TROUBLESHOOTING

A camera will not connect or keeps dropping

Fix a camera that is not discovered, shows a network error, keeps reconnecting or gives a broken picture.

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The camera is not in the discovered list

- It is on a different network or subnet from the PC. Discovery only sees the local network.
- ONVIF discovery is switched off in the camera's web settings (usually under ONVIF, Network or Security). Switch it on and add an ONVIF user if the camera asks for one.
- It does not support ONVIF. Add it with the wizard or its stream address instead: see **Add a camera** (crowdsense.events/knowledge-base/desktop/add-a-camera).

"Network error" or no picture

The app could not open the stream. Work through these in order:

1 **Test the address outside the app**

Open the same RTSP address in VLC (Media › Open Network Stream) on the same PC. If VLC cannot play it either, the address, login or network is the problem, not the app.

2 **Check the login**

A wrong user name or password often shows as a network error. Special characters in a password may need to be URL-encoded in the address.

3 **Try another stream or model**

Pick a different stream profile, or in the wizard another model from the same maker.

4 **Change the transport**

In the camera's settings in the app, switch the stream type between TCP, UDP and HTTP.

5 **Change it at the camera**

If nothing works, set the camera's stream to H.264 at a lower resolution in its own web settings.

The camera keeps reconnecting, or the picture is smeared or blocky

- Switch the stream type to TCP: UDP loses packets on busy or wireless networks.
- Lower the camera's resolution, frame rate or bit rate. Counting does not need a 4K stream.
- Check the cable, the PoE switch and any wireless bridge between the camera and the PC.
- Turn on email alerts for camera disconnects in Settings so you hear about drops straight away.

Still stuck

Send support@crowdsense.events the camera make and model, the stream address with the password removed, and a screenshot of the error.

Still stuck?

Email support@crowdsense.events with your account reference (it starts CS-D-), the computer's name and a screenshot of what you see. For sales questions, contact us (crowdsense.events/contact).