



DARC : vision
TROUBLESHOOTING GUIDE

SCYRON

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When setting up as DARC Vision Server, you need the following information:

Your DARC VISION SERVER public (External) IP Address

HOW TO CONFIGURE YOUR FIREWALL TO OPEN PORTS

- TCP port 9300
- TCP port 9301 (if using encryption)
- UDP ports 2048-2148

Your 3G Provider APN name (Access Point Name), Username and Password

You can use the following link to discover your PUBLIC IP ADDRESS and then enter the port TCP port numbers above to check that your firewall has been configured correctly

<http://www.yougetsignal.com/tools/open-ports/>

Unfortunately, because of the number of firewall products, both hardware and software, it is impossible to provide instructions on how to configure your particular firewall.

You are advised to contact your I.T. department and ask them to either configure your firewall, or provide support in assisting the configuration to enable the required ports to be opened.

If you don't have an I.T. department, contact your ISP (Internet Service Provider) or the supplier of your firewall to assist in the reconfiguration.

USE THE FOLLOWING FORM TO RECORD YOUR PRE-REQUISITE DETAILS

It is recommended that you fill out these details before you configure your servers and encoders, and have them to refer to during the configuration

EXTERNAL IP ADDRESS	---.---.---.---
IS PORT TCP 9300 OPEN ON YOUR FIREWALL	(YES / NO)
IS PORT TCP 9301 (if using encryption) OPEN ON YOUR FIREWALL	(YES / NO)
IS PORT RANGE UDP (2048-2148) OPEN ON YOUR FIREWALL	(YES / NO)

If your ports are not open or configured to be open, please contact your technical support department for assistance to either configure the firewall, or for information on how to configure your firewall

3G PROVIDER	
APN NAME	
USERNAME	
PASSWORD	

If you do not have your 3G provider details, please contact your provider to obtain this information. If you are using static addresses, please make sure you have all the details required before configuration

DARC VISION SERVER USERNAME	
DARC VISION SERVER PASSWORD	
ENCODER NAME	
ENCODER PASSWORD	

Your DARC Vision details must be entered exactly as entered. If you have a mixed case username, passwords etc, they must be entered the same at both the server end and the encoder end

TROUBLESHOOTING

Can you contact your DARC VISION server ?

To test connectivity, you can run a PING test. To be able to PING your server, you need to open a COMMAND PROMPT and type the command PING followed by the IP Address of your DARC VISION server address

Have your DARC VISION firewall ports been opened ?

You can use the following link to enter the port numbers above to see if they are open

<http://www.yougetsignal.com/tools/open-ports/>

Have you checked your 3G signal strength ?

To check your 3G signal strength, you can connect your PCMCIA card into your PC, and install the software included, and type in the provider details (APN name, username & password) and check you have a 3G signal.

Have you checked you SIM and provider details ?

You can call your provider to check you login details, and if you can test out your PCMCIA card in a laptop computer, this will confirm your details are correct.