How to Solve IP Camera No Link Issue on PoE NVR

IP cameras could be added into PoE NVR with both Manual mode and Plug- and- Play mode.

When applying the Plug- and- Play mode, please kindly make sure it is Hikvision brand camera, and the password of the camera is the same as the NVR.

For "No Link" issue, please enter NVR Menu- Camera- IP Camera, click Status icon of camera to check the error message first.

VR 4.0 Show assword + Custom Add Import/Export ••• More Settings Enter a keyword. × Delete Camera D Password 192.168 N/A 192.168 D3 N/A 192.168. D4 Note Privacy Mask N/A 192.168. D5 N/A 192.168.2 Video Parameters D6 N/A 192.168.2 The user name or the password is wrong. 192.168.2 D7 N/A D8 N/A 192.168.2 N/A 192.168.2 D9 N/A 192.168.2 192.168.2 N/A N/A 192.168.25 192.168.2 N/A 192.168.25 D14 N/A 192.168.25 N/A 192.168.25 D18 (Number of Una

The user name or the password is wrong

Solution :

If the IP camera has hard reset button, please turn off the camera (cut off the power). Then keep holding the button for more than 30 seconds. Meanwhile, power on the camera while holding the button. The device would be back to the inactive status. PoE NVR will automatically active and connect the camera.

If the IP camera doesn't have hard reset button, please use SADP tool to reset camera password first. You can operate according to below steps:

1. Download and install the latest SADP tool on your

computer. You can download from below link:

https://www.hikvision.com/en/support/tools/hitools/TS20200826033/

2. Connect your computer to one of PoE ports of NVR with network cable .



- 3. Running SADP tool to search camera.
- 4. Select the device, and click the "forgot password" button.
- 5. If it has an export button, you can click it to export a device's xml file and send it to our regional support team to reset password.
- 6. Get import file from support team, then import file to reset device password.

Note: Please set the new password of camera to the same as NVR's.

Tot	al numb	er of online devices: 21				Unbind Export	Refresh	Modify Network Parame	ters
•	ID.	▲ Device Type	Status	IPv4 Address	Port	Enhanced SDK Service Port Software Version	IPv4 Gateway HTTP	Enable DHCP	
	001	iDS-9616NX-18/FA	Active	10.9.97. Rese			× ⁸⁰	Enable Hik-Connect	
	002	iDS-9632NXI-18/4F	Active	10.9.97.		Providence Construction In	80	Device Serial No.:	DS-2TD4136-2520180106CCWR16
	003	DS-7608NI-K2/8P	Active	10.9.97.	Mode:	Export/Import Secret Key Mode ~	80	IP Address:	10.9.97.88
	004	DS-7316HUHI-F4/N	Active	10.9.97	file) or take a ph OB code photo	hoto of the QR code. Send the XML file or to our technical engineers.	80	Port	8000
	005	DS-7108HGHI-F1	Active	10.9.97.			80	Subnet Mask:	255.255.255.0
	006	NVR-208MH-C/8P	Active	10.9.97.	Export	3.Click "Export" to ex	aport 80	Gateway:	10.9.97.254
	007	1. Choose your	device.	0.9.97.1 📀	Step 2: Input the	e key or imp	80	IPv6 Address:	
	800	DS-2CD7A26G0/P-IZS	Active	10.9.97.	the technical eng device.	gineer to reset the password for the	80	IPv6 Gateway:	
	009	DS-2CD7A26G0-IZS	Active	10.9.97.	O Import File	4.Get import file from sup	port team, the	n Prefix Length:	64
	010	DS-2DF6A236X-AEL	Active	10.9.97.	0.000	import the xml file here.		HTTP Port:	80
	011	iDS-2VS235-F836	Active	10.9.97.			80	Secu	
	012	DS-2CD6924F-IS	Active	10.9.97.	New Password:		80		
	013	DS-2CD2743G0-IZS	Active	10.9.97.	Confirm Passwor	rd	80		
	014	DS-2CD7026G0/P-API	Active	10.9.97.		5 Set New Password	80	Admin Password:	
	015	iDS-2PT9122IX-D/S	Active	10.9.97.		5. Set New Password.	80		
	016	DS-2CD7126G0/L-IZS	Active	10.9.97.		Confirm	Cancel 80		
	017	DS-2CD2F22FWD-IWS	Inactive	192.168.1.64	8000	N/A V5.5.53build 180	192.168.1.1 80	2. Click "For	get
4	018	DS-2CD2423G0-IW	Active	10.9.97.28	8000	8443 V5.5.80build 180	10.9.97.254 80	Password"	Forgot Password

7. PoE NVR will automatically connect the cameras with same password.

Network is Unreachable

If the camera is connected to NVR PoE port.

 Please download and install the latest SADP tool on your computer. You can download from below link:

https://www.hikvision.com/en/support/tools/hitools/TS20200826033/

- 2. Connect your computer to one of PoE ports of NVR with
- network cable .
- 3. Running SADP tool to search camera, check device IP address.
- Please access camera via web browser as following picture.



 Go to Configuration- Maintenance- Default, default camera to factory settings, PoE NVR will automatically active and connect camera.

HIK	(VISION ®	Live View Play	back Picture	Configuration				
Ţ	Local	Upgrade & Maintenance	Log Security Audit Log					
	System System Settings	Reboot						
ιE	Maintenance	Reboot	Reboot the device.					
	Security	Default						
	User Management	Restore	Reset all the parameters, exc	ept the IP parameters and user information, to the	default settings.			
Ð	Network	Default	Restore all parameters to default settings.					
Q.	Video/Audio Information Export							
1	Image	Device						
Ë	Event	Diagno	Download the log, system infe	em information and hardware information.				

If the camera is connected to the PoE switch, please connect switch to NVR LAN port. The IP address of the camera must be in the same network segment as the IPv4 address of NVR.

Then enter NVR Menu- Camera- IP Camera, select camera and click **Edit** icon.

Camera 🗸	Show password + Custom Add	× Delete 🖺 In	nport/Export	••• More	Settings Enter a keyword.
	Security	IP Address	Edit	Upgr	Camera Name
PoE Settingo	N/A	192.168.254.2	W means W	1	Camera 1
T DE Detangs	N/A	192.168.254.3	2		IPCamera 02
Display	N/A	192.168.254.4	æ		IPCamera 03
Privacy Mask	N/A	192.168.254.5			IPCamera 04
	N/A	192.168.254.18			IPCamera 05
Video Parameters >	N/A	192.168.254.19			IPCamera 06
	N/A	192.168.254.20			IPCamera 07
	N/A	192.168.254.21			IPCamera 08
	N/A	192.168.254.22			IPCamera 09
	N/A	192.168.254.23			IPCamera 10
	N/A	192.168.254.24	B		IPCamera 11
	N/A	192.168.254.25			IPCamera 12
	N/A	192.168.254.26			IPCamera 13
	N/A	192.168.254.27			IPCamera 14
	N/A	192.168.254.28			IPCamera 15
	N/A	192.168.254.29			IPCamera 16

Select Adding mode to Manual, enter camera IP address and correct password, then click OK to add camera.

🗃 Camera 🗸 🗸	Show password	Edit IP Camera		×	•• More S	ettings Enter a keyword.
	Security	IP Camera No.	D1		Upgr	Camera Name
PoE Sottingo	N/A	Adding Method IP Camera A.	Manual		1	Camera 1
FUE Settings	N/A		manda		-	IPCamera 02
Display	N/A		192.168.254.2		-	IPCamera 03
Privacy Mask	N/A	Protocol	HIKVISION	-	14	IPCamera 04
	N/A	Management	8000		-	IPCamera 05
Video Parameters >	N/A	Channel Port	1		-	IPCamera 06
	N/A	Transfer Pro	Auto		-	IPCamera 07
	N/A	User Name Password Use Channel Enable IP C Use Default Verify Certifi	admin		-	IPCamera 08
	N/A		aurin		-	IPCamera 09
	N/A			-	IPCamera 10	
	N/A				-	IPCamera 11
	N/A					IPCamera 12
	N/A			-	IPCamera 13	
	N/A				-	IPCamera 14
	N/A				1 -	IPCamera 15
	N/A			OK	-	IPCamera 16

IP camera does not exist

"IP camera does not exist" means NVR does not detect the camera input.

Please check whether the camera is properly connected to the POE port of the NVR. You can try to change a shorter cable, change a PoE port or connect a external power supply to IP camera to test.