Can Ping Device But Cannot Access WebConfig

Last Modified on 04/12/2019 12:01 pm EDT

If you can ping a SightLogix device but cannot access WebConfig via its IP address (you might receive a 404 Not Found) in your browser, try the following:

- Clear your computer's Java cache (https://wiki.umbc.edu/pages/viewpage.action?pageId=5244802) (opens external link).
- Try access the device using a different and supported web browser (for example, Internet Explorer - and always use the most recently available version)
- Connect your computer directly to the camera via an Ethernet cable to bypass networking devices, such as a switch, etc.
  - If you can connect directly, try changing the Link Speed in your switch from "Auto" to "100 MB".