Symptom:
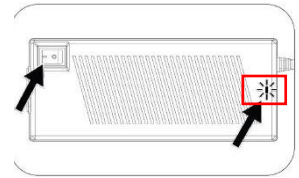# HX-7S camera cannot be detected by nac software

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Pre-Check List for Troubleshooting

1) **What is Serial Number (S/N) of HX-7S camera?**
2) **When was the last time the camera connected with PC without any problem?**
3) **What has changed from the last time the camera connected successfully?**
4) **What is version of MLink or HXLink?**
   Did end user check connection with the latest version, MLink or HXLink?
5) **Was the camera connected to PC on the local network?**

Check if camera boots up correctly

1) **Confirm the status LEDs of camera are as follows**
   CAM MODE: Blue
   PWR STS: Green

2) **Confirm LED of AC adapter lit**

Yes → **No** →

<Trouble No.1 >
Contact NAC team with following information
- **5 items on 'Pre-Check List For Troubleshooting'**
- **Video showing the behavior of the status LEDs of camera and LED of AC adapter using smartphone**

Check the status LED of ETHERNET on camera is as follows
ETHERNET: Yellow Green

Yes / **No**

Please connect another ETHERNET cable with the camera.
(Category should be greater than CAT.5e)
Then, was problem solved?

No / **Yes**

Solved

Continue to page 2

Symptom:
HX-7S camera cannot be detected by nac software

Check if LED on PC's network card (NIC), external LAN adapter, LAN-HUB, etc lit or flash normally.

Yes / **No**

Try another PC, external LAN adapter, LAN-HUB

- Confirm if LED on PC's network card (NIC), external LAN adapter, LAN-HUB, etc lit or flash normally again.

- Confirm PC's transmission speed is 1.0Gbps (=1,000Mbps)

Camera can be detected by nac software — **Yes** → **Solved**

No

Checking if PC's IP address and Subnet mask are correct.
 Ex) 172. 21. 80. 1 (PC's IP address)
   255. 255. 0. 0 (Subnet mast)

Perform 'Optimize TCP IP Network' → **Camera can be detected by nac software**

No / **Yes** → **Solved**

Please enter camera's IP address on command prompt.
Ex) Ping 172.21. **.** (Camera's IP address)
  Then, can PC recognize camera's IP address?

Yes → **Camera can be detected by nac software** — **Yes** → **Solved**

No

Camera can be detected by nac software — **No**

Was security software installed in PC?

No / **Yes**

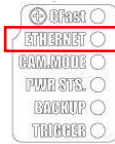**Please deactivate or uninstall the security software.**

<Trouble No.2 >
Contact NAC team with following information
• 5 items on 'Pre-Check List For Troubleshooting'
• Video showing the behavior of the status LEDs of camera and LED of AC adapter using smartphone

<Trouble No.3 >
 Contact NAC team with following information
• 5 items on 'Pre-Check List For Troubleshooting'
• Video showing the behavior of the status LEDs of camera and LED of AC adapter using smartphone

Camera can be detected by nac software — **Yes** → **Solved**

No