Applies To: IP Cameras (General)   Article ID: AD-KB-000122

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How to Find an IP Camera on a Network

Sometimes, an IP camera will be connected to a network, but the customer will not be able to connect to it. They may not know the IP address of the camera, or the camera may not be at the IP address that they remember.

Software tools are available to help in this situation. Illustra Connect is available from www.americandynamics.net in the Software Downloads section under fixed cameras.. You will need to be logged in to access this section. Another useful tool is Wireshark, available from www.wireshark.org

There are two versions of illustra Connect. One is installed on your system and one runs as a stand-alone application. This software works best when it runs on a computer that is on the same physical subnet as the camera you are looking for. Instructions on how to use this program are available for download on the same page as the software.

Wireshark is most useful for finding a camera when you have the capability of resetting the power to the camera in question. As the camera initializes, you will be able to see bursts of data transmissions. The camera's IP address will be the source. You may need to change your network settings to communicate with the camera.

As a last resort, you can reset the camera to factory default. Instructions for how to do this can be found in the install manual for the type of camera you have. Once the camera is reset, you will need to reconfigure the settings for use in your system.

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