The Imaging Source Helpdesk

GigE Camera Does not work

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Please check, what the issue is, if not already done, e.g

- camera not listed in IC Capture
- camera is listed, but can not be started
- camera was started, is in live mode, but does not deliver images

Also it is very important to know, whether the camera is listed in the Windows GigE IP Camera Config program, that comes with our GigE driver . You may send a screen shot of this program to us.

Please check following: The yellow LED on the camera flashes.

- If not, the camera does not have power. Power the camera either by PoE switch / injector or an external power supply. If you use a PoE device, please make sure, it supports GigE (1000mBit/s) speed.

The green LED does not light up, bit the yellow one flashes.

- The camera is not connected to a Gigabit (1000 mBit/s) ethernet network. If you use a PoE injector or switch, check, whether it supports GigE/1000mBit

Sometimes Virus Scanners and "Safety Software" install network hooks. The "Panda" software is such a candidate. Also Symantec Endpoint Protection Firewall does this. They can block the complete image data transfer. If you find something like this in the network properties, disable or remove it.

Install IC Capture and see what happens. If you receive a black screen and *not* the error message "The camera is started, but does not deliver frames", then

- camera is in trigger mode, but no triggers come. Disable trigger mode

- camera uses extremely short exposure times

- camera uses extremely long exposure times. However, after 30 seconds the image should be white then.

Please open the GigECam IP Config program, which runs in the Systray, Taskbar and check for IP addresses.

IP addresses should be:

If DHCP enabled and the camera is connected directly to the computer:

NIC: 169.254.a.b : 255.255.0.0

cam: 169.254.c.d : 255.255.0.0

a,b,c and d will have random values between 0 and 255.

NIC = Network Interface Controller

cam = camera.

If DHCP enabled and the camera is connected through a network with DHCP server:

NIC: 192.168.0.a : 255.255.255.0

cam: 192.168.0.b : 255.255.255.0

a and b will have random values between 0 and 255. Also the 192.168.0 depends on your DHCP server, but the three numbers should be the same on NIC and camera.

If persistant IP is enabled:

NIC: 192.168.1.a : 255.255.255.0

cam: 192.168.1.b : 255.255.255.0

a and b will have random values between 0 and 255. Also the 192.168.1 depends on your network setup, but the three numbers should be the same on NIC and camera.

Something like

If persistant IP is enabled:

NIC: 192.168.0.a : 255.255.255.0

cam: 169.254.b.c : 255.255.0.0

a,b and c have random values between 0 and 255. This wont work, because 192.168.0 is not equal to 169.254.b. The GigECamera IP config program will show a warning sign and you must assign a new, valid IP address, that matches the NIC's IP address, starting with 192.168.0 in this sample case.

Please send a screen shot of the GigECamera IP config program, so I can see the IP adress configuration.

A "Getting Started with GigE Cameras" can be found at https://s1-dl.theimagingsource.com/api/2.5/packages/publications/whitepapers-cameras/wpgigecamerastartup/4df6c9cb-9fb5-50d0-8b42-82259fd2124b/wpgigecamerastartup_1.0.en_US.pdf.