

Symptom:

Error code appears when operating GX-1, 3,8



NAC Troubleshooting Guide
February 2024

Symptom

When using GX-1,3,8, Error code appears on NAC software.

EX) 106 segment status error

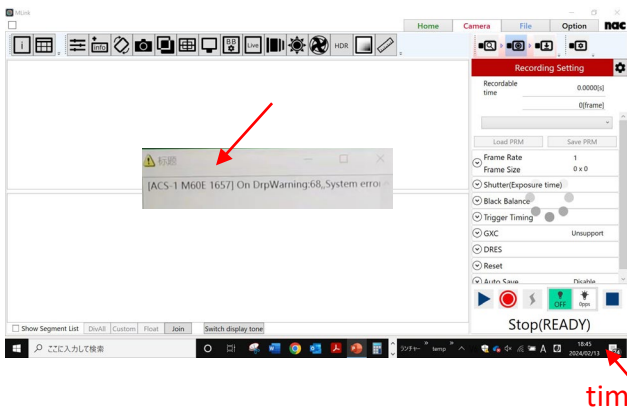


Contact NAC team with the following information

NAC team will check details of symptom from the information.

- 1) Camera Model, Serial Number (S/N) of GX 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) MCF 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](#)
[How to get log file with HXLink](#)

Full screen capture with error message and time



the status LEDs of camera