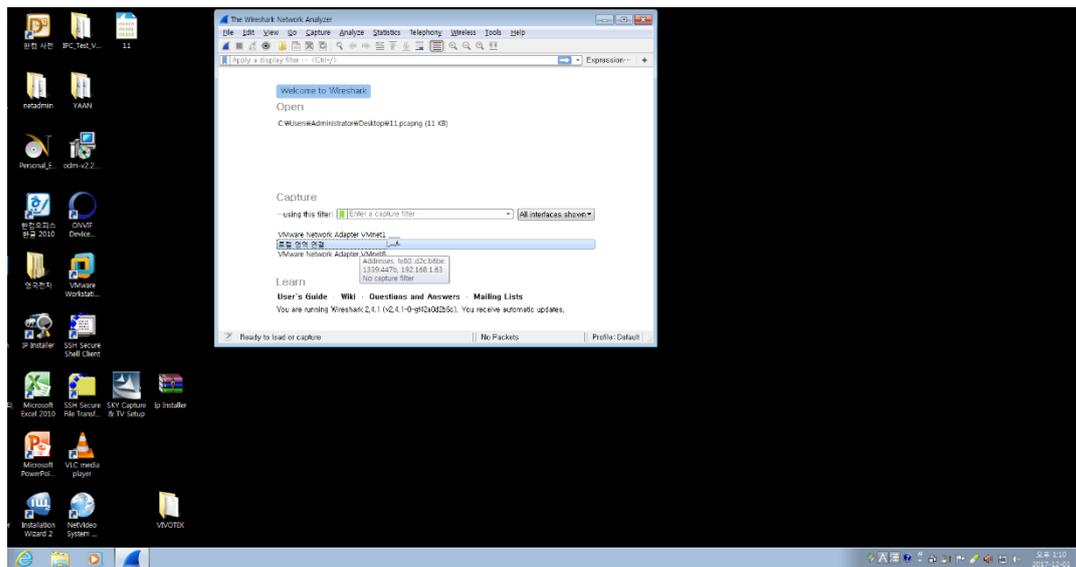
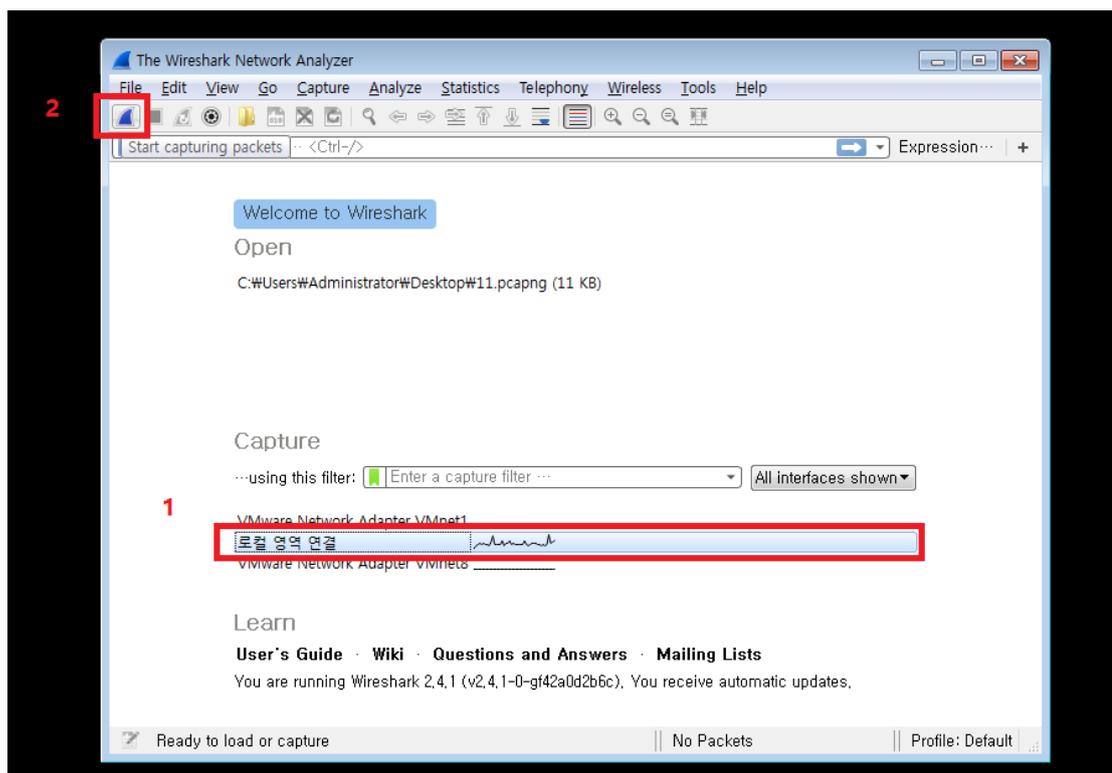


Log in the camera IE, disconnect video

1、open Wireshark

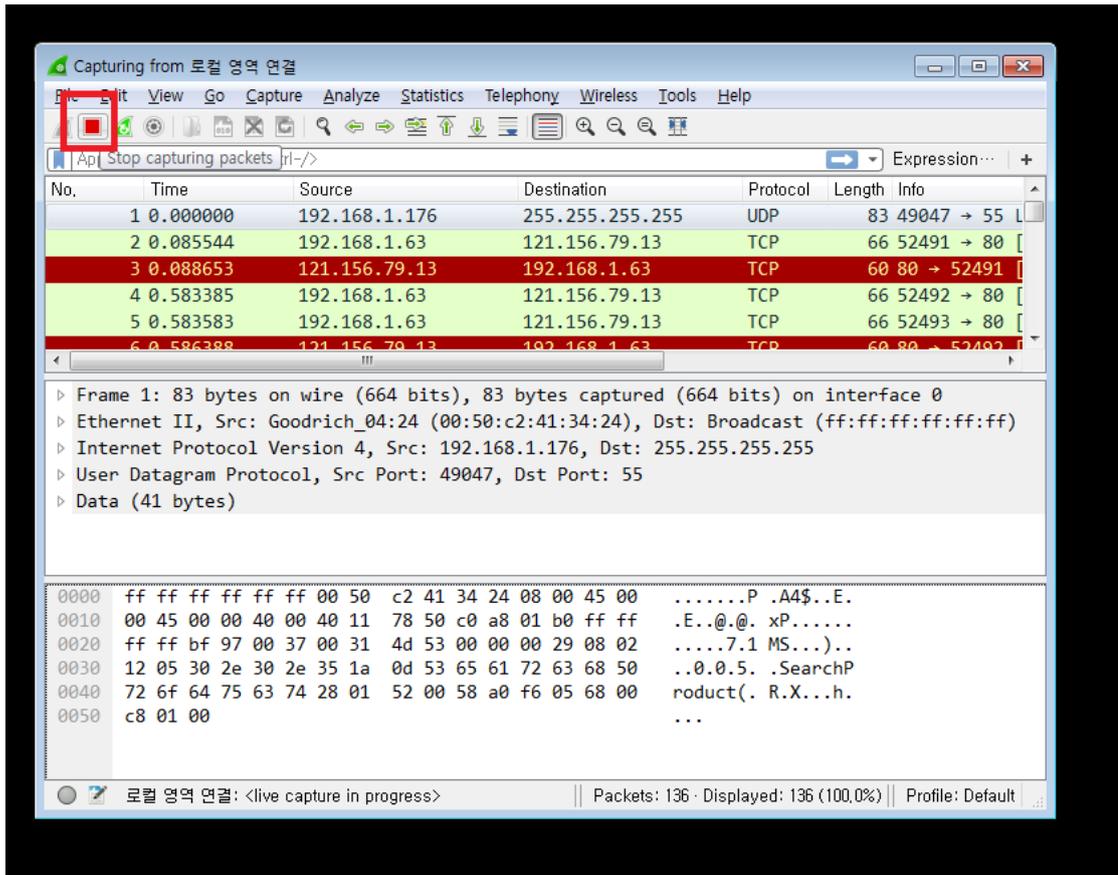


2、choose the net, and click start;

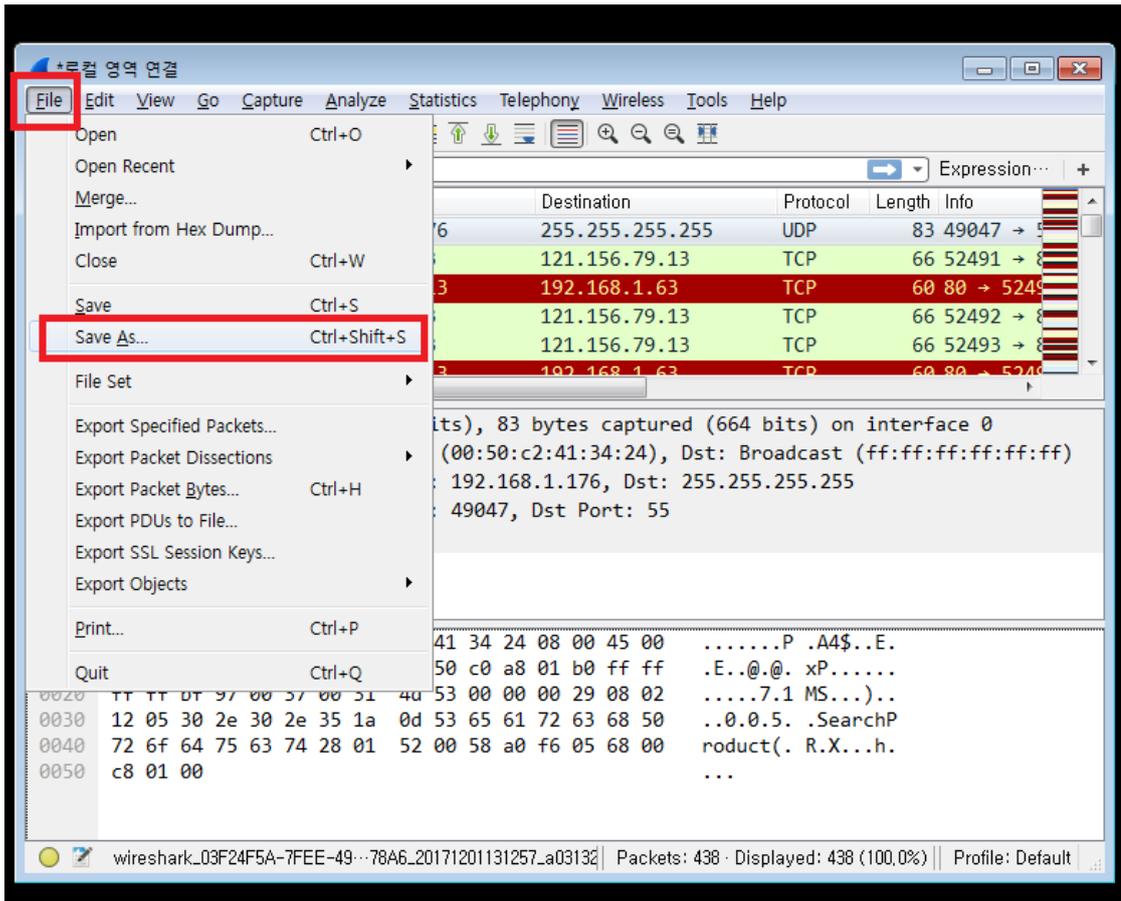


3、Disconnect video。 update camera, when its update fails;

4、 stop Wireshark



5. Save the Wireshark file.



6、 Send the file to our technical support, Like the below shown file, and send both computer and camera IP addresses

