

Motion Detection Not Working with Illustra Flex Gen2 Models

Symptom:

Illustra Flex Gen2 camera models are not displaying motion, input trigger or analytic events.

Problem:

Camera firmware is not supporting HTTPS correctly. The default settings for the camera disable the HTTP connection for metadata events.

Solution:

Within the camera's web interface set the following parameters:

- HTTP/HTTPS has to be set to 'Both' for metadata socket (85) to stream motion/trigger events with an HTTP connection.
- In 'Security' settings the 'Video over HTTP' should have 'Remove Access' set to Enabled (checked) for metadata access with the HTTP connection.