# L5 CAMERA IP TROUBLESHOOTING GUIDE

This guide describes the troubleshooting process for finding and correcting the IP address of an L5 camera whose IP address is not found on the default 192.168.3.100 - 106 subnet range. This can cause the camera to not appear in CDM, CDF, or MiniCC and cause loss of the video stream.

## PREREQUISITES

A Windows laptop or PC and Ethernet cable are required to perform the troubleshooting. Before beginning, check that the L5 camera:

- Is not on any of the known default IP addresses. (192.168.3.100 - 106)

- Is powered **ON**

If both are true, complete each step in the following process to resolve the cause of the incorrectly set IP address and correct it.

## NETWORK PREPARATION

1. If the system uses a Linux VLP, connect an Ethernet cable from the laptop to one of the 8 ports on the front.

2. Press **WinKey+R** → **ncpa.cpl** → **Enter** to open **Network Connections**

3. Verify that the network adapter being used shows a connection after being connected to a front port

4. Right-click on the adapter being used for the VLP, then click **Properties**
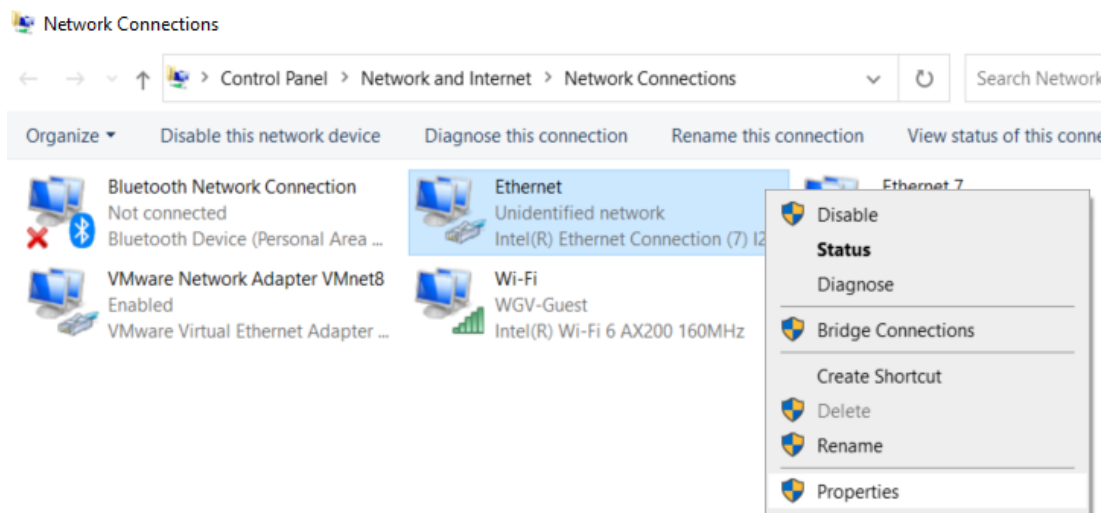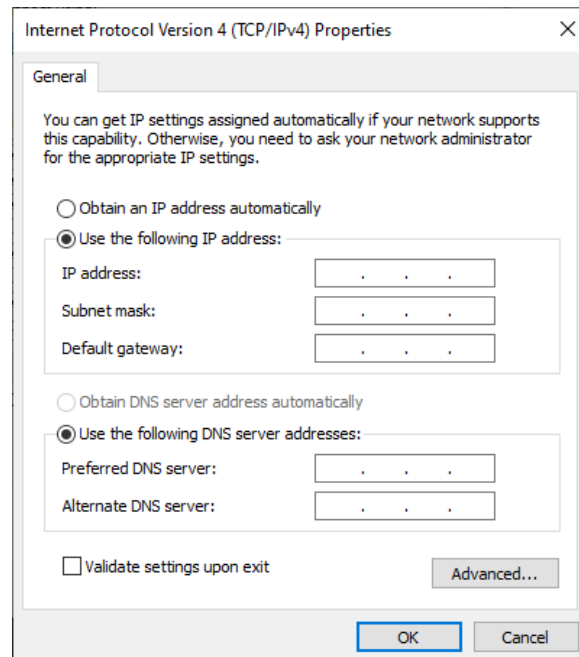
5.  In the popup window, click **Internet Protocol Version 4 (TCP/IPv4)**
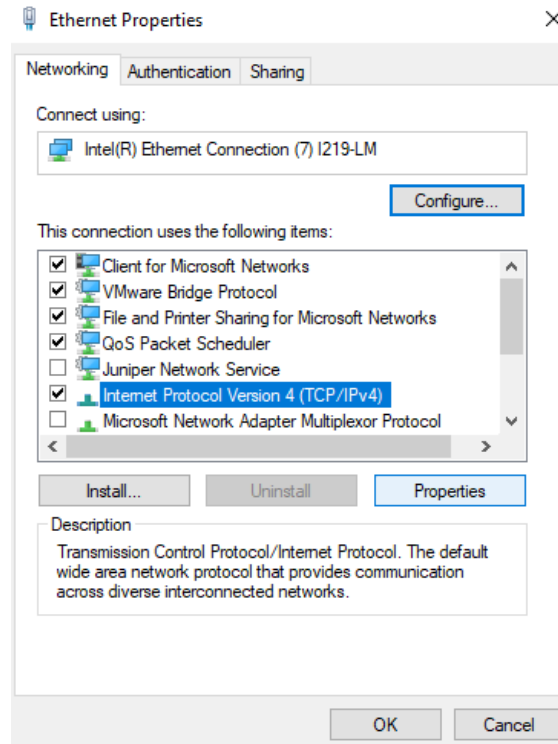


6.  In the popup window, click **Advanced**

    **NOTE:** If **Obtain an IP address automatically** is enabled (DHCP), click the **Use the following IP address** radio button.
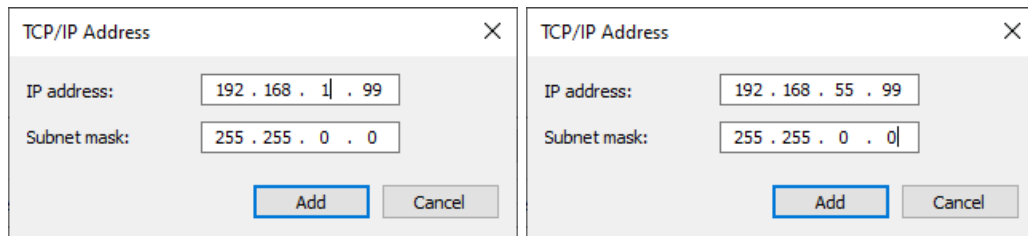
7.  Click **Add** in the IP addresses section and enter the following IP address and subnet mask:

    -   **IP:** 192.168.1.99

    -   **Subnet:** 255.255.0.0

8.  Click **OK**. Click **Add** again and enter a second IP address and subnet mask:

    -   **IP:** 192.168.55.99

    -   **Subnet:** 255.255.0.0



9.  Click **OK** in each of the existing popup windows until back at the main **Network Connections** window.

# FINDING THE CAMERA

Because the Windows PC and cameras are connected to the same network adapter on the PoE side of the VLP, they can be accessed directly.

1.  Download the latest version of L5 MiniCC: **https://get.vaasfiles.com/L5MCC**

2.  Extract all files and open MiniCC.

    Enter **192.168.1.10** into the IP Address field and click **Connect.**
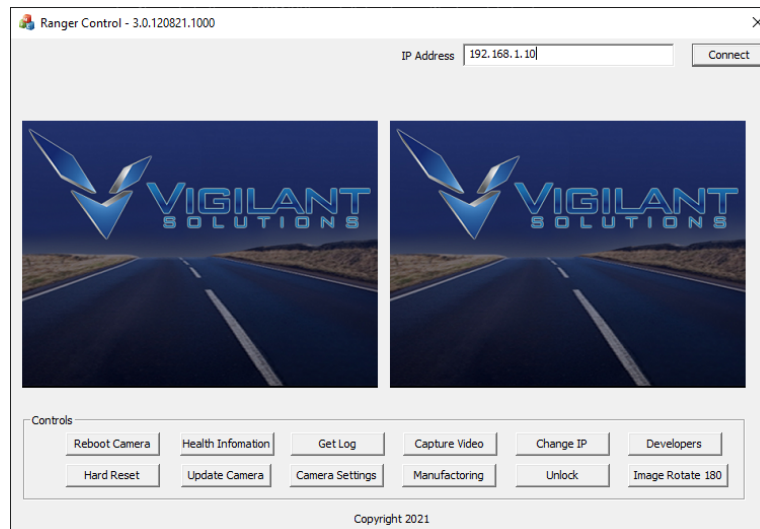
3.  If **192.168.1.10** fails to connect**,** enter **192.168.55.1** instead and click **Connect**.

4.  If both IP addresses **do not** connect MiniCC to the camera, then contact support and escalate. If MiniCC **does** connect, move on to the next section.

# UPDATING THE CAMERA

If the system is connected to CDM or CDF then you **MUST** complete the following steps to remove any existing firmware!

1.  Navigate to the root CDM/CDF  install directory in Windows File Explorer.

2.  Click the search bar in the top right of the Windows File Explorer window.

3.  Search for: **\*.fff** to return a list of all firmware files within the current installation.

4.  Select all, right-click, and **DELETE** all **.fff** files found.

Now that any existing firmware versions have been removed, and the cameras are connected in MiniCC, complete the following steps to update the camera:

1.  Download the L5 firmware: **https://vaasfiles.com/Firmware/L5/011922.fff**

2.  Within MiniCC click **Update Camera.**

3.  Browse for the **011922.fff** firmware file that was just downloaded.

4.  Click **Update.**

5.  A success message should appear at the bottom of the update window and the camera should now be updated with the firmware.

    **NOTE:** After the update process has completed, the camera may take up to 2 minutes to reboot. The camera should appear on the same IP address it was originally found on.

When the camera reconnects in MiniCC, complete the following steps to correct the camera's IP address.

1.  Click **Change IP.**

2.  Enter the IP address the camera is intended to be on **(192.168.3.XXX).**

3.  Modify the **Gateway** IP address to **192.168.3.1**.

4.  Click **OK**. Then, click **Write to board**.

5.  A success message will appear and the camera will reboot using the new IP address.

# FINAL CHECK

Use either VLP MiniCC, CDM, or CDF to verify that camera functionality has been restored.

**NOTE:** Remember to return the laptop's Ethernet cable to the port on the VLP it was connected to before beginning the troubleshooting.