Symptom:
# GX-1,3,8 camera cannot be detected by nac software

Pre-Check List for Troubleshooting

1) **What is Camera Model and Serial Number (S/N) ?**
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?**

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Check if camera boots up correctly

1) **Confirm the status LEDs of camera are as follows**
   CM: Blue
   PW: Green

2) **Confirm LED of AC adapter lit**
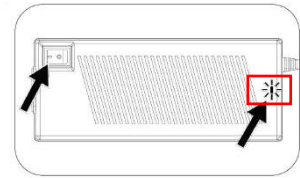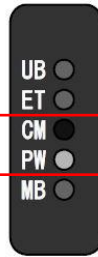
Yes ↓   **No** ↓

<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
 ET : lit Green (※Not flashing Green)
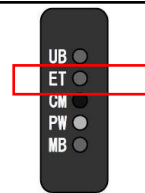
Yes ↓   **No** ↓

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

Yes ↓

Solved

No ↓

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

— **Yes** → (down to "Check if PC's IP address...")

— **No** →

Try another PC, external LAN adapter, LAN-HUB

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- 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)

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Camera can be detected by nac software

— **Yes** → **Solved**

— **No** →

Check 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)

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

— **Yes** → **Solved**

— **No** →

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** →
 **<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**

— **No** →

Was security software installed in PC?

— **No** →
<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**

— **Yes** →

Please deactivate or uninstall the security software.

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Camera can be detected by nac software

— **Yes** → **Solved**

— **No**