

ConfigTool QA

1.

Q: Why can't I search out device in this segment in Windows 10 OS?

A: Current network is composed of multicast search and broadcast search. Search method of broadcast after win10 1607 version is not available due to certain reasons, so some devices that do not support multicast cannot be searched, solution:

.Use other segment to search

.Switch OS, you can use WIN7 or ConfigTool Mac version (available on official website)

2.

Q: When current network segment is refreshed, why do device type and model of some devices change?

A: Current network is composed of multicast search and broadcast search. For these two methods of search, their returned device info do not match so causing change in ConfigTool display.

3.

Q: Why still can't I search out some devices in non-WIN10 OS?

A: Because a few devices still return "unknown" as device type when you search device and to eliminate confusing of user, the tool automatically filter out these devices.

4.

Q: Why does upgrading fail?

A: Reasons of upgrading failure are various, the followings are the most common reasons.

.Incorrect username or password Solution: please modify default username and password according to the device's actual username and password in Search Setting

.Upgrade timeout Solution: Modify Upgrade Timeout on Setting.

.Network timeout Solution: ①Check network environment ②Please modify Network Timeout in Setting

.Failed to send file Solution: Check whether upgrading file is correct.

5.

Q: Why can I find the device on the homepage, but the device is not displayed on the password reset page?

A: Password reset currently only supports device password reset in LAN, not across network segments. In addition, uninitialized devices are not displayed in the device list. You need to initialize and then reset the password.

6.

Q: Why devices of the same model sometimes cannot be imported to other devices of the same model in batches after exporting the configuration?

A: You need to confirm that the device is imported under the same videostandard.