

Smoked Dome for the Cisco Video Surveillance 2421 May Affect Camera's Focus

In certain conditions, the refractive index and curvature of the smoked dome for the Cisco® Video Surveillance 2421 IP Dome Cameras may slightly change the focus of the lens when installed over the lens.

Products Affected

Part Number	Description
CIVS-IPC-2421	Indoor Dome, Smoked, Lens 2.8–10 mm

Problem Description

Camera focus without the dome present is sharp and clear. When the smoked dome is fitted over the camera to obfuscate the lens position, the image loses some sharpness and becomes noticeably softer. This problem is not seen when the smoked dome is removed.

Workaround/Solution

Adjustments for both focus and focal length of the lens should be done with the smoked dome positioned in front of the lens. Remove the smoked dome and hold it in front of the lens while making adjustments. If the tether on the attached smoked dome is too short and prevents it from being positioned in front of the lens, a spare smoked dome should be used instead.

Part Number	Description
CIVS-IPCA-1002=	Dome, Smoked, 2400 Series

The following table provides a bug ID link that you can follow to see detailed bug information. To see the information, you must be a [registered](#) user and you must be logged in.

DDTS	Description
CSCtg28346 (registered customers only)	CIVS-IPC-2421—Flush mount with smoked bubble dome—hard to focus

For More Information

If you require further assistance, or if you have any questions regarding this field notice, please contact the [Cisco Technical Assistance Center \(TAC\)](#) by one of the following methods:

- [Open a service request on Cisco.com](#)
- [By email](#)
- [By telephone](#)



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