

**Title:** Auto Discovered Camera not functioning

**Product:** SentryVMS Client

**Brief:** Camera is found by "Auto Discovery" but is not viewable. User Name and Password have been verified. Camera is viewable from web browser and may or may not be through the browser app accessed through the "Web Access" link on the "General" tab of the camera properties.

**Solution:** Delete the camera and do a manual add of all camera parameters

Right click the server name and select "Properties"

Select the non-operating camera in the right hand list. Click "Remove" then "Delete"

Right click "Manual Add"

Fill in all the information

Right click on "Add"

Pop window "Are you finished adding cameras?" Click on "Yes"

You will be now back on the "Camera" tab . Click "Okay"

Right click on the IP Server icon in your Tray near the system clock.

Select "Restart IP Server" Restart process could take up to 2 minutes depending on camera response

Some instances may require shutting down Monitor Station and restarting it.