

ConfigTool QA

1. Q: Why does it not work below Windows 10?

A: This software is based on the QT6 version and cannot run below Windows 10 due to version limitations.

2. Q: Why cannot search for devices in the current network segment in Windows 10?

A: The current network segment search is composed of multicast search and broadcast search. In the system after win10 1607 version, the broadcast search mode cannot be used for some reasons, resulting in the search of some devices that do not support multicast. The solution is as follows: Search on other network segments.

3. Q: Why cannot search for devices using either the current segment or other segment search?

A: May the devices have been added via P2P mode, resulting in a duplicate MAC address.
Follows: Delete the device with the duplicate MAC that was added via P2P, and search again.

4. Q: Why do the device types and models of some devices change when the current network segment search is refreshed?

A: The current network segment search consists of multicast search and broadcast search. The device information returned by the two search methods may be inconsistent, resulting in similar devices and device models.

5. Q: Why did the upgrade fail?

A: There are many types of upgrade failure scenarios. The following lists some common scenarios and their corresponding solutions.

- Incorrect user name or password

Solution: Change the default user name or password in Search Settings based on the actual user name or password of the device.

- Failed to send the file

Solution: Check whether the firmware is correct.

6. Q: Why cannot I export the configuration of a device of the same model to other devices of the same model in batches?

A: Ensure that the PAL or NTSC of the devices are imported in the same video format.