



Can Ping Device But Cannot Access WebConfig

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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) (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".