How to Troubleshoot When Uniview Devices' EZCloud Status Shows Offline?

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Description

Note: *This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team.*
https://global.uniview.com/Support/Service_Hotline/

Operating Steps

Check the cloud status of the device under **Menu>Network>Basic>EZCloud** on the monitor or Setup>Network>EZCloud on the web interface.
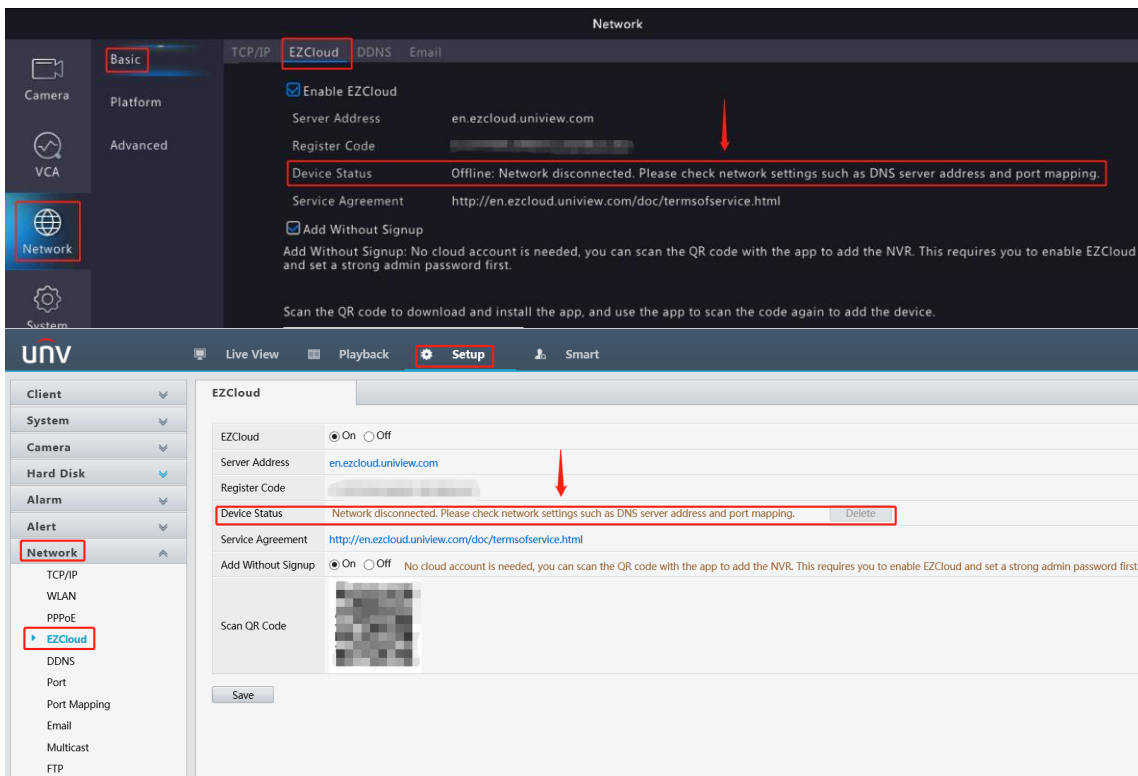
If it shows offline (The device has not been added to the cloud website. Please add the device), then please add the device by scanning the QR code. Here is the document for your reference:
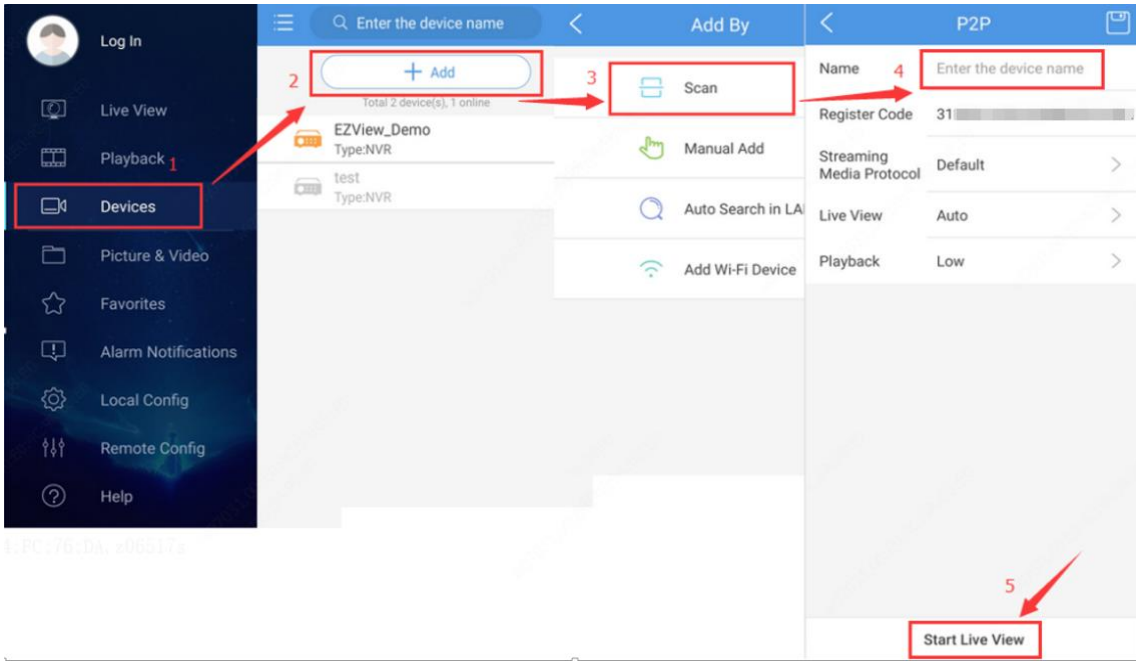
If it shows offline (The device is unreachable or network disconnected), then follow the steps below:

Step 1 Check the physical connection between the NVR and the router from the monitor under **Menu>Maintain>Network Info> Traffic**.

If the NIC status shows **Disconnected**: please check the physical connection between the device and the router. You may try unplugging the network cable and plugging it back, cross-testing with different network cables, cross-testing with different ports of the router.
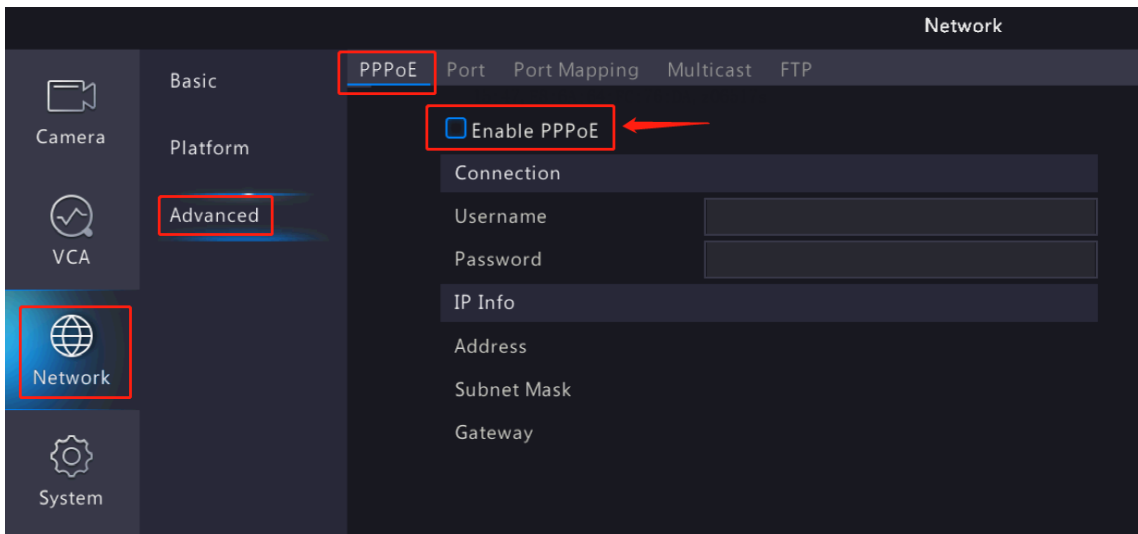
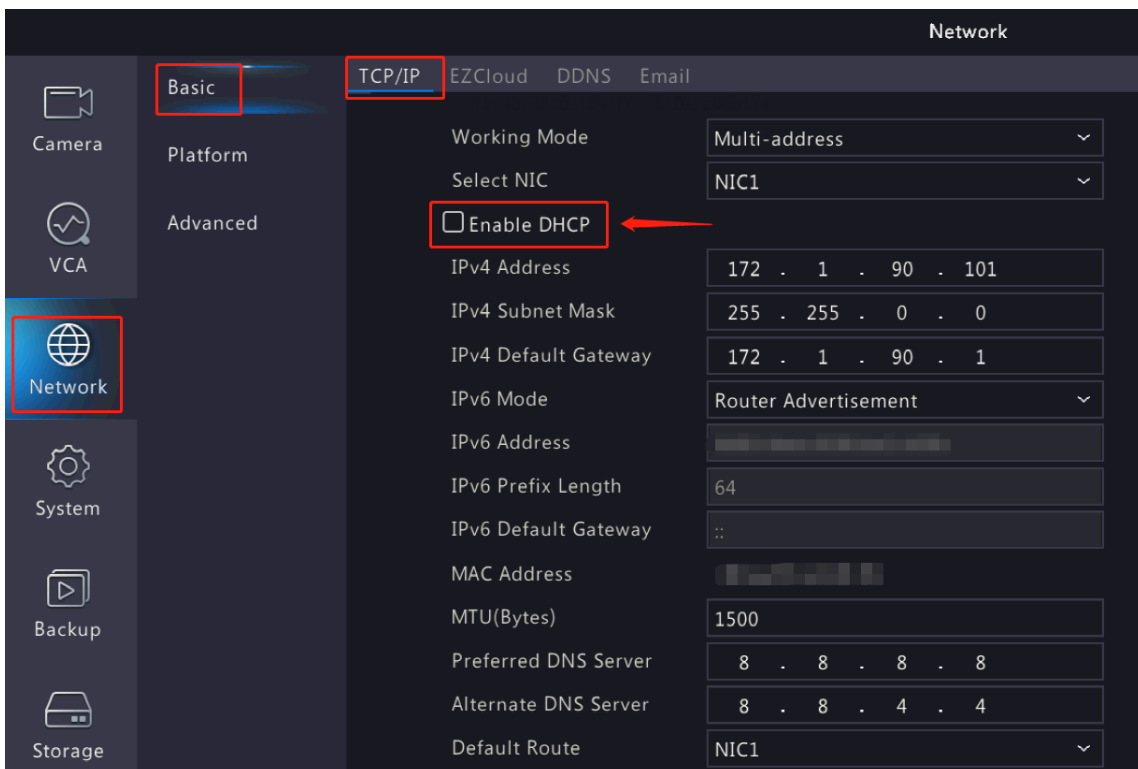If the NIC status is **connected**: please move to Step 2.
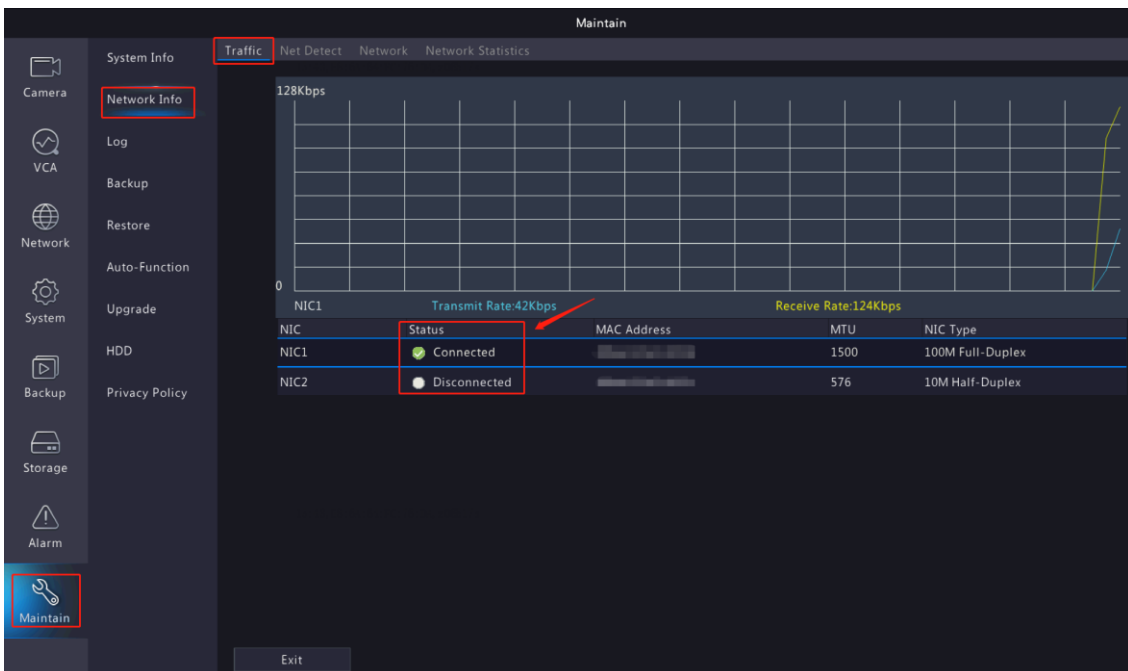
Step 2 Check the **DHCP** setting.

Disable **PPPoE** from the NVR under **Menu>Network>PPPOE** and check the DHCP status under ： **Menu>Network>Advanced**

Enable DHCP under **Menu>Network>Basic>TCP/IP**. Make sure that the Default Route is set to the correct NIC, then reboot the NVR and see how it works.

Note: For some NVR models, they may have several Ethernet ports/NICs. Make sure the Default route is set to the NIC which is physically connected to the router.

**Step 3** If the device is still offline, please refer to the next step:

Step 4 Enter the local IP address of the router under **Menu>Maintenance>Network info>Net Detect** and click test to check the network between the NVR and the router.

If the test result shows **the destination is unreachable**, then there may still be problems with the network between the NVR and the router, mostly configuration problems. Please check and make sure the NVR's IP address and the router's local IP addresses are in the same IP segment.
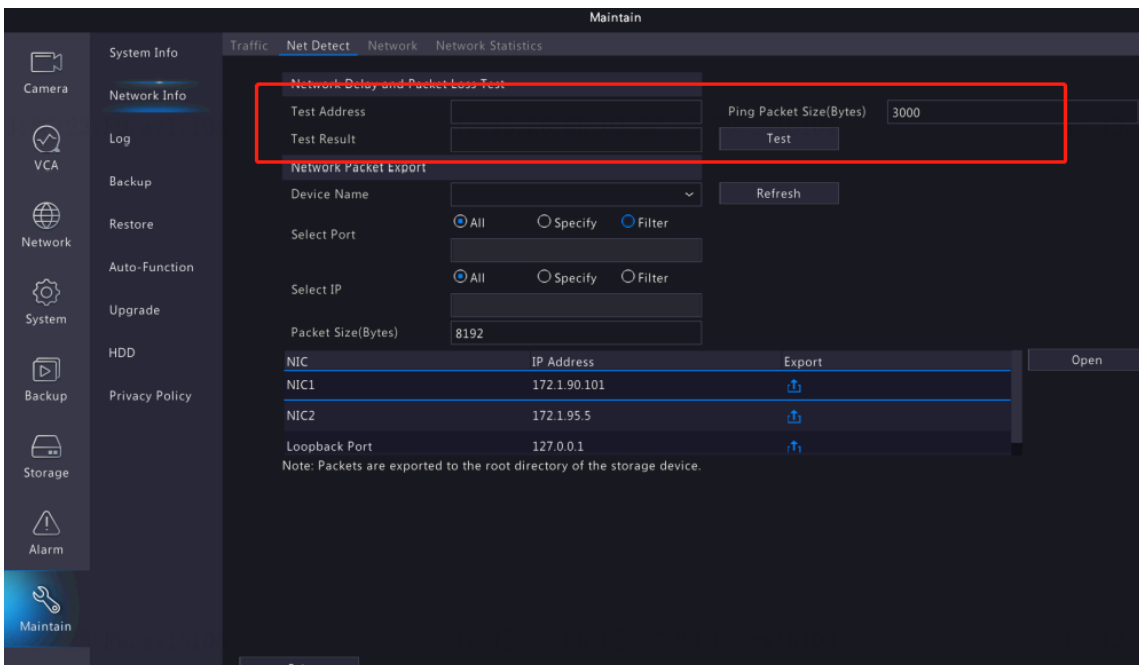
If the test result shows *delay ***ms**, loss packets **%.*

It means the network connection between the NVR and the router is good. Please go to the next step.
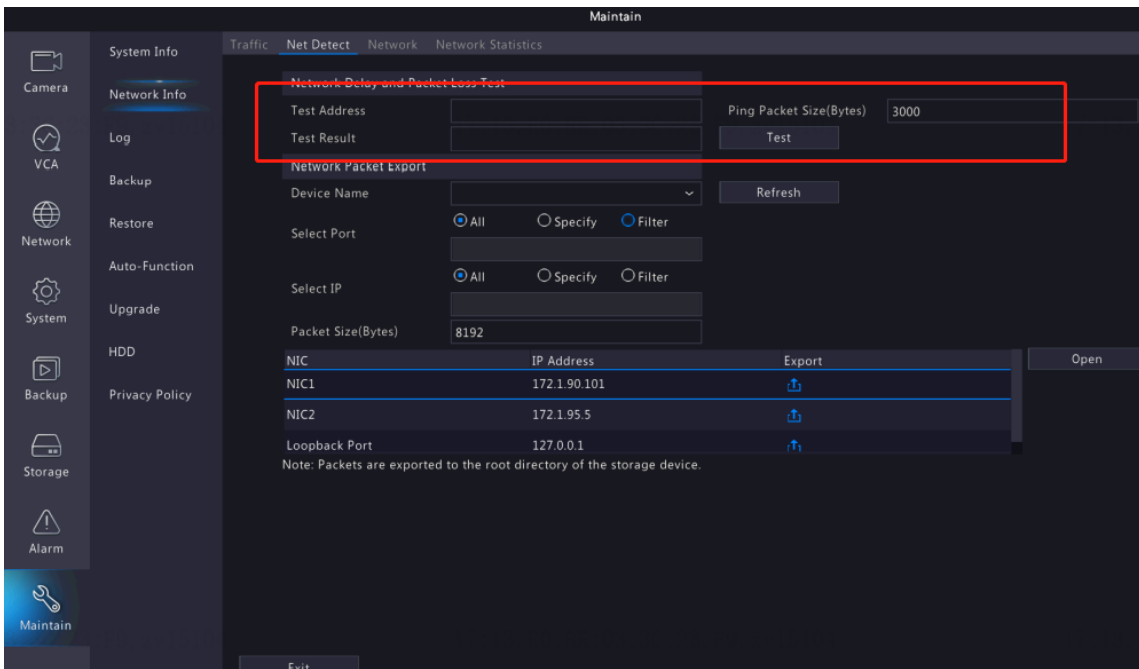
Step 5 Test the network between the NVR and the public Internet from the NVR's Monitor under **Menu>Maintenance>Network info>Net Detect**.

Enter a public IP like *8.8.8.8* or *www.google.com*, then click Test.

Note: Please change the Ping Packet Size to lower than 200. For some public IP there is a limit that the ping packet size cannot be too large.

If the test result shows *delay **ms*, loss packets **%, then please contact Uniview Technical Support for further troubleshooting.

If the test result shows *the destination is unreachable,* then please check and make sure the router itself has Internet access. If there is Internet access for this router, please go to the next step.

Step 6 Change the NVR's DNS server settings under **Menu>Network>Basic>TCP/IP**. Put the router's local IP address into the NVR as **Preferred DNS Server** and click **Apply** to check how it works.

If still not working fine, please put in the router's DNS server address and see how it works. If it is still not working fine, please go to the next step.
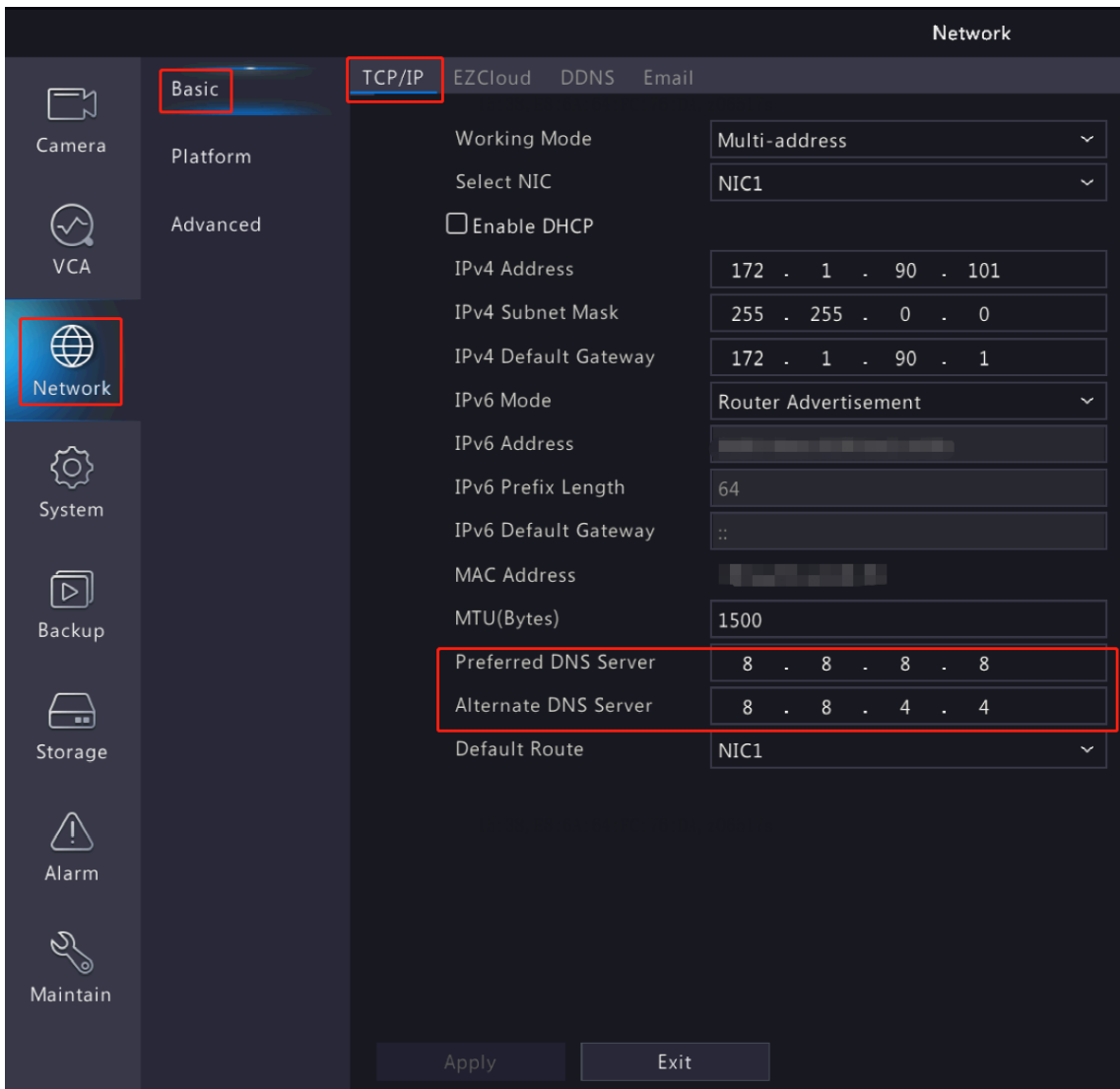
Note: If DHCP is enabled, the DNS server setting will be grayed out and cannot be changed.

Step 7 Try to do port forwarding/port mapping for the NVR

Port forwarding needs to be done from the router and the NVR.

Note: *The port forwarding settings may vary on different routers. Please contact your IT or Internet provider for how to set it up.*

If the above steps do not fix the issue, please contact Uniview Technical Support.