

Panasonic®

Troubleshooting

Network Camera



Model No. **KX-HCM110A**

Table of Contents

Trademarks	2
Abbreviations.....	2
Troubleshooting.....	3
Indicator Error Codes	3
Camera Setup Difficulties.....	4
Camera Image/Page Display.....	7
Operation Bar	13
Audio Problems	14
Image Buffer/Image Transfer	18
IPv6	19
IPsec	20
Miscellaneous	22

Trademarks

- Microsoft, Windows and ActiveX are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- All other trademarks identified herein are the property of their respective owners.
- This software is based in part on the work of the Independent JPEG Group.

Abbreviations

- UPnP is the abbreviation for "Universal Plug and Play".
- "Network Camera" is called "Camera" in this manual.

Troubleshooting

The Panasonic Network Camera support website "<http://panasonic.co.jp/pcc/products/en/netwcam/>" includes various technical information other than the contents in this troubleshooting section. Access it if problems occur.

Indicator Error Codes

Problem	Cause and Remedy
Indicator lights or blinks orange.	<ul style="list-style-type: none"> • Ethernet cable is not connected properly. → Connect the Ethernet cable properly. • PC, Ethernet hub or router is not working. → Confirm that PC, Ethernet hub and router is working.
Indicator continues blinking orange.	<ul style="list-style-type: none"> • Indicator blinks orange when updating firmware. → If you access the camera on the web browser, Update Firmware page will be displayed. Update the firmware following the procedure (see page 137 of the Operating Instructions on the Setup CD-ROM). If you fail to update the firmware, see page 22.
Indicator continues blinking orange (2-second interval).	<ul style="list-style-type: none"> • The router on your network is turned off. → Turn the router on, and wait for a while until the ADSL line is connected. • An error occurs in UPnP™ port forwarding. → Set up the camera again in [Automatic Setup] by the Setup Program following the procedures shown on the Getting Started.
Indicator continues blinking green.	<ul style="list-style-type: none"> • Automatic setup is not complete. → Complete the setup following the Getting Started. • The camera did not get its IP address from the DHCP server. → When setting [Automatic Setup] or [DHCP Setup], the camera may not get its IP address due to network failures. Ask your ISP or network administrator for more information.

Problem	Cause and Remedy
Indicator does not light up.	<ul style="list-style-type: none"> • Indicator display is disabled. → Check if the indicator control is disabled (see page 133 of the Operating Instructions on the Setup CD-ROM). • Confirm that the standard AC adaptor PQLV202 (Order No. PQLV202Y) is being used.
Indicator continues blinking red.	<ul style="list-style-type: none"> • The camera may be malfunctioning. → If you cannot access the camera, the camera may be malfunctioning. Call our customer call center.

Camera Setup Difficulties

Note

If you are experiencing any problems, it is recommended that you temporarily disable all firewall, pop-up killer, and virus detection software. Once the problem is identified and corrected, you can restart the Setup Program.

Problem	Cause and Remedy
Automatic Setup fails using Setup Program.	<ul style="list-style-type: none"> • More than 20 minutes have passed, after turning the camera on. → Disconnect the plug of the AC cord from the outlet, and reconnect it again. Set up the camera again. • Multiple camera IP addresses are overlapping. → If you install multiple cameras, turn the camera on one by one. • A problem occurs during the setup. → After confirming that the network is active, disconnect the plug of the AC cord from the outlet, and reconnect it again. And set up the camera again.
Viewnetcam.com registration fails using Setup Program.	<ul style="list-style-type: none"> • If you do not receive an E-mail from the Viewnetcam.com service, your registered E-mail address may be incorrect. → Register your correct E-mail address again at the Viewnetcam.com website at http://www.viewnetcam.com.

Problem	Cause and Remedy
DynamicDNS registration fails using Setup Program.	<ul style="list-style-type: none"> • The router-connected PC has failed to access the Internet. <ul style="list-style-type: none"> → Refer to the router's manual and try to connect to the Internet through your PC. Once Internet connection has been confirmed, you can register to DynamicDNS.
Setup Program does not list any cameras.	<ul style="list-style-type: none"> • Your firewall or antivirus software is blocking the connection. <ul style="list-style-type: none"> → To avoid any possible problems, temporarily disable any firewall or antivirus software, and set up the camera again. If you cannot disable your firewall or antivirus software, you can set up the camera using the MAC address (see the Getting Started). • The camera is connected over a different network. <ul style="list-style-type: none"> → Set up the camera from a PC under the same router. • Confirm that an IP address is assigned to your PC. <ul style="list-style-type: none"> → If the IP address is not assigned to your PC, assign it to your PC (see page 159 of the Operating Instructions on the Setup CD-ROM).
Setup Program fails to complete successfully.	<ul style="list-style-type: none"> • Network problems may occur during setup. <ul style="list-style-type: none"> → Confirm that your network is working. Disconnect the plug of the AC cord from the outlet, and reconnect it again. Then set up the camera again.
UPnP™ port forwarding setup fails.	<ul style="list-style-type: none"> • UPnP™ is disabled on the router. <ul style="list-style-type: none"> → Enable UPnP™ on the router following the router manual. • The camera is turned on before the router is turned on. <ul style="list-style-type: none"> → Turn the router on first, and then turn the camera on. • The default gateway is not set, or the settings are wrong. <ul style="list-style-type: none"> → Set the default gateway correctly (see page 43 or page 48 of the Operating Instructions on the Setup CD-ROM). • The router does not support UPnP™. <ul style="list-style-type: none"> → Enable port forwarding on your router following the router manual.

Problem	Cause and Remedy
The camera IP address and port number have been forgotten.	<ul style="list-style-type: none"> • Clicking [Camera Setup] on the Setup Program displays the camera list. The camera list shows the MAC address labeled beside the Ethernet (LAN) port. The camera IP address and port number are shown next to the MAC address.
The password has been forgotten.	<ul style="list-style-type: none"> • Press the FACTORY DEFAULT RESET button to reset the camera to default. Set up the camera again.
Error is displayed on the camera status by the Setup Program.	<ul style="list-style-type: none"> • The Setup Program causes the error message. <ul style="list-style-type: none"> → Disconnect the plug of the AC cord from the outlet, and reconnect it again.

Camera Image/Page Display

Problem	Cause and Remedy																																												
<p>The Top page is not displayed.</p>	<ul style="list-style-type: none"> • The camera IP address has changed. → Enter the correct IP address in the address bar of the web browser. • You entered IPv6 address in the Internet Explorer. → Internet Explorer does not support IPv6 address access. Use DynamicDNS services like Viewnetcam.com service. • The network is congested. → Pages may not be displayed immediately. Wait for a while. • The connection type is wrong (see page 47 or page 51 of the Operating Instructions on the Setup CD-ROM). → If the camera is not connected to the network in the [Auto Negotiation] setting, set up the camera and the router seeing the following table. <table border="1" data-bbox="312 789 952 1008" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th colspan="2" data-bbox="312 789 522 813" rowspan="2">Network Camera</th> <th data-bbox="522 789 628 813" rowspan="2">Auto Negotiation</th> <th colspan="2" data-bbox="628 789 788 813">100Base-TX</th> <th colspan="2" data-bbox="788 789 952 813">10Base-TX</th> </tr> <tr> <th data-bbox="628 813 708 857">Full Duplex</th> <th data-bbox="708 813 788 857">Half Duplex</th> <th data-bbox="788 813 868 857">Full Duplex</th> <th data-bbox="868 813 952 857">Half Duplex</th> </tr> </thead> <tbody> <tr> <td colspan="2" data-bbox="312 857 522 889">Auto Negotiation</td> <td data-bbox="522 857 628 889">✓</td> <td data-bbox="628 857 708 889">—</td> <td data-bbox="708 857 788 889">✓</td> <td data-bbox="788 857 868 889">—</td> <td data-bbox="868 857 952 889">✓</td> </tr> <tr> <td data-bbox="312 889 412 922" rowspan="2">100Base-TX</td> <td data-bbox="412 889 522 922">Full Duplex</td> <td data-bbox="522 889 628 922">—</td> <td data-bbox="628 889 708 922">✓</td> <td data-bbox="708 889 788 922">—</td> <td data-bbox="788 889 868 922">—</td> <td data-bbox="868 889 952 922">—</td> </tr> <tr> <td data-bbox="412 922 522 954">Half Duplex</td> <td data-bbox="522 922 628 954">✓</td> <td data-bbox="628 922 708 954">—</td> <td data-bbox="708 922 788 954">✓</td> <td data-bbox="788 922 868 954">—</td> <td data-bbox="868 922 952 954">—</td> </tr> <tr> <td data-bbox="312 954 412 987" rowspan="2">10Base-T</td> <td data-bbox="412 954 522 987">Full Duplex</td> <td data-bbox="522 954 628 987">—</td> <td data-bbox="628 954 708 987">—</td> <td data-bbox="708 954 788 987">—</td> <td data-bbox="788 954 868 987">✓</td> <td data-bbox="868 954 952 987">—</td> </tr> <tr> <td data-bbox="412 987 522 1008">Half Duplex</td> <td data-bbox="522 987 628 1008">✓</td> <td data-bbox="628 987 708 1008">—</td> <td data-bbox="708 987 788 1008">—</td> <td data-bbox="788 987 868 1008">—</td> <td data-bbox="868 987 952 1008">✓</td> </tr> </tbody> </table>	Network Camera		Auto Negotiation	100Base-TX		10Base-TX		Full Duplex	Half Duplex	Full Duplex	Half Duplex	Auto Negotiation		✓	—	✓	—	✓	100Base-TX	Full Duplex	—	✓	—	—	—	Half Duplex	✓	—	✓	—	—	10Base-T	Full Duplex	—	—	—	✓	—	Half Duplex	✓	—	—	—	✓
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Problem	Cause and Remedy
<p>The Top page is not displayed on the LAN.</p>	<ul style="list-style-type: none"> • The connected router does not have a loopback feature. <ul style="list-style-type: none"> → Access the camera with the local network IP address. • The wrong IP address class is assigned to the camera. <ul style="list-style-type: none"> → If you access the camera on the LAN, the PC IP address and the camera IP address must be set in the same class. Set the camera IP address same as the class of the PC IP address (see page 159 of the Operating Instructions on the Setup CD-ROM). • The web browser is accessing the proxy server. <ul style="list-style-type: none"> → Set the web browser to access the Internet directly (see page 164 of the Operating Instructions on the Setup CD-ROM). • You access the camera on the same LAN by entering the registered URL (or the router's global IP address) with the DynamicDNS service. <ul style="list-style-type: none"> → To access the camera on the same LAN, use the address for the local network address.

Problem	Cause and Remedy
<p>The Top page is displayed on the LAN, but not displayed from the Internet.</p>	<ul style="list-style-type: none"> • The default gateway address may be wrong. <ul style="list-style-type: none"> → Set the correct default gateway address (see page 43 or page 48 of the Operating Instructions on the Setup CD-ROM). • UPnP™ is disabled on the router. <ul style="list-style-type: none"> → Enable UPnP™ on the router following the router manual. • Port forwarding is not enabled on the router (see page 64 of the Operating Instructions on the Setup CD-ROM). <ul style="list-style-type: none"> → Enable port forwarding seeing the router manual for details. • Firewalls such as packet filtering on the router is blocking camera access. <ul style="list-style-type: none"> → Set the router to allow access to the camera seeing the router manual for details. • You are accessing the camera with an IP address for local camera access. <ul style="list-style-type: none"> → Access the camera with the global IP address of the router and port number of the camera.
<p>Authentication windows are consequently displayed.</p>	<ul style="list-style-type: none"> • User name and password for the administrator or general users are changed. <ul style="list-style-type: none"> → Close the web browser, and access the camera again.
<p>Only half of the image is displayed.</p>	<ul style="list-style-type: none"> • You are using Internet Explorer 4.xx or lower. <ul style="list-style-type: none"> → Upgrade Internet Explorer to version 6.0 or greater.

Problem	Cause and Remedy
<p>Camera image is not displayed.</p>	<ul style="list-style-type: none"> • ActiveX® Controls are not installed in Internet Explorer. <ul style="list-style-type: none"> → ActiveX Controls should be installed to display video (Motion JPEG). For the ActiveX Controls installation method, see page 19 of the Operating Instructions on the Setup CD-ROM when using Microsoft® Windows® XP Service Pack 2, or see page 18 of the Operating Instructions on the Setup CD-ROM when using other operating systems. • The network is congested. <ul style="list-style-type: none"> → Pages may not be displayed immediately. Wait for a while. • The web browser is accessing the proxy server. <ul style="list-style-type: none"> → Set the web browser to access the Internet directly (see page 164 of the Operating Instructions on the Setup CD-ROM).
<p>The Top page or the image is not displayed on the cell phone.</p>	<ul style="list-style-type: none"> • Only IP address and port number are entered. <ul style="list-style-type: none"> → Enter "/mobile" after entering "IP Address:Port Number". • The 320 x 240 resolution image is not displayed. <ul style="list-style-type: none"> → Cell phones does not support 320 x 240 resolution image. • The file size of the image is exceeding the capacity of the cell phone. <ul style="list-style-type: none"> → View the image at 160 x 120 resolution.
<p>A gray screen is displayed.</p>	<ul style="list-style-type: none"> • There are currently more than 30 simultaneous accesses to the video (Motion JPEG). <ul style="list-style-type: none"> → Reduce the number of access to below 30, or change the video to still images. • Operation time has been specified. <ul style="list-style-type: none"> → A gray screen is displayed outside the operation time. This is normal.
<p>Video suddenly changes to still images.</p>	<ul style="list-style-type: none"> • The video (Motion JPEG) display period is set on the General User page. <ul style="list-style-type: none"> → When you view video continuously, set [Unlimited] for the limit continuous motion JPEG (see page 84 of the Operating Instructions on the Setup CD-ROM).

Problem	Cause and Remedy
Image is out of focus.	<ul style="list-style-type: none"> • The lens cover has dust, dirt, fingerprints or droplets on it. → Clean the lens cover with a dry cloth (see page 158 of the Operating Instructions on the Setup CD-ROM). • The object is too close to the camera. → The camera cannot focus at short distances (less than 0.5 m [about 20 inches]). Locate the object more than 0.5 m (about 20 inches) away from the camera.
The color on the image is strange.	<ul style="list-style-type: none"> • White balance does not work well. → Adjust the white balance on the Camera page (see page 73 of the Operating Instructions on the Setup CD-ROM). • The color display setting on your PC is set lower than 16 bits. → Set the color display 16 bits or higher.
Image flickers.	<ul style="list-style-type: none"> • The object is dark. → Make the area around the camera brighter. • The colors setting of the monitor is set to less than 16 bit high color. → Set it to 16 bit high color or greater.
An old image is displayed.	<ul style="list-style-type: none"> • The old image is temporarily stored on the web browser. → Set [Every visit to the page] on the web browser to check for temporary Internet files (see page 167 of the Operating Instructions on the Setup CD-ROM).

Problem	Cause and Remedy
<p>The image refreshes very slowly.</p>	<ul style="list-style-type: none"> • Multiple users are accessing the camera. <ul style="list-style-type: none"> → If multiple users are accessing the camera, the image refreshes slowly. • You are not using an Ethernet switching hub. <ul style="list-style-type: none"> → If you view multiple cameras on the Multi-Camera page, the image refreshes slowly. Use an Ethernet switching hub. • The image may refresh slowly, depending on image resolution, image quality, network traffic, PC performance, enabling IPsec or what object you view. • The Max. bandwidth usage is limited. <ul style="list-style-type: none"> → Increase the max. bandwidth usage on your network (see page 43 or page 48 of the Operating Instructions on the Setup CD-ROM). • The camera is in color night view mode. <ul style="list-style-type: none"> → The image refreshes slowly in color night view mode. Make the area around the camera brighter.
<p>When accessing the camera, the Update Firmware page is displayed.</p>	<ul style="list-style-type: none"> • The power to the camera was turned off during firmware update, so the firmware may be broken. <ul style="list-style-type: none"> → Download the latest firmware on the Panasonic Network Camera support website.

Operation Bar

Problem	Cause and Remedy
Pan/tilt, click to center and preset features do not work.	<ul style="list-style-type: none"> • Your PC is not connected to the camera. → Click [Refresh] on the web browser. Confirm that the image refreshes, and operate the pan/tilt functions. • The camera is not turned on. → Confirm that the camera is turned on. • Multiple users are operating the camera simultaneously. → Wait for a while, and access the camera again. • The pan/tilt reaches its end. → Confirm that the end display is displayed on the operation bar. • The pan/tilt range is restricted. → Adjust the pan/tilt range settings (see page 77 of the Operating Instructions on the Setup CD-ROM).
Part of the buttons on the operation bar are not displayed.	<ul style="list-style-type: none"> • The feature is not permitted on the General User page. → Permit the feature to be used (see page 84 of the Operating Instructions on the Setup CD-ROM). Or log in to the camera as an administrator.

Audio Problems

Problem	Cause and Remedy
Listen button is displayed gray.	<ul style="list-style-type: none"> • The [Input] setting is set to [Disable] on the Audio page. → Change it to [Enable]. (See page 78 of the Operating Instructions on the Setup CD-ROM) • In the access level settings on the General User page, [Listen] is not permitted. → Permit [Listen]. (See page 84 of the Operating Instructions on the Setup CD-ROM)
Talk button is displayed gray.	<ul style="list-style-type: none"> • The [Output] setting is set to [Disable] on the Audio page. → Change it to [Enable]. (See page 78 of the Operating Instructions on the Setup CD-ROM) • In the access level settings on the General User page, [Talk] is not permitted. → Permit [Talk]. (See page 84 of the Operating Instructions on the Setup CD-ROM) • When accessing a camera on a LAN, the web browser settings are going through a proxy server. → Change the settings so that they do not go through a proxy server. (See page 164 of Operating Instructions on the Setup CD-ROM)
Neither Listen nor Talk button can be used.	<ul style="list-style-type: none"> • When accessing a camera on a LAN, the web browser settings are going through a proxy server. → Change the settings so that they do not go through a proxy server. (See page 164 of Operating Instructions on the Setup CD-ROM)

Problem	Cause and Remedy
<p>Audio cannot be heard on the computer.</p>	<ul style="list-style-type: none"> • The Listen button appears like this:  <ul style="list-style-type: none"> → Click the Listen button. (It will change to .) → The number of simultaneous access for the audio is exceeding the limit. • The Listen button is displayed gray. <ul style="list-style-type: none"> → [Listen] is not permitted on the General User page. Permit it. (See page 84 of Operating Instructions on the Setup CD-ROM) • The volume is set to minimum. <ul style="list-style-type: none"> → Adjust the volume on the volume adjustment toolbar. • The computer volume is set to mute or minimum volume. <ul style="list-style-type: none"> → Open the PC's Volume Control window, and clear the output master and Wave/MP3's Mute checkbox, then adjust the volume.
<p>The Audio Control Bar is not displayed.</p>	<ul style="list-style-type: none"> • The Audio Control Bar is not displayed when the number of simultaneous accesses exceeds the maximum number. <ul style="list-style-type: none"> → Wait for a while, and access the camera again. • Both the [Output] or [Input] settings are set to [Disable] on the Audio page. <ul style="list-style-type: none"> → Change them to [Enable]. (See page 78 of the Operating Instructions on the Setup CD-ROM) • In the access level settings on the General User page, both [Listen] and [Talk] are not permitted. <ul style="list-style-type: none"> → Permit both [Listen] and [Talk]. (See page 84 of the Operating Instructions on the Setup CD-ROM)

Problem	Cause and Remedy
<p>Audio is not produced from an external speaker connected to the camera.</p>	<ul style="list-style-type: none"> • The Talk button appears like this:  <ul style="list-style-type: none"> → Click the Talk button. (It will change to .) • The Talk button is gray. <ul style="list-style-type: none"> → [Talk] is not permitted on the General User page. Permit it. (See page 84 of Operating Instructions on the Setup CD-ROM) • Microphone is not selected on your PC's volume control screen. <ul style="list-style-type: none"> → Click [Options]→[Properties]→, and check [Recording] on the Volume Control window. In the "Show the following volume controls" column, check [Microphone], and click [OK]. Check [Select] on the Recording Control window. • The PC's microphone input setting is set to mute. <ul style="list-style-type: none"> → Open the PC's Volume Control window, check the microphone checkbox and then adjust the volume controls. • A speaker is not connected to the camera. <ul style="list-style-type: none"> → The camera's audio output terminal is a line output. Connect it to an external speaker with a built-in amplifier (see page 31 of Operating Instructions on the Setup CD-ROM). • An amplifier is not connected to the camera. <ul style="list-style-type: none"> → The camera's audio output terminal is a line output. Connect it to an external speaker with a built-in amplifier (see page 31 of Operating Instructions on the Setup CD-ROM) • Audio can only be received for short periods of time. <ul style="list-style-type: none"> → Change the settings to extend the PC Audio Input Timeout. (See page 78 of Operating Instructions on the Setup CD-ROM) • The camera speaker volume settings are set to minimum. <ul style="list-style-type: none"> → Adjust the volume settings to an appropriate volume. • The camera access is going through a proxy server. <ul style="list-style-type: none"> → The audio feature cannot be used when going through a proxy server.

Problem	Cause and Remedy
<p>Noise can be heard.</p>	<ul style="list-style-type: none"> • The plug of the external microphone or speaker is dirty. → Wipe the connection terminal of the microphone or speaker. • The external microphone or speaker is not connected properly. → Correctly connect the external microphone or speaker. • The audio from your PC speaker is being caught by your PC microphone, then the camera is transmitting the audio as the noise. → Check [mute] for the microphone column on the volume control screen. Then the PC will stop transmitting audio to the camera.
<p>Audio is interrupted.</p>	<ul style="list-style-type: none"> • Other applications are being run on the computer. → Close other applications on your computer. • The max. bandwidth is set to [Unlimited] on the Network page. → Reduce the max. bandwidth (see page 46 or page 51 of Operating Instructions on the Setup CD-ROM). • The mute for pan/tilt is set to [Enable] on the Audio page. → This is not a problem. • The input from the external microphone or speaker is small. → When the audio is interrupted in listening, change sensitiveness to [Maximum] on the Audio page. When the audio is interrupted in talking, adjust the microphone volume on the PC's Volume Control window.

Image Buffer/Image Transfer

Problem	Cause and Remedy
<p>The camera does not transfer the image by E-mail or FTP.</p>	<ul style="list-style-type: none"> • Errors have occurred on the way to the E-mail or FTP server. <ul style="list-style-type: none"> → See the Protocol column on the Status page (see page 135 of the Operating Instructions on the Setup CD-ROM), and check if the error is displayed. • The default gateway and DNS server addresses are not assigned correctly. <ul style="list-style-type: none"> → Assign them correctly (see page 43 or page 48 of the Operating Instructions on the Setup CD-ROM). • Login ID and password for E-mail or FTP are invalid. <ul style="list-style-type: none"> → Make sure that you enter your correct login ID and password.
<p>The camera does not transfer the image to a cell phone.</p>	<ul style="list-style-type: none"> • The image quality is not set to [Mobile Phone] on the Image Buffer/Transfer page. <ul style="list-style-type: none"> → Set the resolution to [160 x 120] and the image quality to [Mobile Phone]. Some cell phones do not support 320 x 240 resolution.
<p>The image is slowed down on the Buffered Image page. Or the camera transfers the old image.</p>	<ul style="list-style-type: none"> • The transfer interval is too short. <ul style="list-style-type: none"> → Set the transfer interval longer than the current setting (see page 89, page 99 or page 110 of the Operating Instructions on the Setup CD-ROM).

IPv6

Problem	Cause and Remedy
<p>The Top page is not displayed with the IPv6 address.</p>	<ul style="list-style-type: none"> • The IPv6 address is not set on the camera. <ul style="list-style-type: none"> → Check if the IP address and default gateway are displayed in the network (IPv6) column of the status page (see page 135 of Operating Instructions on the Setup CD-ROM). If neither or only one is displayed, it is possible that the connection is incorrect or that the IPv6 router is not set properly. Set them correctly. • The IPv6 has not been set up on your PC. <ul style="list-style-type: none"> → IPv6 is not set up in Windows XP when purchased. Change the settings to enable it. (See page 16 of Operating Instructions on the Setup CD-ROM) • Router filtering is enabled. <ul style="list-style-type: none"> → Permit camera access from the WAN side in router settings. • Your network or ISP may not support IPv6 at this time.

IPsec

Problem	Cause and Remedy
<p>The camera cannot be accessed in transport mode.</p>	<ul style="list-style-type: none"> • IPsec policy settings are restricted. <ul style="list-style-type: none"> → Decrease the number of computers connected simultaneously, and wait for a while, or shorten the lifetime in the PC's IPsec settings. • IPsec settings have not been set on your PC. <ul style="list-style-type: none"> → Set IPsec settings on your PC. See the Panasonic Network Camera support website (http://panasonic.co.jp/pcc/products/en/netwcam/) for how to do this. • The pre-shared key is not set correctly. <ul style="list-style-type: none"> → Set the same pre-shared key for the camera and your PC (see page 55 of Operating Instructions on the Setup CD-ROM). • On the VPN router within the network, tunnel mode has been set. <ul style="list-style-type: none"> → Transport mode and tunnel mode can not be used at the same time. Cancel the PC's IPsec settings, and communicate using tunnel mode. • Either PC's SA¹ or Camera's SA is not established. <ul style="list-style-type: none"> → Disable the PC's IPsec settings, and enable it again.
<p>The camera cannot be accessed in tunnel mode.</p>	<ul style="list-style-type: none"> • The pre-shared key is not set correctly. <ul style="list-style-type: none"> → Set the same pre-shared key for the camera and the VPN router (see page 58 of Operating Instructions on the Setup CD-ROM). • The VPN router is not set correctly. <ul style="list-style-type: none"> → Set the IKE and IPsec policy on the VPN router correctly (see page 58, page 60, or page 61 of Operating Instructions on the Setup CD-ROM). • Either VPN router's SA¹ or camera's SA is not established. <ul style="list-style-type: none"> → Restart the VPN router and the camera.

Problem	Cause and Remedy
<p>E-mail or FTP transfer cannot be sent in transport mode.</p>	<ul style="list-style-type: none"> • The network settings are not set correctly. <ul style="list-style-type: none"> → Cancel the IPsec settings on the server, PC and camera, and check that the camera images can be transferred. If they can be transferred, the IPsec settings were not set correctly. Set them correctly (see page 55 of Operating Instructions on the Setup CD-ROM). • The pre-shared key is not set correctly. <ul style="list-style-type: none"> → Set the same pre-shared key for the camera, and server (see page 55 of Operating Instructions on the Setup CD-ROM). • There is a e-mail server or FTP server within the tunnel mode network. <ul style="list-style-type: none"> → Transport mode and tunnel mode cannot be used at the same time. Cancel the e-mail server or FTP server's IPsec settings, and communicate using tunnel mode. • Either server's SA^{*1} or camera's SA is not established. <ul style="list-style-type: none"> → Restart the camera.

*1 SA (Security Association) refers to establishing a secure connection for an encrypted communication that uses IPsec or IPv6 by exchanging and sharing information such as the encryption scheme and key before communicating, or refers to an established virtual encrypted communication pathway.

Miscellaneous

Problem	Cause and Remedy
ActiveX cannot be installed.	<ul style="list-style-type: none"> Security software disables the ActiveX installation. → Close the security software, and install the ActiveX again.
The firmware is not updated.	<ul style="list-style-type: none"> The firmware updating is not completed due to power off, network failure or other causes. → Update the firmware again following the next procedures. <div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Disconnect the plug of the AC cord of the camera from the outlet, and reconnect it again.</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Enter the IP address on the web browser to access the camera.</div> <p style="text-align: center;">↓</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid black; padding: 5px; margin-right: 10px;">Is the Top page displayed?</div> <div style="margin-left: 10px;">No</div> </div> <p style="text-align: center;">↓ Yes</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Access the Setup page and click [Status]. Check the firmware version on the Status page.</div> <p style="text-align: center;">↓</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid black; padding: 5px; margin-right: 10px;">Is the version updated?</div> <div style="margin-left: 10px;">No</div> </div> <p style="text-align: center;">↓ Yes</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Update the firmware*¹.</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">The firmware update is completed.</div> </div> <p style="margin-top: 10px;">*¹ See page 137 of the Operating Instructions on the Setup CD-ROM about updating firmware.</p>
Shortcut icon is not displayed in the My Network Places folder.	<ul style="list-style-type: none"> UPnP™ Windows component is not installed in Windows XP or Windows Me. → Install UPnP™ Windows component in Windows XP or Windows Me (see page 167 of the Operating Instructions on the Setup CD-ROM).
You cannot solve problems.	<ul style="list-style-type: none"> Call our customer call center at 1-800-272-7033.

Memo

For product service

- Panasonic Servicenters are listed in the servicenter directory.
- Call 1-800-272-7033 for the location of an authorized servicenter.
- This Network Camera is designed for use in the United States of America. Sale or use of this product in other countries/areas may violate local laws.

When you ship the product

- Carefully pack your unit, preferably in the original carton.
- Attach a letter, detailing the symptom, to the outside of the carton.

Symptom _____

- Send the unit to an authorized servicenter, prepaid and adequately insured.
- Do not send your unit to the Panasonic Consumer Electronics Company listed below or to executive or regional sales offices. These locations do not repair consumer products.

The information in this document is subject to change without notice.

Panasonic Consumer Electronics Company, Division of Panasonic Corporation of North America

One Panasonic Way, Secaucus, New Jersey 07094

Panasonic Puerto Rico, Inc.

San Gabriel Industrial Park, Ave. 65 de Infantería, Km. 9.5,
Carolina, Puerto Rico 00985

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