Canon IP Camera With ONVIF Does Not Connect

The first time you use exacqVision Client to connect to a Canon IP camera using ONVIF, the connection might not be established successfully. If you see a status of Connecting for over a minute when you try to connect to the camera on the IP Cameras page, change the setting method using the camera's web interface.

Note: The system log might also display a message such as "The security token could not be authenticated or authorized" if this situation occurs.

To change the camera's setting method, complete the following steps:

1. Open the camera's web interface.
2. Select Setting Page.
3. In the pop-up window, enter the User Name and Password and then click OK.
4. Select Date and Time from the panel on the left.
5. Select Date and Time Settings.
6. From the Setting Method drop-down list, select Synchronize With Computer Time.
7. Select Maintenance from the panel on the left.
8. Next to the Reboot entry, click Exec. Click OK in the pop-up menu to reboot.
9. Try again to connect to the camera on the IP Cameras page in exacqVision Client.