Symptom:
Error code appears when operating ACS series
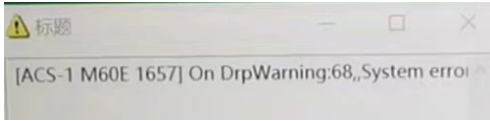
Symptom

When using ACS series, Error code appears on NAC software.

EX) On DRPWarning 68 System error

⚠ 标题

[ACS-1 M60E 1657] On DrpWarning:68,,System error

Contact NAC team with following information

NAC team will check details of symptom from the information.

1) Camera Model, Serial Number (S/N), CID, and IP Address
   * These are shown in plates on the top and the bottom of the camera.
2) What operation did you perform when the error message appeared?
3) Full screen capture with error message and including time on PC
4) Video showing the behavior of the status LEDs of camera when error message appeared
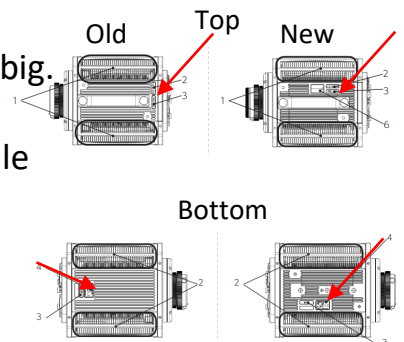**5) MCFF file after shooting**
*It is ok to send 1~2 frame of mcf file to nac if data is too big.
6) Log file
   * Refer to another document showing how to get log file

How to get log file with MLink

Full screen capture with error message and time

status LEDs

time

Old   Top   New

Bottom