on by AF button. → Press the AF button and put it into operation again. When the objects are still out of focus, adjust the focus using manual focusing, or change the objects using Pan/Tilt operation or Zooming features. • The Automatic Focus Range is set incorrectly for the type of image you are viewing. → Confirm the Automatic Focus Range setting (see page 86 of the Operating Instructions on the CD-ROM). When viewing images within 1 m of the camera, set to "Macro". When viewing images further than 1 m from the camera, set to "Normal".
The color on the image is strange.	• The white balance is not set appropriately. → Adjust the white balance on the Camera page (see page 86 of the Operating Instructions on the CD-ROM). • The color display setting on your PC is set lower than 16 bits. → Set the color display to 16 bits or higher.

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Problem	Cause and Remedy

The image has noise.	• The object is dark.
	
	  → Increase the light level in the area around the camera.
	
	• AC Power Source Frequency setting is incorrect.
	
	  → Confirm the AC Power Source Frequency setting (see page 86 of the Operating Instructions on the CD-ROM).
	
	• The colors setting of the monitor is set to less than 16 bit high color.
	
	  → Set it to 16 bit high color or greater.

An old image is displayed.	• Old images are temporarily stored on the web browser. → Set [Every visit to the page] on the web browser to check for temporary Internet files (see page 195 of the Operating Instructions on the CD-ROM).

The image refreshes very slowly.	• Multiple users are accessing the camera.
	
	  → Wait until fewer users are accessing the camera.
	
	• You are not using an Ethernet switching hub.
	
	  → If you view multiple cameras on the Multi-Camera page without an Ethernet switching hub, the image refreshes slowly. Use an Ethernet switching hub.
	
	• The image may refresh slowly, depending on image resolution, image quality, network traffic, PC performance, SD memory recording, using IPsec or what is being viewed.
	
	• The maximum bandwidth usage is limited.
	
	  → Increase the max. bandwidth usage on your network (see page 54 or page 59 of the Operating Instructions on the CD-ROM).
	
	• The camera is in color night view mode.
	
	  → The image refreshes slowly in color night view mode. Make the area around the camera brighter.

Scan lines deviate on the screen.	• Scan lines may deviate when viewing moving objects with resolution at 640 x 480 because of the interlace-type CCD. → Set "Vertical Resolution (for 640 x 480 mode)" to "240 (Better for motion images)" on the Camera page.

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Problem	Cause and Remedy
When accessing the camera, the Update Firmware page is displayed.	• The camera firmware may be damaged because the power was turned off during an update, etc. → Download the latest firmware from the Panasonic Network Camera support website and update the firmware.
Camera images are not displayed properly on a TV connected to the camera.	• The camera is connected to a TV that uses an incompatible system such as the PAL system. → The camera uses the NTSC system for its video output signals. Use an NTSC-compatible TV. • The camera is in color night view mode. → Disable color night view mode. When the camera is in color night view mode, camera images may not be displayed properly.

Operation Bar Troubleshooting

Problem	Cause and Remedy
The pan/tilt, zoom, focus, click to center and preset features do not work.	• Your PC is not connected to the camera. → Click [Refresh] on the web browser. Confirm that the image refreshes, and you can operate the pan/tilt/zoom/focus functions. • The camera is not turned on. → Turn the camera on. • Multiple users are operating the camera simultaneously. → Wait for a moment, and access the camera again. • The pan/tilt/zoom/focus function reaches the end of its range. → Confirm that the end display is displayed on the operation bar. • The pan/tilt range is restricted. → Adjust the pan/tilt range settings (see page 29 of the Operating Instructions on the CD-ROM). • The Automatic Focus Range is set incorrectly for the type of image you are viewing. → Confirm the Automatic Focus Range setting (see page 86 of the Operating Instructions on the CD-ROM). When viewing images within 1 m of the camera, set to "Macro". When viewing images further than 1 m from the camera, set to "Normal".
Some buttons of the operation bar are not displayed.	• The feature is not permitted on the General User page. → Set [Permit access from guest users] (see page 99 of the Operating Instructions on the CD-ROM), or log in to the camera as an administrator.

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Audio Problems Troubleshooting

Problem	Cause and Remedy
The Listen button is gray.	• The [Input] setting is set to [Disable] on the Audio page. → Change it to [Enable]. (See page 92 of the Operating Instructions on the CD-ROM) • In the access level settings on the General User page, [Listen] is not permitted. → Select [Listen]. (See page 99 of the Operating Instructions on the CD-ROM)
The Talk button is gray.	• The [Output] setting is set to [Disable] on the Audio page. → Change it to [Enable]. (See page 92 of the Operating Instructions on the CD-ROM) • In the access level settings on the General User page, [Talk] is not permitted. → Select [Talk]. (See page 99 of the Operating Instructions on the CD-ROM) • When accessing a camera on a LAN, the web browser is being accessed through a proxy server. → Change the settings so that a proxy server is not used. (See page 192 of the Operating Instructions on the CD-ROM)
Neither Listen nor Talk button can be used.	• When accessing a camera on a LAN, the web browser is being accessed through a proxy server. → Change the settings so that a proxy server is not used. (See page 192 of the Operating Instructions on the CD-ROM)

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Problem	Cause and Remedy
Audio cannot be heard on the computer.	• The Listen button appears like this: 🔇 → Click the Listen button. (It will change to 🔊.) → There are too many simultaneous audio connections. Wait for a while, and try to access again. • The Listen button is gray. → [Listen] is not permitted on the General User page. Permit it. (See page 99 of the Operating Instructions on the CD-ROM) • The volume is set to its minimum. → Adjust the volume on the volume adjustment toolbar. • The computer volume is set to mute or minimum volume. → Open the PC's Volume Control window, and uncheck the output master and Wave/MP3's Mute checkbox, then adjust the volume.
The Audio Control Bar is not displayed.	• The Audio Control Bar is not displayed when the number of simultaneous accesses exceeds the maximum number. → Wait for a moment, and access the camera again. • Both the [Output] and [Input] settings are set to [Disable] on the Audio page. → Change them to [Enable]. (See page 92 of the Operating Instructions on the CD-ROM) • In the access level settings on the General User page, both [Listen] and [Talk] are not permitted. → Permit both [Listen] and [Talk]. (See page 99 of the Operating Instructions on the CD-ROM)

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Problem	Cause and Remedy
Audio is not produced from an external speaker connected to the camera.	• The Talk button appears like this: 🗨 → Click the Talk button. (It will change to 🗨.) • The Talk button is gray. → [Talk] is not permitted on the General User page. Permit it. (See page 99 of the Operating Instructions on the CD-ROM) • Microphone is not selected on your PC's volume control screen. → Click [Options]→[Properties]→, and check [Recording] on the Volume Control window. In the "Show the following volume controls" column, check [Microphone], and click [OK]. Check [Select] on the Recording Control window. • The PC's microphone input setting is set to mute. → Open the PC's Volume Control window, check the microphone checkbox and then adjust the volume controls. • A speaker is not connected to the camera. → The camera's audio output terminal is a line output. Connect it to an external speaker with a built-in amplifier (see Getting Started). • An amplifier is not connected to the camera. → The camera's audio output terminal is a line output. Connect it to an external speaker with a built-in amplifier (see Getting Started) • Audio can only be received for short periods of time. → Change the settings to extend the PC Audio Input Timeout. (See page 92 of the Operating Instructions on the CD-ROM) • The camera speaker volume settings are set to their minimum. → Adjust the volume settings to an appropriate volume. • The camera is being accessed through a proxy server. → The audio feature cannot be used when the camera is accessed through a proxy server.

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Problem	Cause and Remedy

Noise can be heard.	• The plug of the external microphone or speaker is dirty.
	
	  → Wipe the connection terminal of the microphone or speaker.
	
	• The external microphone or speaker is not connected properly.
	
	  → Correctly connect the external microphone or speaker.
	
	• The audio from your PC speaker is being caught by your PC microphone, then the camera is transmitting the audio as noise.
	
	  → Check [mute] for the microphone column on the volume control screen. Then the PC will stop transmitting audio to the camera.

Audio is interrupted.	• Other applications are being run on the computer.
	
	  → Close all other applications on your computer.
	
	• The max. bandwidth is set to [Unlimited] on the Network page.
	
	  → Reduce the max. bandwidth value (see page 54 or page 59 of the Operating Instructions on the CD-ROM).
	
	• The mute for pan/tilt is set to [Enable] on the Audio page.
	
	  → This is not a problem.
	
	• The input volume from the external microphone or speaker is small.
	
	  → When the audio is interrupted when listening, change sensitiveness to [Maximum] on the Audio page. When the audio is interrupted when talking, adjust the microphone volume on the PC's Volume Control window.

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Image Buffer/Transfer Troubleshooting

Problem	Cause and Remedy
The camera does not transfer an image by E-mail or FTP.	• An error occurred during transmission to the E-mail or FTP server. → See the Protocol column on the Status page (see page 161 of the Operating Instructions on the CD-ROM), and check if the error is displayed. • The default gateway and DNS server addresses are not assigned correctly. → Assign them correctly (see page 54 or page 59 of the Operating Instructions on the CD-ROM). • Your login ID and password for the E-mail or FTP are invalid. → Make sure that you enter your correct login ID and password. • The camera cannot transfer the image because [No authentication] is set on the Trigger page. → Change the authentication method to [POP before SMTP authentication] or [SMTP authentication], and set the Login ID and Password (if you select [POP before SMTP authentication], set the POP3 Server IP Address), then try transferring by E-mail again. (See page 109, 120 or 132 of the Operating Instructions on the CD-ROM) • For E-mail transfer, the SMTP server supports authentication methods other than the PLAIN and LOGIN methods of SMTP authentication. For example, CRAM-MD5. → For SMTP authentication of the camera, only the PLAIN and LOGIN methods are supported. Please confirm with your ISP.
The camera does not transfer an image to a mobile phone.	• The image quality is not set to [Mobile Phone] on the Image Buffer/Transfer page. → Set the image quality to [Mobile Phone]. • Some mobile phones do not support 320 x 240 resolution. → Set the resolution to [160 x 120]

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Problem	Cause and Remedy
The image is slowed down on the Buffered Image page, or the camera transfers an old image.	• The transfer interval is too short. → Set the transfer interval longer than the current setting (see page 105, page 116 or page 128 of the Operating Instructions on the CD-ROM).

SD Memory Recording Troubleshooting

Problem	Cause and Remedy
Cannot write onto the SD memory card.	• It is writing protected. → Cancel the writing protection.
It takes time to record.	• Sometimes it takes time when it is formatted on a PC. → Format it on the camera (see page 148 of Operating Instructions on the CD-ROM).

IPv6 Troubleshooting

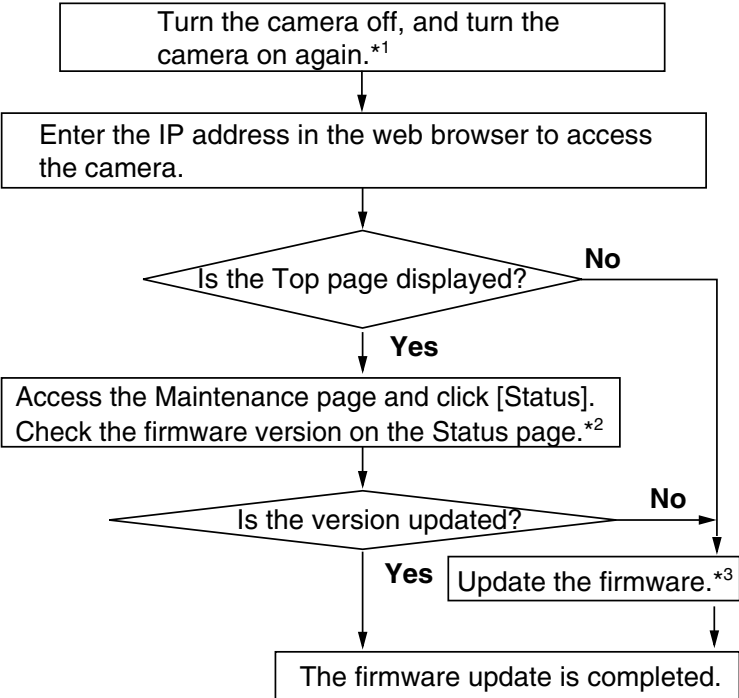| Problem	Cause and Remedy
The camera cannot be accessed when using an IPv6 address.	• The IPv6 address is not set on the camera. → Check if the IP address and default gateway are displayed in the network (IPv6) column of the status page (see page 161 of the Operating Instructions on the CD-ROM). If neither or only one is displayed, it is possible that the connection is incorrect or that the IPv6 router is not set properly. Set them correctly. • IPv6 has not been set up on your PC. → IPv6 is not set up in Windows XP when purchased. Change the settings to enable it. (See page 21 of the Operating Instructions on the CD-ROM) • Router filtering is enabled. → Permit camera access from the WAN side in router settings. • Your network or ISP may not support IPv6 at this time.

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IPsec Troubleshooting

Problem	Cause and Remedy
The camera cannot be accessed in transport mode.	• IPsec policy settings are restricted. → Decrease the number of computers connected simultaneously, and wait for a moment, or shorten the lifetime in the PC's IPsec settings. • IPsec settings have not been set on your PC. → Set IPsec settings on your PC. See the Panasonic Network Camera support website (**http://panasonic.co.jp/pcc/ products/en/netwkcam/**) for more details. • The pre-shared key is not set correctly. → Set the same pre-shared key for the camera and your PC (see page 66 of the Operating Instructions on the CD-ROM). • On the VPN router within the network, tunnel mode has been set. → Transport mode and tunnel mode can not be used at the same time. Cancel the PC's IPsec settings, and communicate using tunnel mode. • Either the PC's SA[1] or Camera's SA is not established. → Disable the PC's IPsec settings, and enable it again.
The camera cannot be accessed in tunnel mode.	• The pre-shared key is not set correctly. → Set the same pre-shared key for the camera and the VPN router (see page 69 of the Operating Instructions on the CD-ROM). • The VPN router is not set correctly. → Set the IKE and IPsec policy on the VPN router correctly (see page 71 and page 72 of the Operating Instructions on the CD-ROM). • Either the VPN router's SA[1] or camera's SA is not established. → Restart the VPN router and the camera.

Problem	Cause and Remedy
E-mail or FTP transfer cannot be performed in transport mode.	• The network settings are not set correctly. → Cancel the IPsec settings on the server, PC and camera, and check that camera images can be transferred. If they can be transferred, the IPsec settings were not set correctly. Set them correctly (see page 66 of Operating Instructions on the CD-ROM). • The pre-shared key is not set correctly. → Set the same pre-shared key for the camera, and server (see page 66 of the Operating Instructions on the CD-ROM). • There is an e-mail server or FTP server within the tunnel mode network. → Transport mode and tunnel mode cannot be used at the same time. Cancel the e-mail server or FTP server's IPsec settings, and communicate using tunnel mode. • Either the server's SA[*1] or camera's SA is not established. → Restart the camera.

*1 SA (Security Association) refers to establishing a secure connection for an encrypted communication that uses IPsec or IPv6 by exchanging and sharing information such as the encryption scheme and key before communicating, or refers to an established virtual encrypted communication pathway.

Miscellaneous Troubleshooting

Problem	Cause and Remedy
The ActiveX controls cannot be installed.	• Security software disables the ActiveX controls installation. → Close the security software, and install the ActiveX controls again.
The firmware is not updated.	• The firmware updating was not completed due to the power being turned off, network failure or other cause. → Update the firmware again following these steps. ┌─────────────────────────────┐ │ Turn the camera off, and turn the camera on again.[*1] │ └─────────────────────────────┘ │ ┌─────────────────────────────┐ │ Enter the IP address in the web browser to access the camera. │ └─────────────────────────────┘ │ ◇ Is the Top page displayed? ──── **No** │ **Yes** ┌─────────────────────────────┐ │ Access the Maintenance page and click [Status]. Check the firmware version on the Status page.[*2] │ └─────────────────────────────┘ │ ◇ Is the version updated? ──── **No** │ **Yes** ┌──────────────────┐ │ │ Update the firmware.[*3] │ │ └──────────────────┘ ┌─────────────────────────────┐ │ The firmware update is completed. │ └─────────────────────────────┘ [*1] See page 18 of the Operating Instructions on the CD-ROM. [*2] See page 161 of the Operating Instructions on the CD-ROM. [*3] See page 164 of the Operating Instructions on the CD-ROM about updating firmware.

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Problem	Cause and Remedy
The shortcut icon is not displayed in the My Network Places folder.	• The UPnP™ Windows component is not installed in Windows XP or Windows Me. → Install the UPnP™ Windows component in Windows XP or Windows Me (see page 195 of the Operating Instructions on the CD-ROM).
The problem cannot be fixed.	• Call the authorized service center.

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