# Search IP camera failed and can not get image

​There are many reasons why the IP camera cannot search the IP and no image. It may be caused by the camera, or it may be a switch, fiber splicing, network cable, or power supply problem. Therefore, select the appropriate node for troubleshooting during the troubleshooting process.So, to find out the reason, need prepare the tools, need PC, network cable, or if nessary, need the measure tool.

1. First install the camera manufacturer's network camera search and test software on the laptop and test it on the front-end access switch. If the camera IP address can be searched and there is an image, it proves that the access switch to the monitoring point is normal. If there is still no image of the IP address, then the access switch to the monitoring point is faulty.
2. If the access switch to the monitoring point is normal, go to the back end to continue testing. If the camera IP address cannot be found at this time, it proves that there is a problem with the optical fiber splicing. If the camera IP address can be found, check the network HDD recorder settings. And monitoring center network cable connection and crystal head.
3. If there is a fault between the access switch and the monitoring point, use a laptop to directly connect to the front-end camera and test whether the camera IP address can be searched with the camera software. If the device can be searched, it proves that the crystal head of the network cable from the camera to the switch is not available. After confirming the line gauge again, make the crystal head again.
4. If the camera IP is still not found on the camera, you need to consider the problem of the camera or the power supply of the camera. A multimeter can be used to test whether the camera's power supply voltage is normal. If it is normal, it can be judged that it is a problem with the camera. If it is abnormal, replace the camera power supply and test again.
5. If it is finally determined that the network camera is faulty, the network camera can be replaced and then searched on the back end. After a series of tests, the camera's IP address can usually be searched and the image displayed.