

Title:	Troubleshooting connectivity issues for IPC firmware v5.1				
Date:	3/3/2013	Version:	1	Pages	1
Product:	Hikvision IP Cameras				
Action Required:	Information Only				

## Troubleshooting connectivity issues for IPC firmware v5.1

After updating a camera to firmware version 5.1 you may experience connectivity issues.

Please reset the camera to default settings if you have not done so already.

- To reset the camera to default settings, enter the **Maintenance** interface:
  - Configuration -> Basic Configuration -> System -> Maintenance** OR
  - Configuration -> Advanced Configuration -> System -> Maintenance**
- Click **Restore** or **Default** to restore the default settings.

Default	
<input type="button" value="Restore"/>	Reset all the parameters, except the IP parameters and user information, to the default settings.
<input type="button" value="Default"/>	Restore all parameters to default settings.

**Note:** After clicking on **Default**, the IP address will also be restored to the default IP address (192.0.0.64).

- If you are accessing the camera using the web browser, you will have to install the new components for firmware version 5.1.