



RSU Remote Troubleshooting Guide

Milestone Edition

Camera offline guide

- 1) Open Milestone Management program
- 2) Expand "Advanced Configuration"
- 3) Expand "Hardware"
 - a) Click on each hardware device to see local IP for that device
 - b) Open Internet Explorer and navigate to address for each camera
 - i) Login is typically *****/***** or *****/***** for HikVision/LTS cameras. For other cameras see network information sheet
- 4) If you can login and see live view from cameras web interface, then issue is with Milestone
 - a) Check tray icons in bottom right corner of PC next to time. Make sure all Milestone Service icons are green. Mouse over to see if there are any errors.
 - b) If service icon has error, open Milestone Management program > Advanced Configuration > Services and see if any are not started, click start if they are.
 - c) If says started but tray icon has an error, click stop on service, wait for it to stop, then click start, see if error clears.
 - i) If error doesn't clear after restarting service, reboot computer.
- 5) If you can login to web interface but don't have live video
 - a) Reboot camera through web interface
- 6) If no web interface comes up
 - a) Start - cmd - ping <camera local IP address>
 - b) If no response, login to restart relay and restart POE switch
- 7) If still no response, camera or switch is offline, will need a site visit