

Error	Solution
CANNOT REACH FTP SERVER OR COMMUNICATE WITH FTP SERVER PLEASE CHECK SETTINGS	<ul style="list-style-type: none"> • Duplicate IP address: Change the camera IP address to ensure that it does not duplicate the address of any other device on the network. • Invalid IP address: If the network includes a DHCP server, select auto address allocation. If IP addresses are assigned manually, check that the IP address is correct. • The DNS server address is incorrect: If you configured the DNS address manually, be sure the information you entered is correct. • FTP server settings are incorrect: Check that the server type, server address, port number, and proxy settings are correct. • The FTP server is down: Contact the network administrator.
LOGIN TO FTP SERVER HAS FAILED	Incorrect user name or password: Check that you have supplied the correct user name and password.
CANNOT TRANSFER OR SAVE FILES TO FTP SERVER	<ul style="list-style-type: none"> • FTP server permissions are configured incorrectly: Check that you have write access to the FTP server. • The FTP server is full: Check the amount of free storage space remaining on the FTP server.
CA ROOT CERTIFICATE IS INVALID	The root certificate has expired: After confirming that the camera clock is set to the correct time and date, load an updated CA root certificate.