

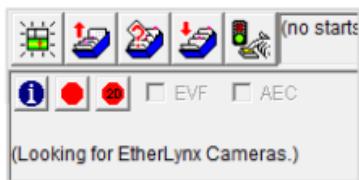
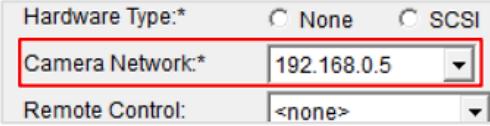


Loading EtherLynx, IdentiLynx & VeriLynx Cameras

Troubleshooting Guide

Setting Up Your System

Note: Contact technical support with any questions you may have: support@finishlynx.com

| Computer Setup and Networking Best Practices | FinishLynx Settings Best Practice |
|--|---|
| <ol style="list-style-type: none">1. Make sure you have the correct IP address.<ol style="list-style-type: none">a. Set a static IP (recommended = 192.168.0.5).2. Install Windows Updates.<ol style="list-style-type: none">a. Pending Windows updates may restrict network communications on your PC. Install them and reboot your PC.3. Disable Wireless.<ol style="list-style-type: none">a. Open Network and Sharing Center and select Change Adapter Settings.b. Right-click Wireless Network and click Disable.4. Disable Firewalls.<ol style="list-style-type: none">a. In the Control Panel select Windows Defender Firewall.b. Click Turn Windows Defender Firewall on or off.c. Turn off the firewall for each network type.5. Disable Network Card Power Management.<ol style="list-style-type: none">a. Open the Device Manager.b. Find your Ethernet Adapter.c. Right-click and select Properties.d. Select the Power Management tab.e. Un-check the box that says "Allow the computer to turn off this device to save power" | <ol style="list-style-type: none">1. Download and install the latest version of FinishLynx (www.finishlynx.com)<ol style="list-style-type: none">a. Go to Help About to check the current version.2. Run as Administrator by default:<ol style="list-style-type: none">a. Right-click the FinishLynx shortcut.b. Select Properties.c. Select the Compatibility tab.d. Check the Run as Administrator box.3. Check the Hardware Type:<ol style="list-style-type: none">a. Go to File Options...b. Find the Hardware Type: setting.c. Select Detect.4. Set the Camera Network:<ol style="list-style-type: none">a. Start FinishLynx.b. Go to File Options...c. Find the Camera Network: setting.d. Select the IP address assigned to the network interface card connected to the camera(s).e. Restart FinishLynx. |



Troubleshooting Your Cameras

Camera is still not connecting to FinishLynx

If you have followed the above steps but your camera is not connecting to FinishLynx, you can follow these next steps. Make sure all connections are secure and your equipment is in good working condition. Double-check the Ethernet cables.

1. Switch out the Ethernet cables (these cables can go bad, especially when used often).
2. Switch the PoE injector and/or port on the PoE switch.
3. Restart your computer and install any pending Windows updates.
4. Check for IP address conflicts. FinishLynx will assign cameras an IP address, incrementing by 1 starting with its own address, for each camera. Make sure no other devices on your network are assigned these addresses.

Example: if computer IP address is 192.168.0.5 -> Camera 1 will be 192.168.0.6.

POWER & STATUS LEDs

Check **POWER & STATUS LEDs** on Vision or Vision PRO camera back.

- a. **ON** – **RED** = camera powered OFF
– Press the icon to turn on (solid **GREEN**).
- b. **BOOT** – Slow/fast blink **AMBER** = Waiting for/loading in FinishLynx.
– Solid **RED** = Contact tech support.

Common Error Codes & Solutions

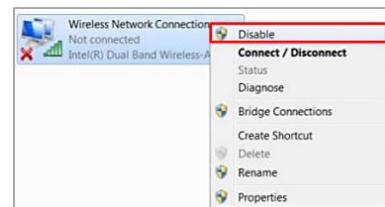
Error 129

Failed Contact Address

Disable Wireless (See **Step 2** under **Computer Setup and Networking** above)

Make sure you are running the correct version of FinishLynx. To see what version you have, Open **FinishLynx** then click **Help | About...**

Download the latest version of FinishLynx on our website:
www.finishlynx.com/product/software/finishlynx-results-software/

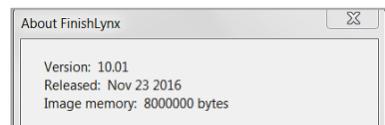


Error 201

Invalid Version

Make sure you are running the correct version of FinishLynx. To see what version you have, Open **FinishLynx** then click **Help | About...**

Download the latest version of FinishLynx on our website:
www.finishlynx.com/product/software/finishlynx-results-software/



Error 202

Bad Set IP Address

Check to make sure the IP address is correct.

Right-click the FinishLynx icon, then select **Run as Administrator**

