

KB-0085-No Streaming over Internet

GENERAL

Distribution	OEM/Partner/Distributor	Installer	Customer
	YES	YES	YES
Last Update	27-05-2009		
Product	WebCCTV, GuardNVR/DVR		
Version	4.0.0.0 and higher		

DESCRIPTION

When opening the web application **remotely (over an Internet connection)**, it happens that the streaming doesn't seem to start. Mostly this happens when trying to stream in high bandwidth, but it can also happen in other streaming scenarios as mosaics, low bandwidth streaming etc.

The problem is situated in a wrong default configuration of the UDP streaming port range:

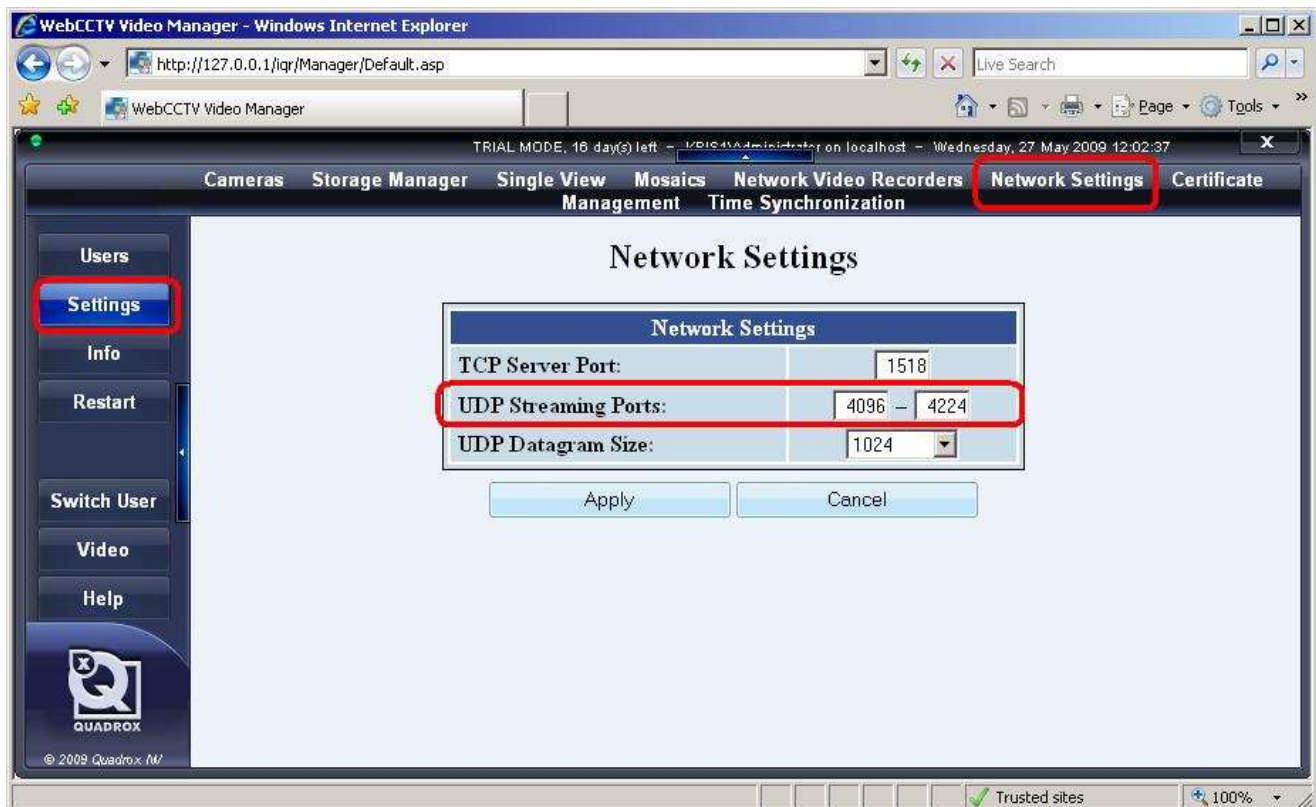
- Port range 4096 till 4224.

This article describes how to change the port range in the software in order to fix the problem described above.

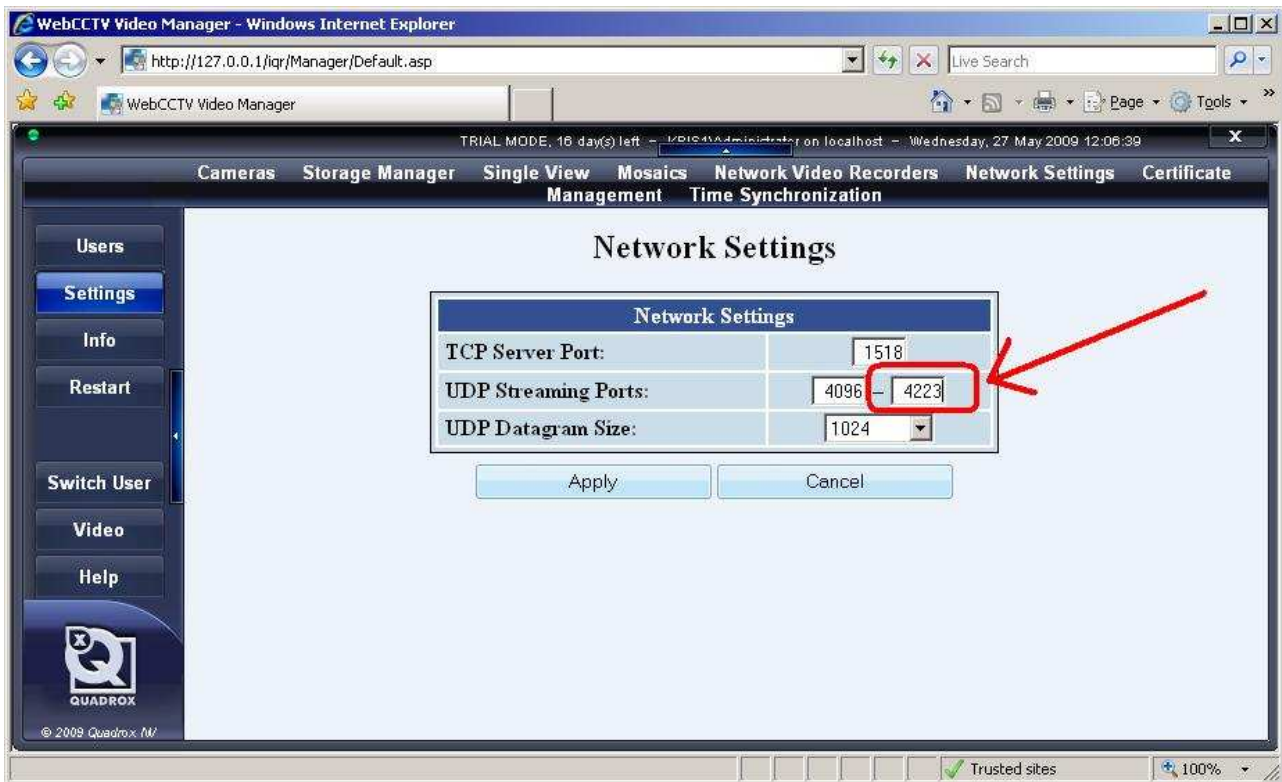
SOLUTION

Please execute the steps below:

- Open the **Video Manager** application. Go to **Settings** → **Network Settings**.



- Change the UDP Streaming Ports range as following. Replace the number 4224 with **4223**. Your port range becomes: **4096 – 4223**.



- Click **Apply**.
- Click **Restart**. Click **OK** in the pop up.

Remark: You don't have to change any settings on your router or firewall.

The changes have been applied. The remote streaming should work now.