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Troubleshooting Guide

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experience — not included in the PDF

Summary

A reference for diagnosing and resolving the most common GC Surge platform issues. Covers: Platform Issues, Activation Issues, SMTP Issues.

Platform Issues

Issue: Login succeeds but platform shows blank or error page

- Clear browser cache and cookies.
- Try a private or incognito browser window.
- Try a different browser.
- If the issue persists, confirm the account completed registration and the [Verify your email](#) step in the [Getting Started Checklist](#).

Issue: Events are not appearing in Video Search

1. Check the [Select Site](#) and [Select Device](#) filters — Video Search opens across all sites, so a narrow filter (or a time window that excludes the event) can hide results. Use [Reset Filters](#) to clear them.
2. Verify the site is in [Active](#) status in [Configuration](#).
3. Confirm field activation completed successfully.
4. Check whether cameras are online and generating events (test by triggering a detection at the physical site).

5. If activation is confirmed and cameras are generating events, wait 5 to 10 minutes and refresh Video Search.

Issue: Analytics shows undefined labels

This is a transient display glitch in the Alarm Volume Overview panel. If labels appear as undefined when the page first loads, wait a few seconds and then refresh the page. The labels resolve automatically once the data finishes rendering.

Issue: Invite Admin button in Configuration does nothing

The Invite Admin button in Configuration is not available. Use the Users module to invite all users, including admins.

Issue: Import from spreadsheet status filter shows incorrect state

The status filter may show Inactive while rows remain Active. Do not rely on the filter state. Verify completeness using the All Cameras tab row count.

Issue: Subscription brand filter shows wrong brand cameras

The brand filter may show cameras from other brands alongside the selected brand. For precise brand verification, use [Configuration](#).

Activation Issues

Issue: Cameras not discovered by Local Agent during activation

- Confirm the Local Agent device is on the same subnet as the cameras (same Wi-Fi network or VLAN).
- Check that ONVIF is enabled on the cameras.
- Verify UDP multicast is not blocked on the network switch.
- On Hikvision : Configuration > Network > Advanced > Integration Protocol > Enable ONVIF.

- On Dahua: **Setting > System > Account** > verify an ONVIF user exists.

Issue: Local Agent authentication fails

- Verify the Site Key was entered correctly (copy it exactly as shown in the Site Key modal).
- Confirm the PC running Local Agent has internet access (not just local network access).
- Re-enter the Site Key carefully — copy-paste it from the Site Key Distribution page or email to avoid transcription errors.

Issue: Site remains in pending status after Local Agent reports success

- Wait 5 minutes. The cloud status update is not instantaneous.
- Refresh Configuration.
- If the status has not updated after 10 minutes, check Video Search for any events from the site. If events are visible, the activation worked and the status display may have a lag.
- Contact support if neither events nor status update appear.

SMTP Issues

Issue: Camera configured but events not arriving in platform

Work through these checks in order:

1. Internet access : From a PC on the same network as the camera, ping **smtp.zeptomail.eu**. If the ping fails, the camera network does not have outbound internet access. Contact your IT team to allow outbound TCP port 587.
2. SMTP credentials : Log into ZeptoMail and verify the credentials. Re-copy them to the camera configuration — do not retype, as one character error breaks the connection.
3. Sender email verification : Log into your ZeptoMail account and confirm **alerts@nxgen.io** is listed as a verified sender. Unverified senders are silently rejected.

4. Receiver address : Log into the camera web interface and verify the receiver address field contains the exact GC Surge ingest email for this site. Use copy-paste, not manual entry.
5. Camera motion detection enabled : Verify the camera's motion detection or event trigger is active. A camera with all triggers disabled will never send an event regardless of SMTP configuration.
6. Event linkage enabled : The camera needs the alarmlinkage that actually triggers the email, not just the SMTP settings. On Hikvision, both Send Email and Notify Surveillance Center must be ticked (per camera) under the event's Linkage Action — GC Surge enables both automatically, so if events are missing, confirm neither was turned off.
7. Test email : Use the camera's built-in Test Email function (available in the email or SMTP settings of most Hikvision, Dahua, and AXIS cameras). A successful test confirms the SMTP path is working.
8. Port 587 blocked : Some enterprise firewalls block port 587. Try switching to port 465 with SSL, but first confirm this is supported by your ZeptoMail account configuration.

Still need help?

If your issue is not listed here or these steps do not resolve it, see [Contact Support](#) for how to reach the NXGEN team. Include your customer and site name, a description of the issue, and a screenshot so we can help on the first reply.