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DDNS Configuration

Q1: What are the ports needs to be opened and forwarded on my IP sharing router or physical firewall?

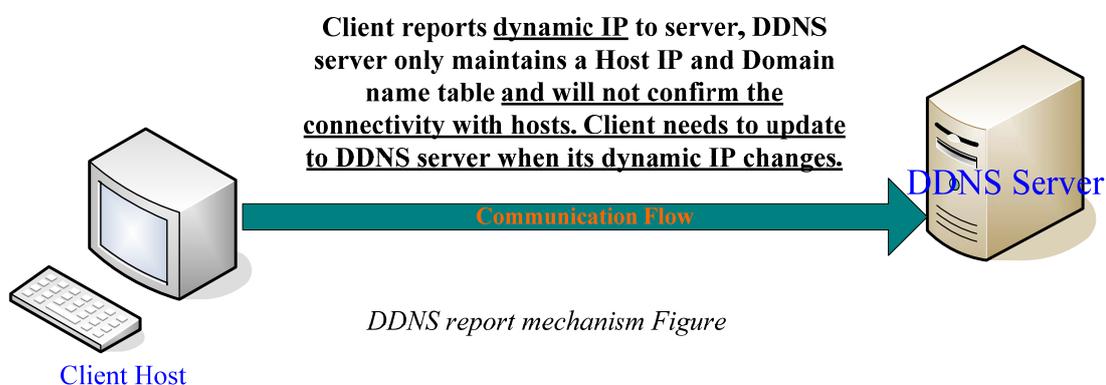
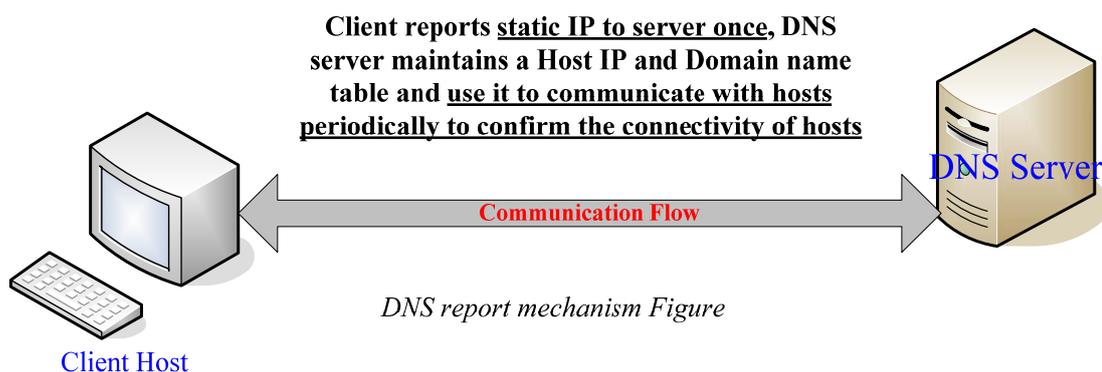
Answer1:

Following is the table for the ports usage and variable needs to be opened and mapped/forwarded on your IP sharing router or firewall

Usage	Port#	Variable
Remote Console	80	Yes (Under Network setup)
Web Viewer	80	Yes (Under Network setup)
CM3000	80	Yes (Under Network setup)
Firmware Update	5005	Yes (Under Network setup)
DVR DDNS (Upload / Download)	53/1053	N

Q2: What is the difference between DDNS and DNS service?

Answer 2:



DNS is a service that maps Internet domain names to IP addresses. DDNS serves a similar purpose to DNS: DDNS allows anyone hosting a Web or FTP server to advertise a public name to prospective users.

DDNS (Dynamic Domain Name Service) is a data query service mainly used on the Internet for translating domain names into Internet addresses. It allows remote clients to intelligently search dynamic servers without any previous enquiring for servers' Internet addresses.

Unlike DNS that only works with static IP addresses, DDNS works with dynamic IP addresses, such as those assigned by an ISP or other DHCP server. DDNS is popular with home users, who typically receive dynamic, frequently-changing IP addresses from their service provider.

To use DDNS, one simply signs up with a provider and installs network software on their host to monitor its IP address.

Compared to ordinary DNS, the disadvantage of DDNS is that additional host software, a new potential failure point on the network, must be maintained.

Q3: How shall I do to make DDNS connection working in my IP sharing/NAT network infrastructure? How to open necessary ports on IP sharing device and how to do port forwarding/port mapping?

Answer 3:



Before using DDNS service on DVR please make sure TCP and UDP Ports 53 and 1053 are opened on router or firewall and map to DVR LAN IP first thus DVR could report the correct WAN IP under NAT infrastructure.

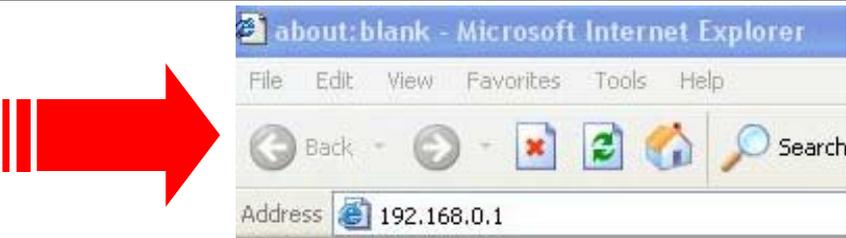
Please make sure set the necessary settings on your router before you start to use the Internet (Please refer to the router user manual for more detailed information). For example, we are now using a D-Link router.

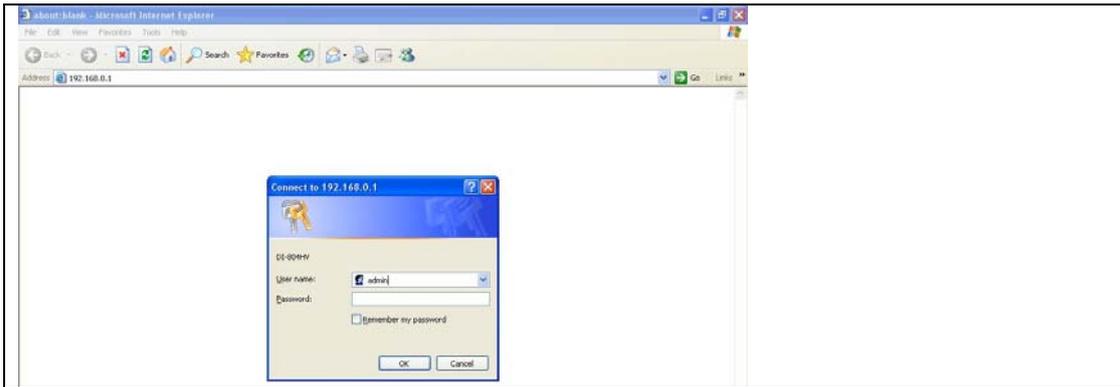
Please make sure to open the following port before using the DDNS service :

DDNS (Dynamic IP) → Please open 53 and 1053 port and port forward or port map to the DVR LAN IP

Step 1:

Please enter the IP address of your router in the Internet Explorer address column, to set the settings in the router.

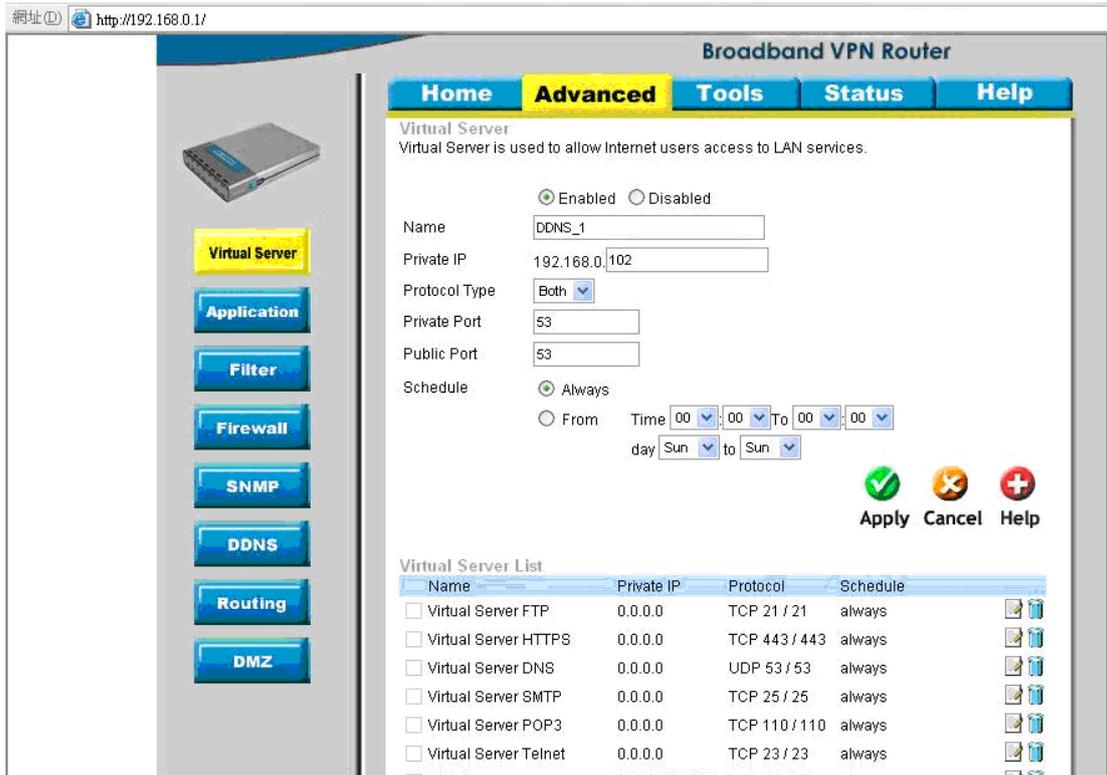
A	B
	
C	



Step 2:

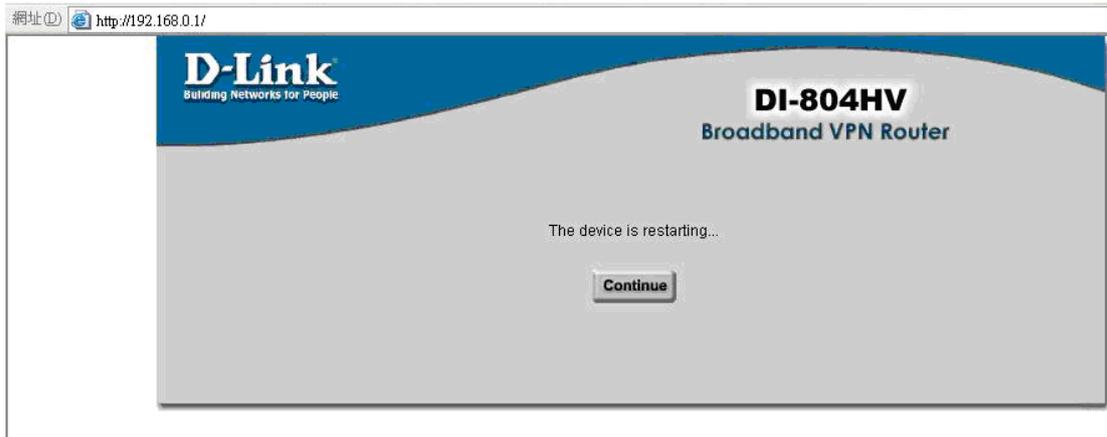
Go to **Advanced**. Select **Enabled** and type a name whatever you want in **Name column**. Type the LAN IP address which belongs to your DVR machine in **Private IP column**. Select **Both** in **Protocol type column**.

Type the number **53** in both **Private** and **Public port column**. Select **Always** in **Schedule column**. Finally, please click **Apply** button to confirm the settings.



Step 3:

Click Continue

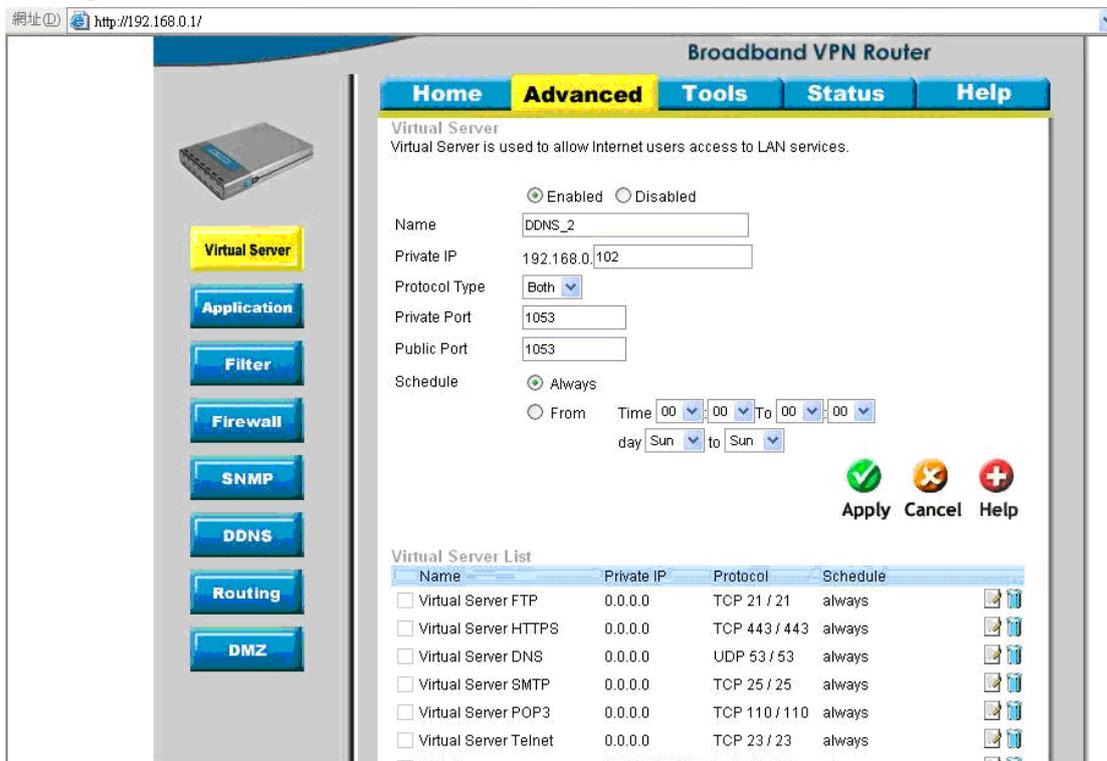


Step 4:

Go to **Advanced**. Select **Enabled** and type a name whatever you want in **Name** column.

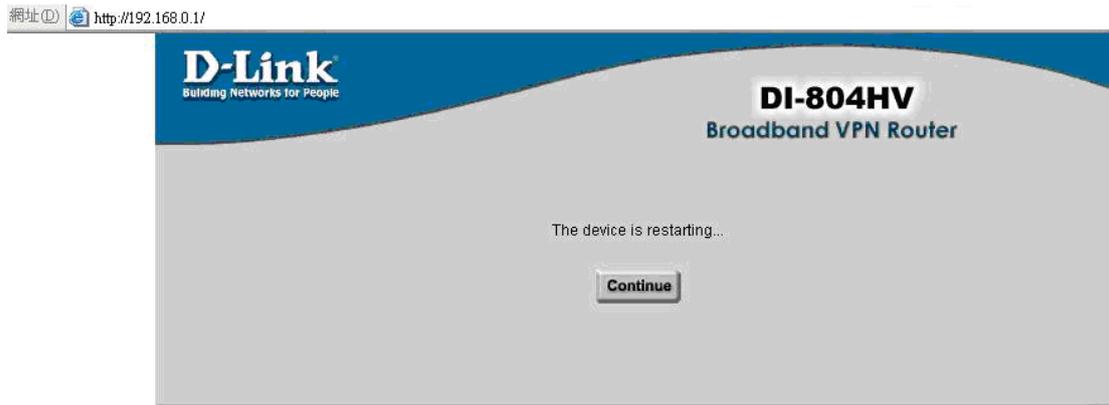
Type the LAN IP address which belongs to your DVR machine in **Private IP** column. Select **Both** in **Protocol type** column.

Type the number **1053** in both **Private** and **Public port** column. Select **Always** in **Schedule** column. Finally, please click **Apply** button to confirm the settings.



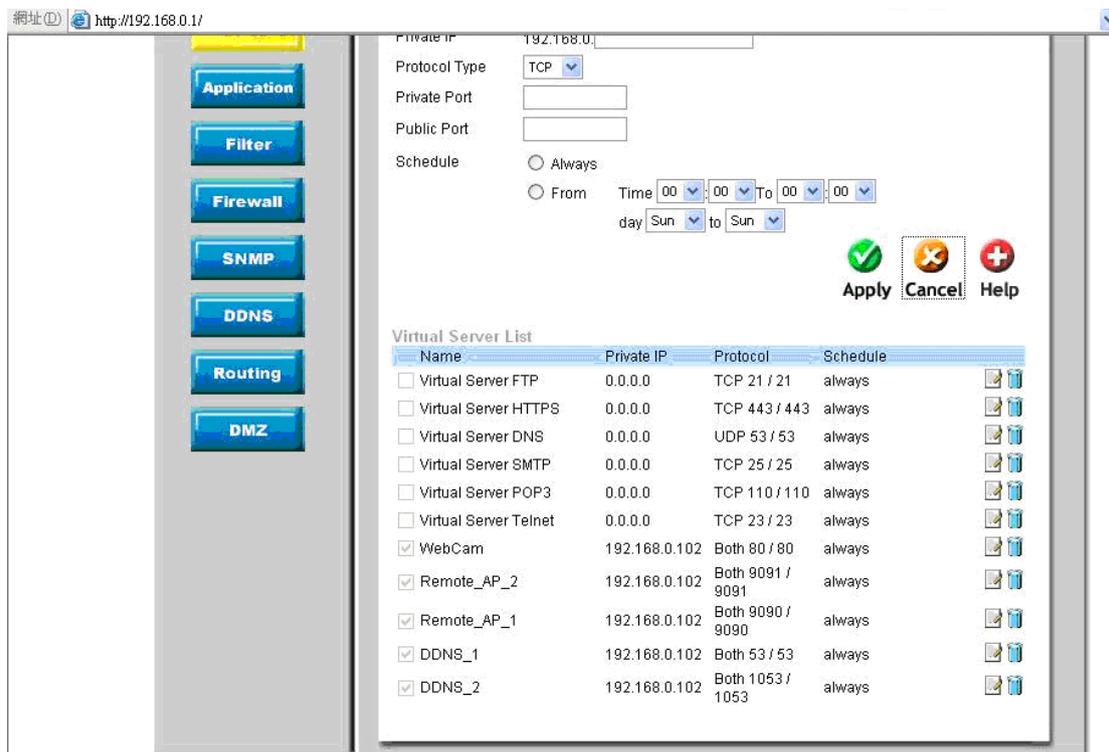
Step 5:

Click Continue



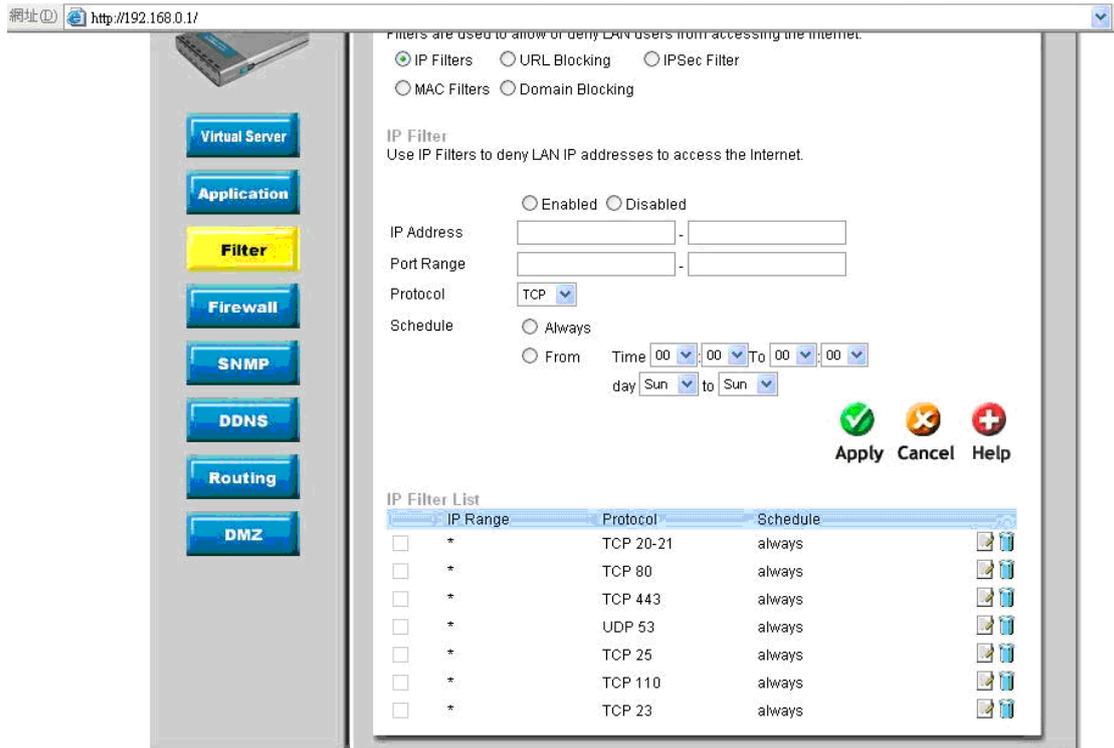
Step 6:

You will see two settings (about the 53 and 1053 settings we just set in the **Advanced** page previously.) in the Virtual server option. Please make sure the two settings were selected and enabled thus your DDNS ports are forwarded to your DVR LAN IP.



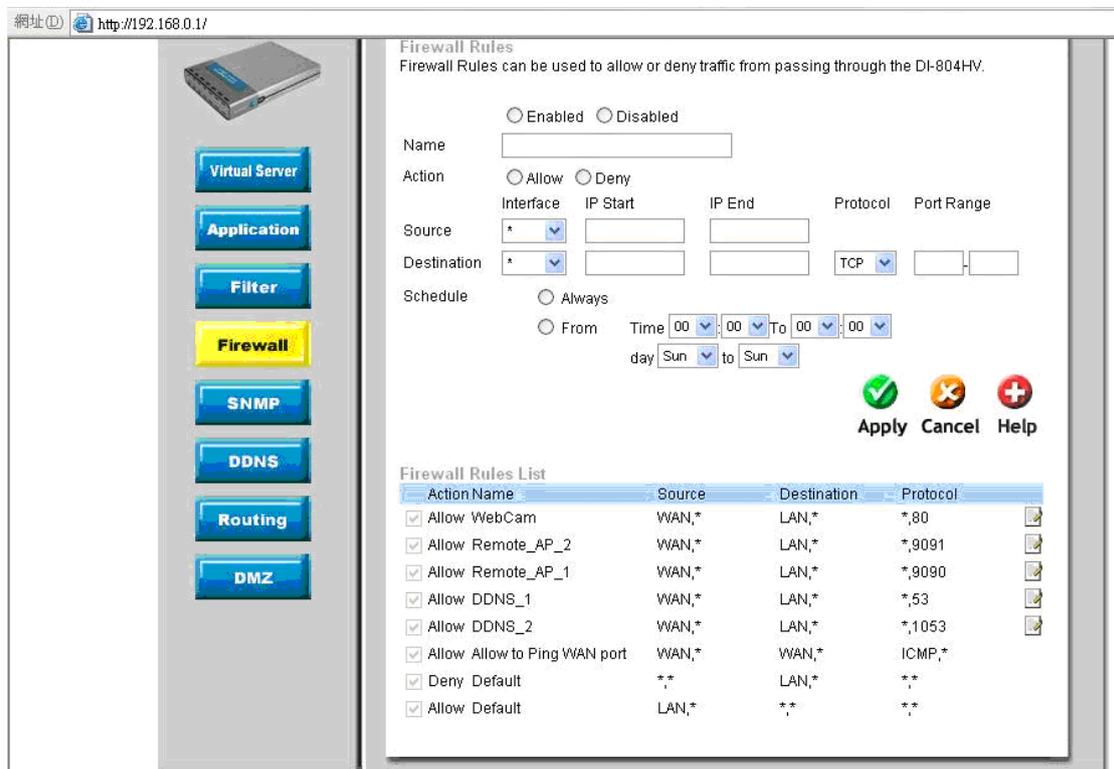
Step 7:

Please make sure you did not set the 53 and 1053 port in the Filter option or it will block the 53 and 1053 port.



Step 8:

Please also make sure you have allowed the 53 and 1053 port in Firewall option or it will block those two ports thus the ports 53 and 1053 are opened on your router



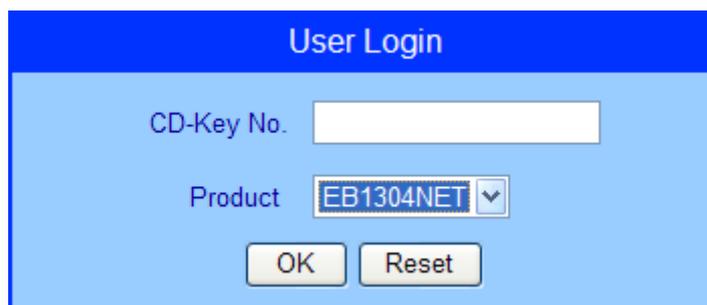
Q4: How to register DDNS domain name on DDNS server?

Answer 4:

In order to take advantage of DDNS service, first register your domain name on the following Web site <http://ddns.avers.com.tw>

1. User Login

Browse the website <http://ddns.avers.com.tw> with Microsoft Internet Explorer



First input the serial number of your product and select the product name. Then click **OK** to login or **Reset** to clear the previous input.

MAC address of the DVR system is the serial number for user to register the domain name on AVerMedia DDNS web site.

To find MAC address of your DVR system, follow the steps below:

- 1. In OSD menu, select **NETWORK SETUP**
- 2. Select any one of IP mode
- 3. A **NETWORK INFORMATION** windows will show up
- 4. MAC address of DVR system is display as shown
- 5. The CD-Key of MAC address input format shall be xxxxxxxxxxxx **12 digits without colon (:)** or hyphen (-)

2. User Information

Please provide the following user information, **Host Name**, **Password**, **E-mail**, **Company**, and **Country** to complete the registration process.

User Information

Host Name *

Domain Name

Password *

Confirm Password *

E_mail *

Company

Country ▼

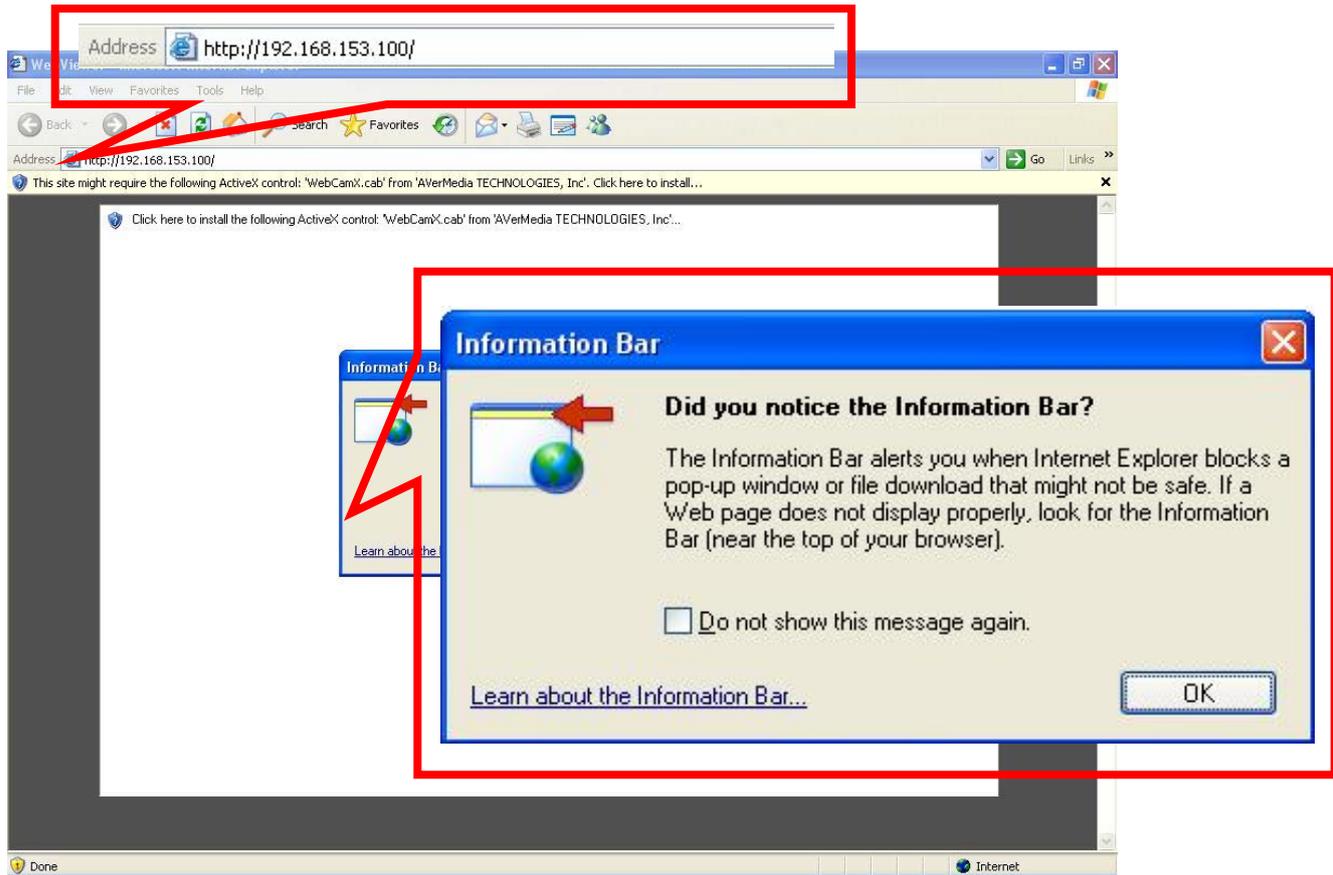
Q5: After registered Domain name on DDNS server where and how shall I enter in DVR setup to make the DVR able to report current IP to DDNS server constantly?

Answer5:

(I)EB Series DVR Remote Console Setup

Step 1: Install ActiveX into Internet Explorer to access Web Viewer

Input IP of DVR in the Address column and it will prompt Information bar for installing ActiveX control please press **OK** on the Information inquiry.



Right click on the information bar and select to **Install ActiveX Control**.



Internet Explorer will therefore prompt an ActiveX installed message and press install to install it.



After installed the ActiveX, Web viewer will prompt login inquiry message as

illustrated.



Number of channels	Default ID for changing setting, view live video, and playback.....etc.	Default ID for view live video only	Default ID for live viewing and playback using remote console
4CH DVR	superuser	user	N/A
16CH DVR	ADMIN or ADMINISTRATOR	USER	OPERATOR



Factory default for all login IDs' password is 111111.

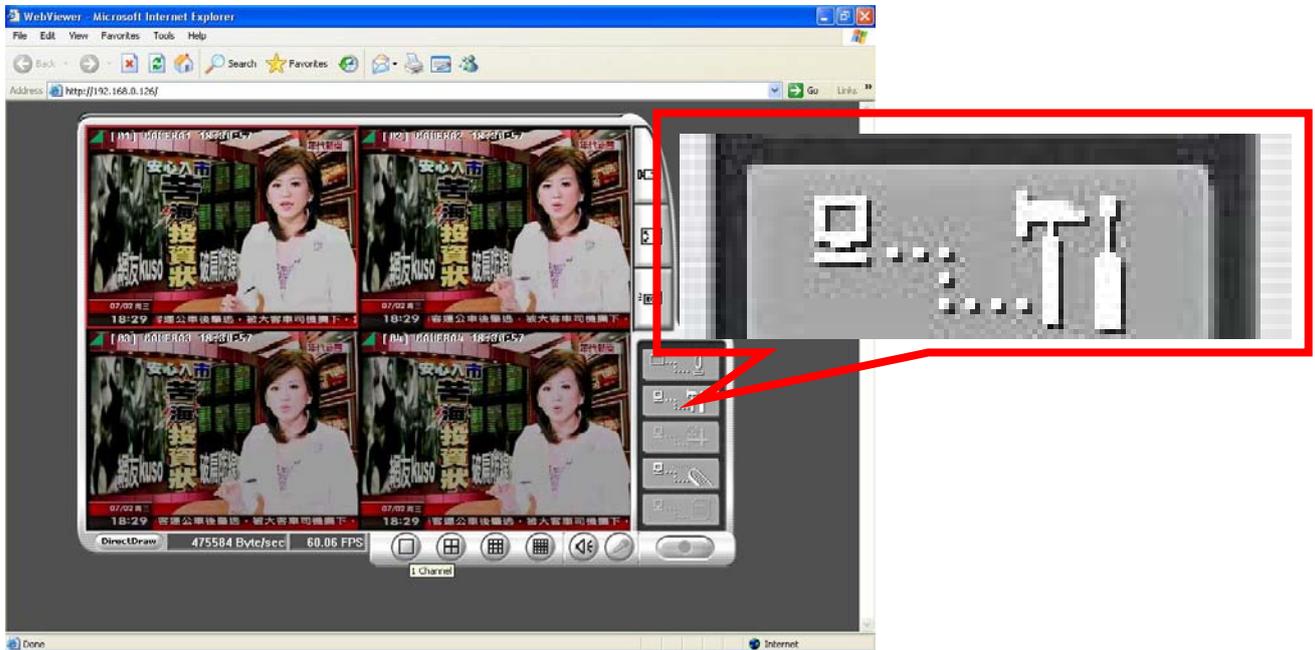
After input ID and password please select network type to connect, if you are not for sure of the type, please select LAN.



You can access DVR web viewer as illustrated below.



Step 2: Use Web Viewer to connect DVR and perform network setup
 Press Remote setup option button as illustrated below.

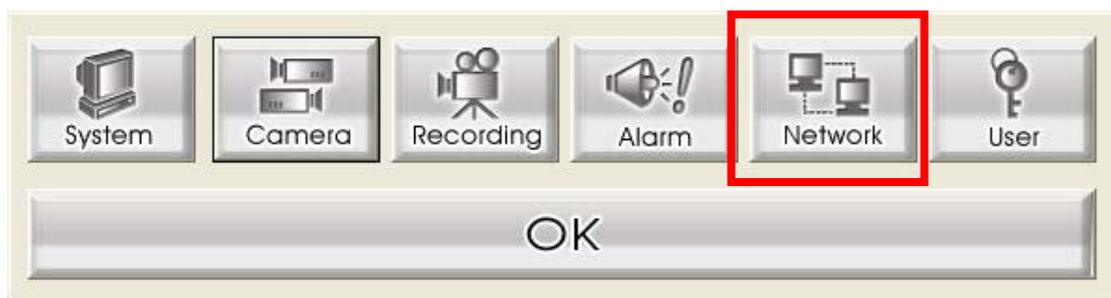


Web Viewer will prompt for login inquiry message as illustrated to confirm user account has the authority to access and change the DVR setup remotely.

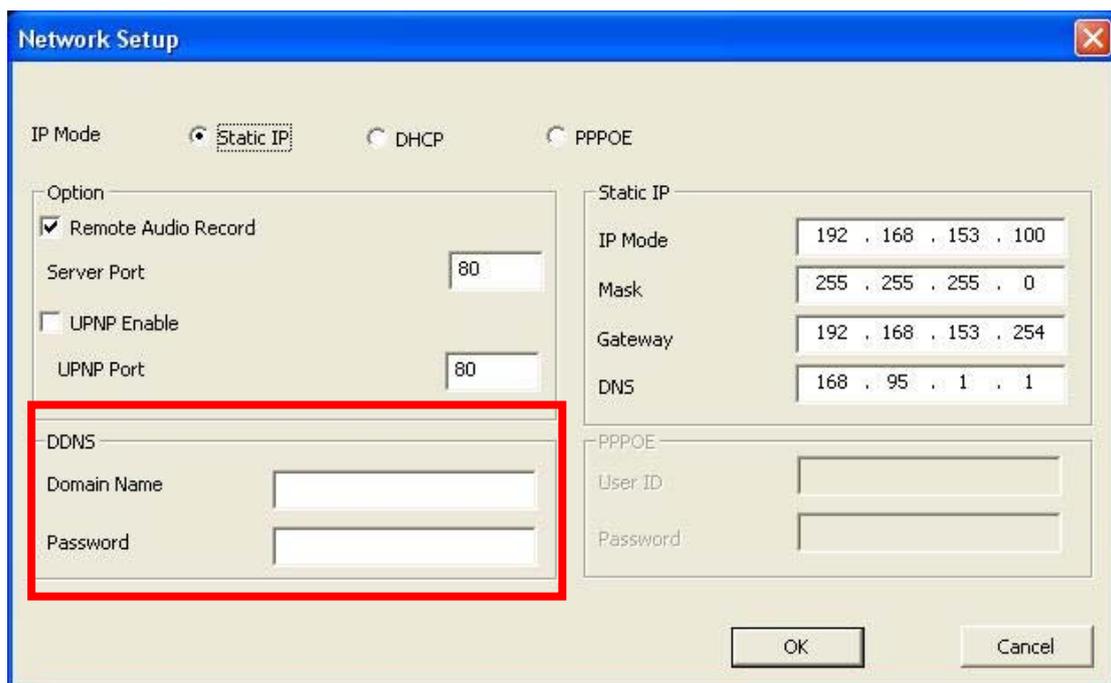


i Make sure you have input login ID that has authority for changing setting

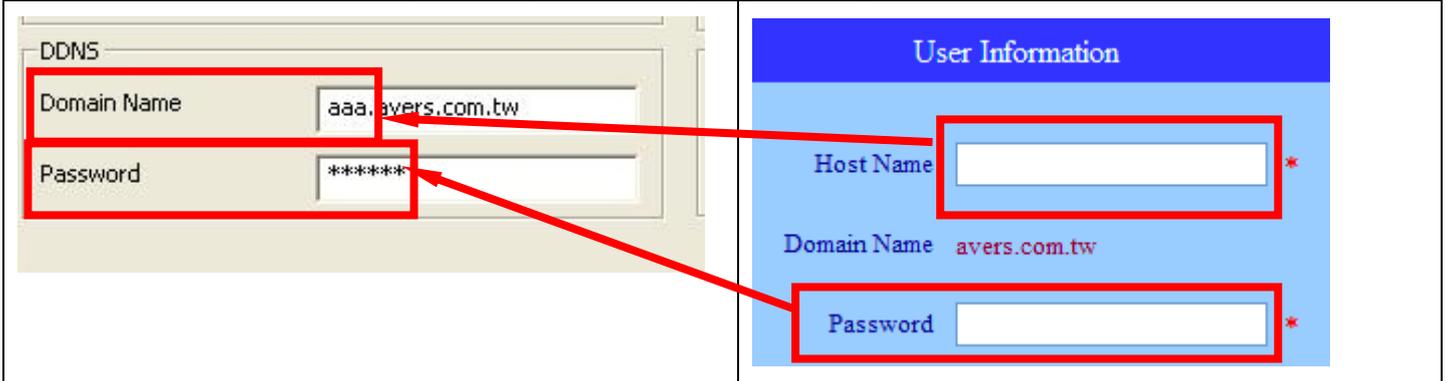
After input password, web Viewer will therefore prompt the remote setup option as following. Press **Network** button



Network setup page will prompt and it is where you can setup DDNS setting



Please check the comparison picture to put your registration info into related column



- Domain Name

Enter the domain name that user wanted.



Please be noted that you must input full name into this column input format is like hostname.avers.com.tw

- Auth Key/Password

A password use to access DDNS to register the domain name.



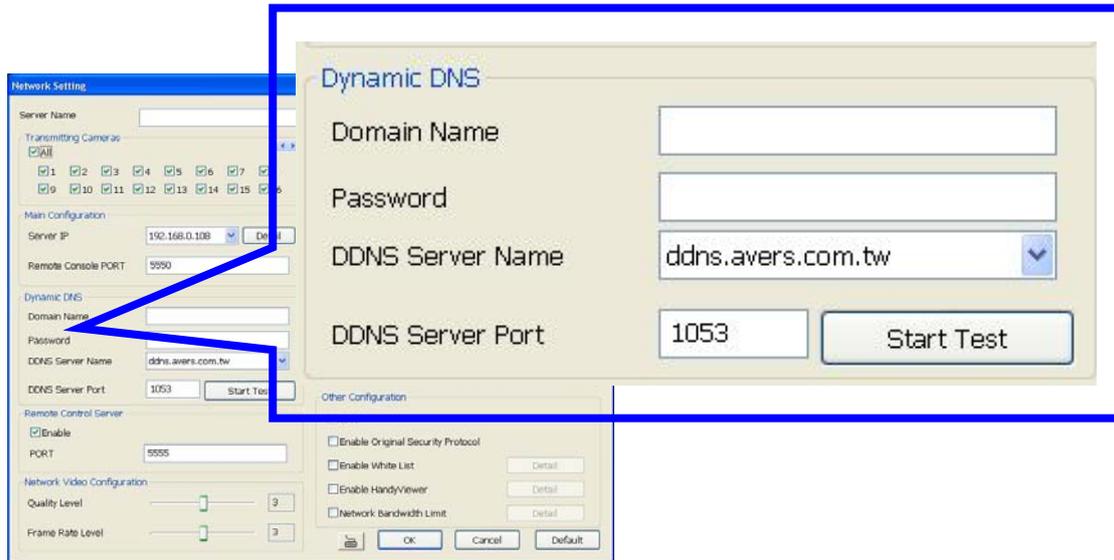
Please press OK and restart the Stand Alone Series DVR for saving setting and activated the DDNS function.

(II) NV/NX/SA/XR Series DVR Setup

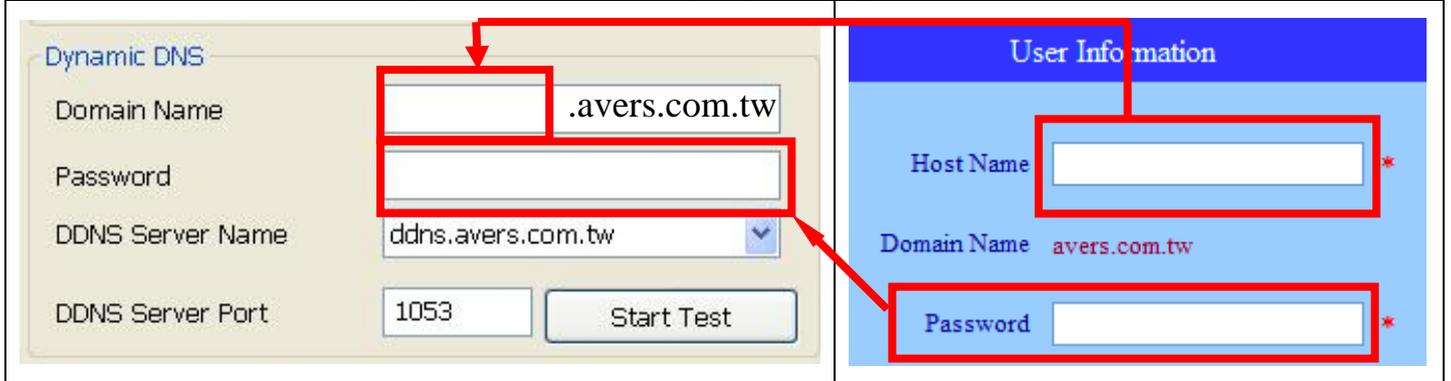


In the Preview/Advanced screen mode, click  button to customize your DVR. When DVR configuration setup selection appears, select and click the Network button.





Please check the comparison picture to put your registration info into related column



Make sure press **Network** button to enable the network service of DVR on DVR.

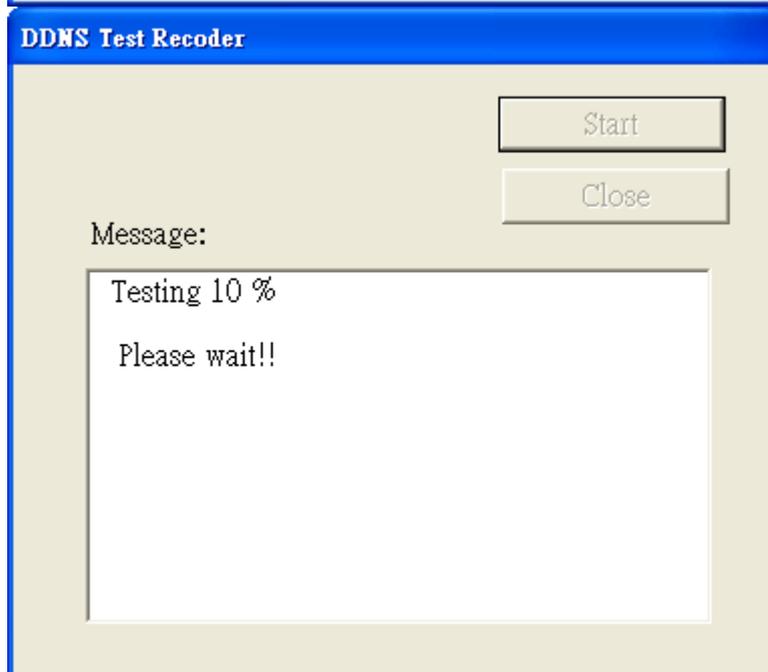
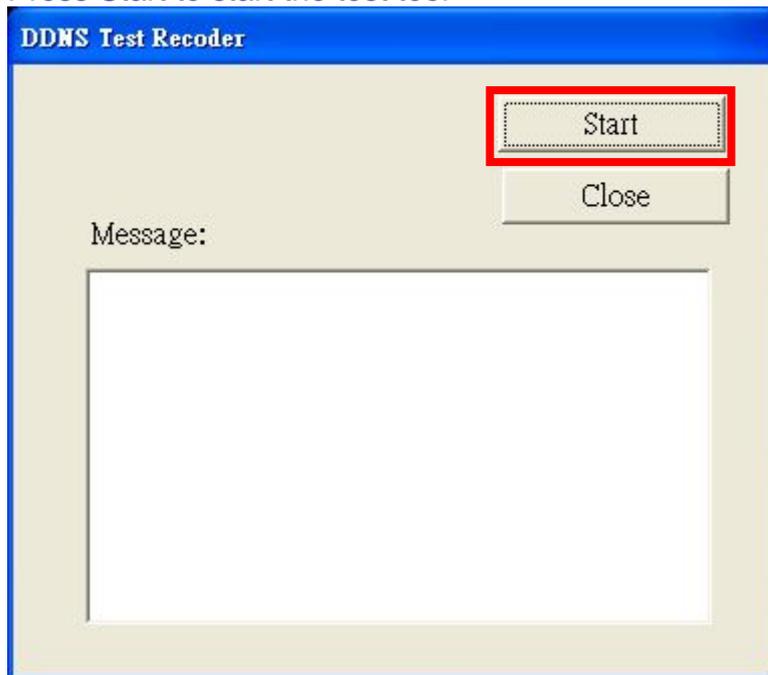


Q6. How do I do if I found my Dynamic domain name is not working?

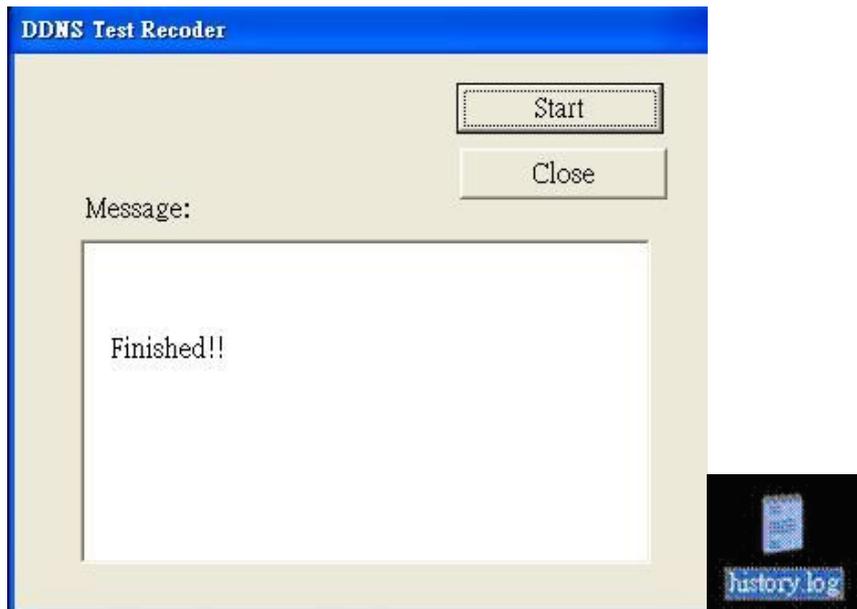
Answer 6.

Please execute DDNS test tool in any PC within the same LAN network with our DVR product. You can execute this program in NV DVR PC as well. After unzip the test tool software, please execute the DDNS.exe program.

Press Start to start the test tool



Wait for the **Finished** message then send back the history.log , which is under the same folder of DDNS.exe is located ,for RD to reference.



Also, please provide us your current WAN IP, Your registered domain name, Password for domain name, DVR login ID and password for FAE to help.

Q7: How shall I do if I can't access to <http://ddns.avers.com.tw/>?

Answer7:

Please follow following instruction to add 168.95.192.1 as your domain name server in Windows TCP/IP setting

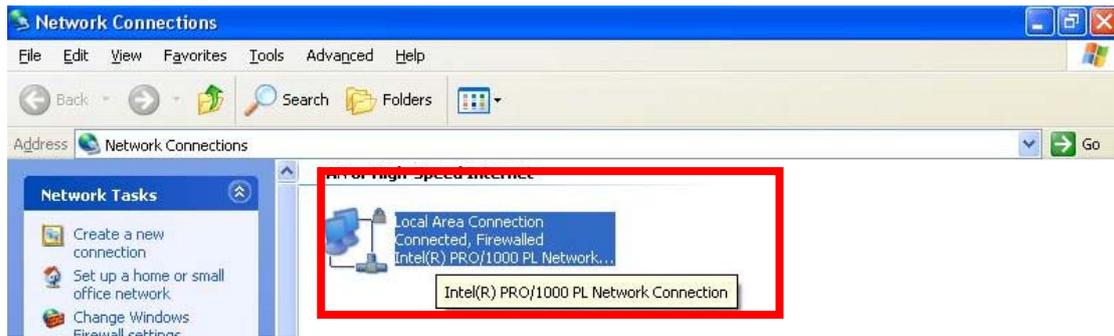
Step1:

Select **My Network places** on Desktop and right click mouse button to prompt drop-down menu then select **Properties**.



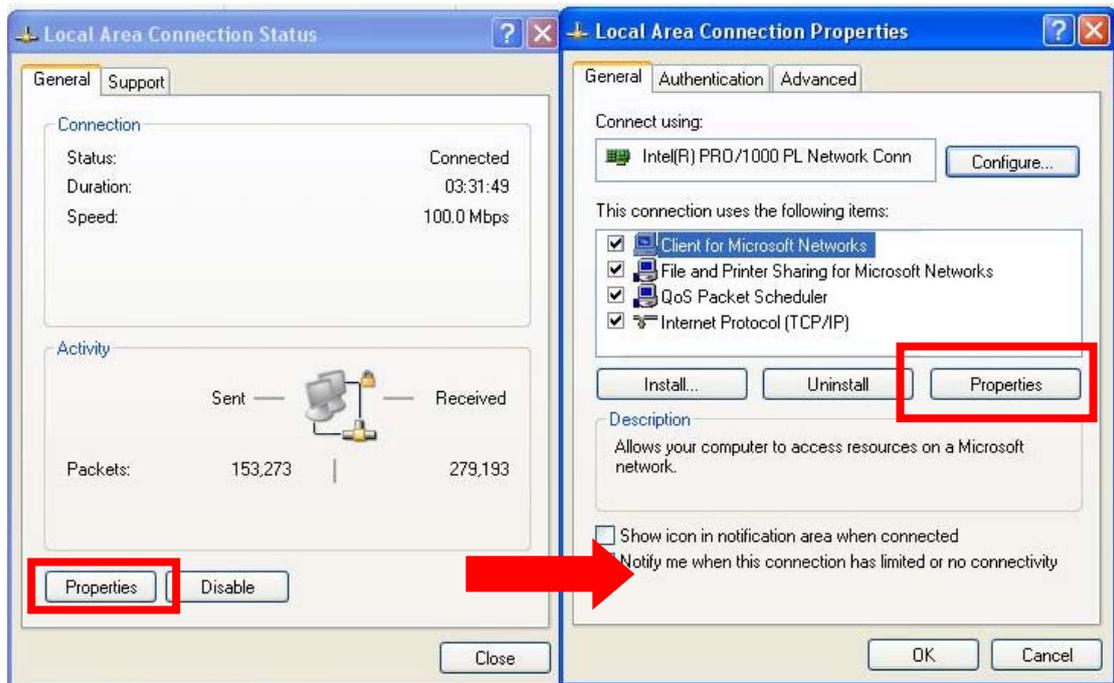
Step2:

Select Local Area connection or network connection icon and double click the icon.



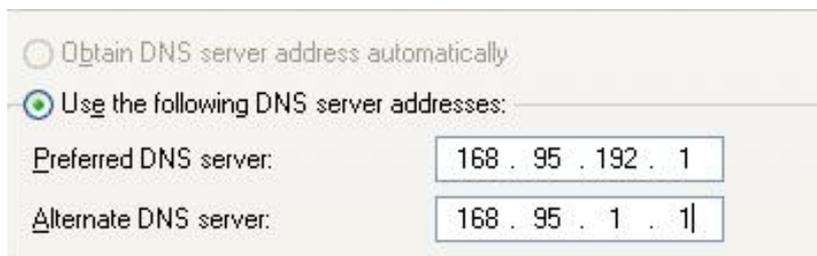
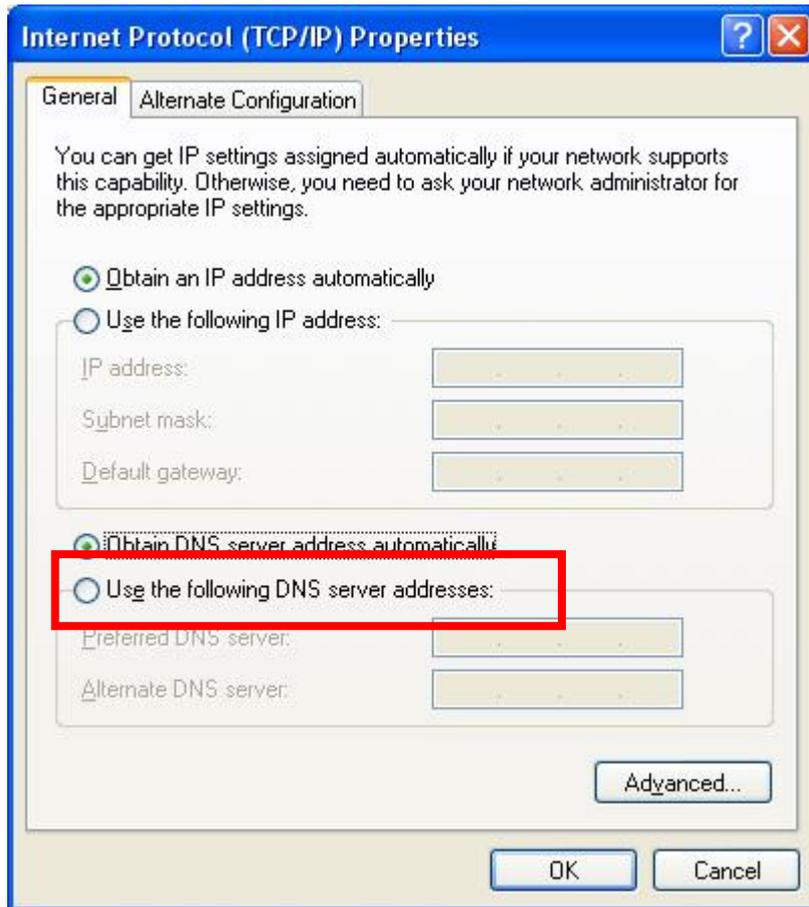
Step3:

Select the **Properties** under General page of Connection status and select **Properties** on connection properties to enter IP setup.



Step 4:

By default, computer which using dynamic IP not fixed IP the DNS server address here is chosen to automatically obtain server. Please change to Use the following DNS server addresses. Please enter **168.95.192.1** in the Preferred DNS server and put 168.95.1.1 in Alternate DNS server column then press OK to save the change.



Please reboot your computer to activate the change. Then please try access <http://ddns.avers.ocm.tw/> to check.

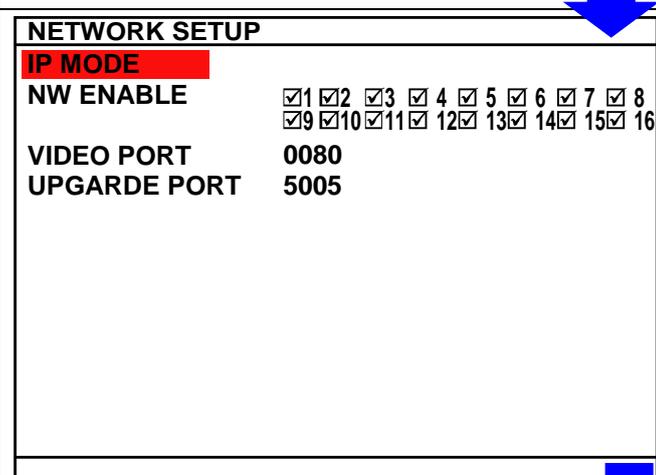
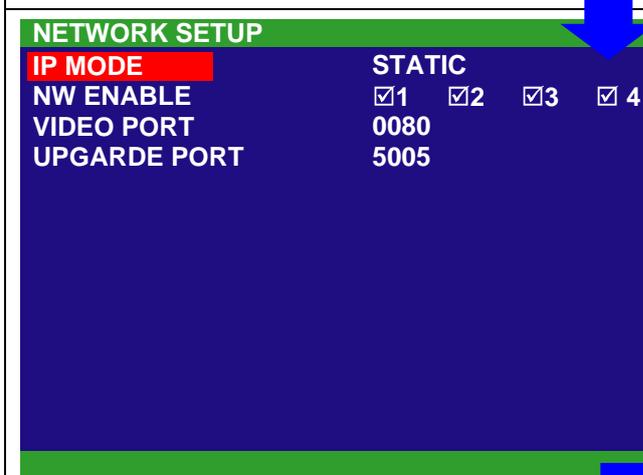
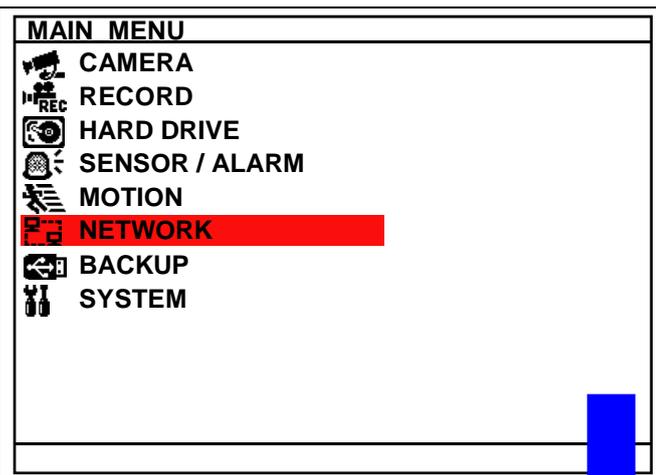
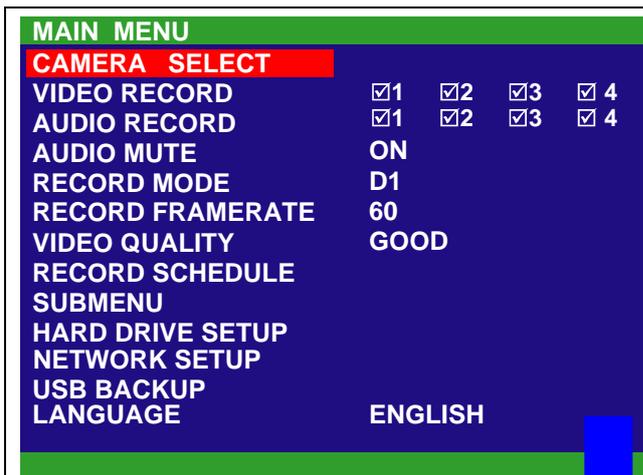
Q8. How shall I do if I don't know the IP of DNS server of my ISP?

Answer8:

Please follow following instruction to add 168.95.192.1 as your domain name server

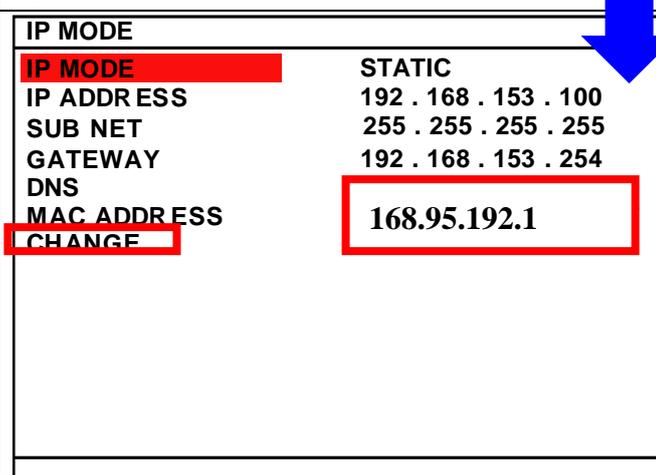
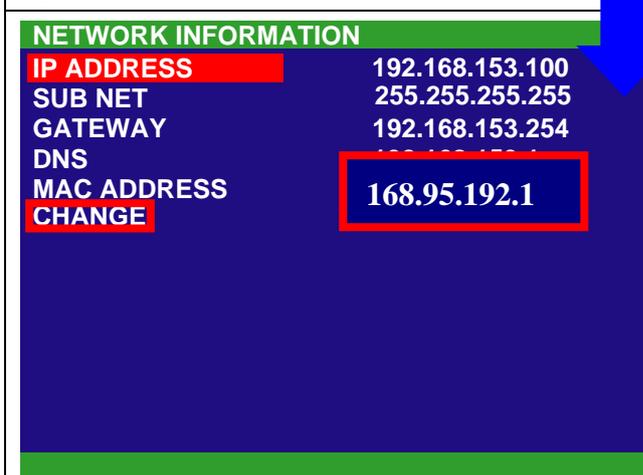
(I)EB Series DVR Network Setup

EB 4CH series DVR OSD Setup	EB 16CH series DVR OSD Setup
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Input 192.168.192.1 into the DNS column

Input 192.168.192.1 into the DNS column



Then Select and press **CHANGE** to confirm the change setting.

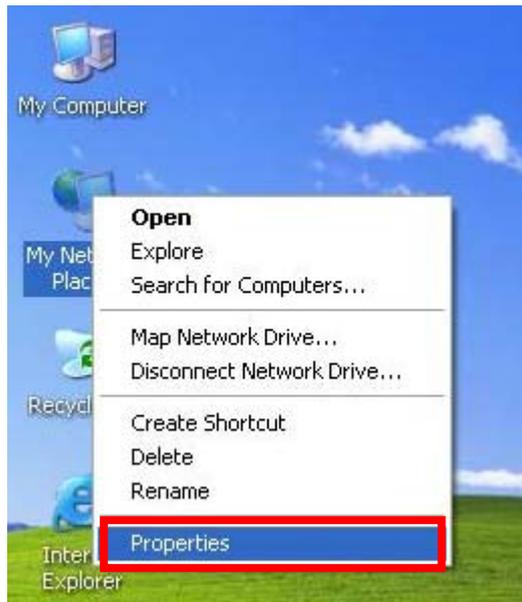
(II) NV/NX/SA Series DVR Network Setup

Please follow following instruction to add 168.95.192.1 as your domain name server in Windows TCP/IP setting

Step1:.

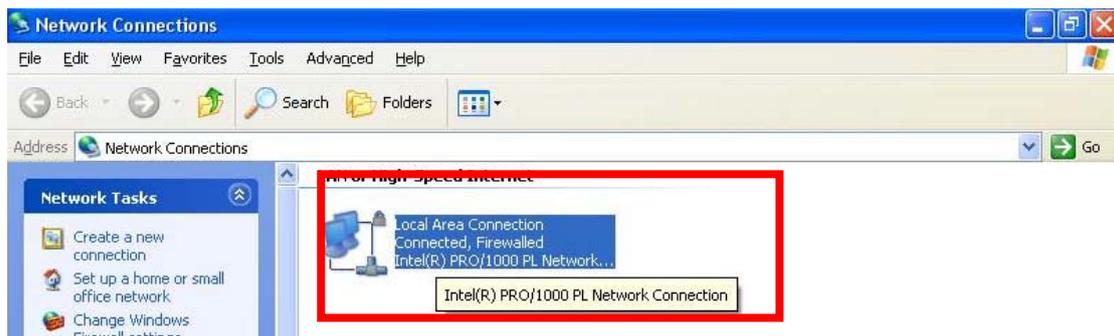
Select **My Network places** on Desktop and right click mouse button to prompt

drop-down menu then select **Properties**.



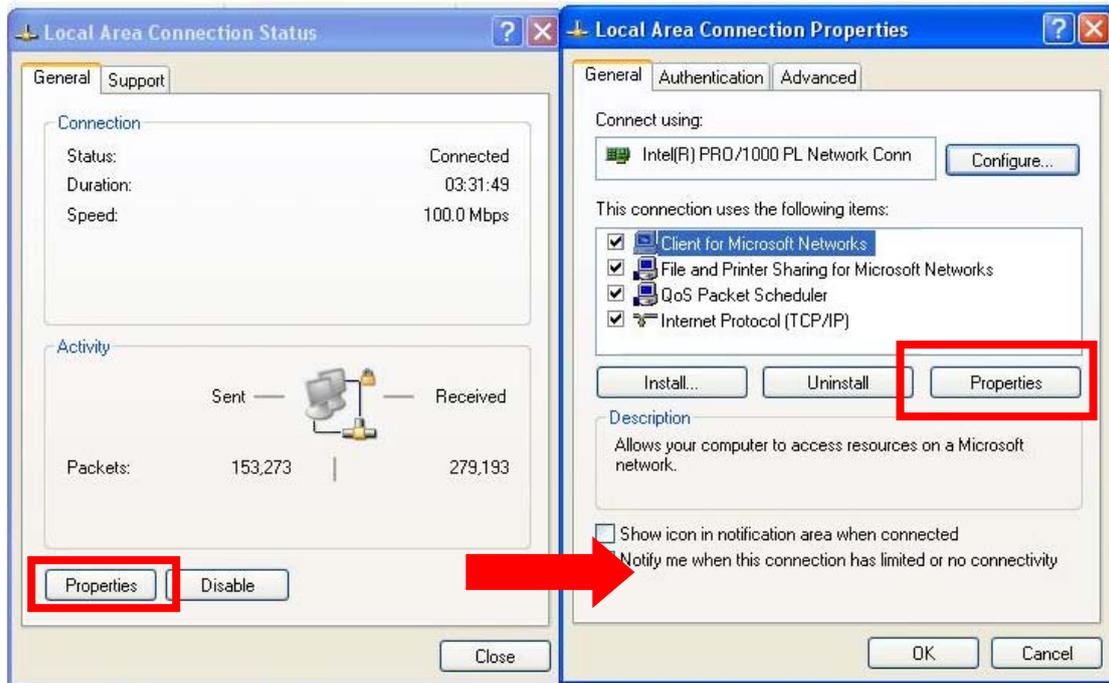
Step2:

Select Local Area connection or network connection icon and double click the icon.



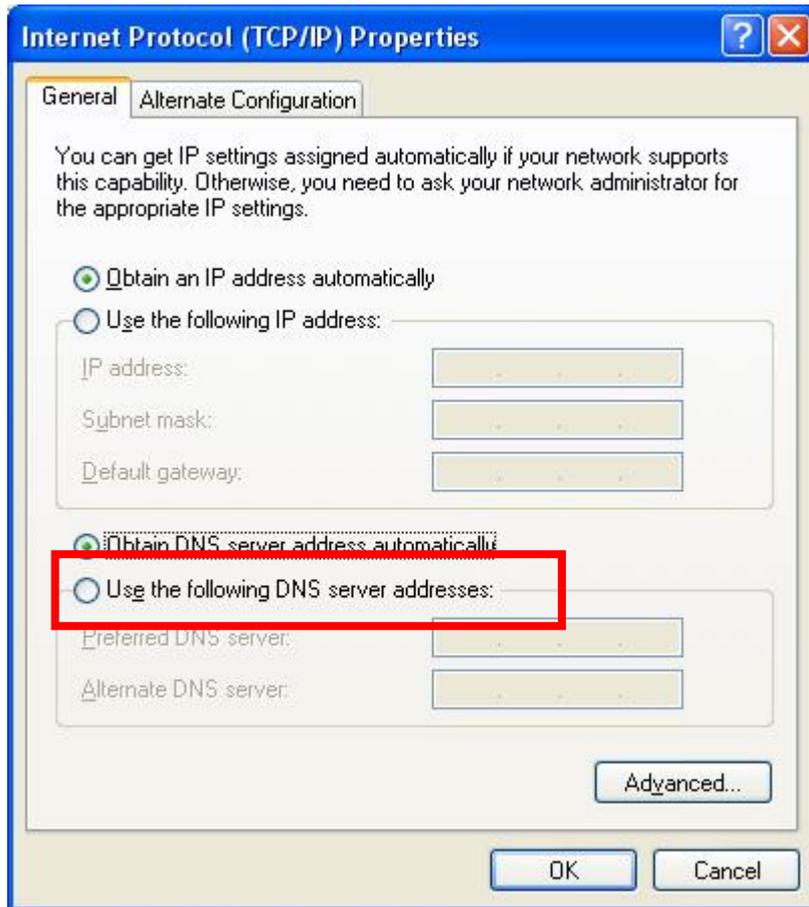
Step3:

Select the **Properties** under General page of Connection status and select **Properties** on connection properties to enter IP setup.



Step 4:

By default, computer which using dynamic IP not fixed IP the DNS server address here is chosen to automatically obtain server. Please change to Use the following DNS server addresses. Please enter **168.95.192.1** in the Preferred DNS server and put **168.95.1.1** in Alternate DNS server column then press OK to save the change.



Step 5:

Please reboot computer and enter DVR program again to get the new DNS server working.

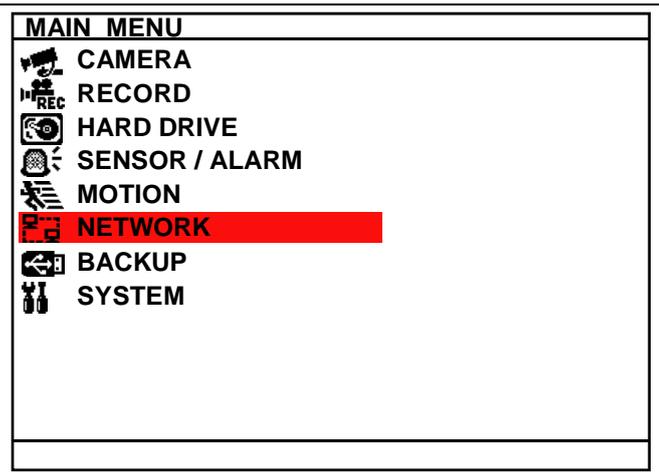
II DVR Network Setup

Q9. How to configure DHCP on DVR server?

A9.

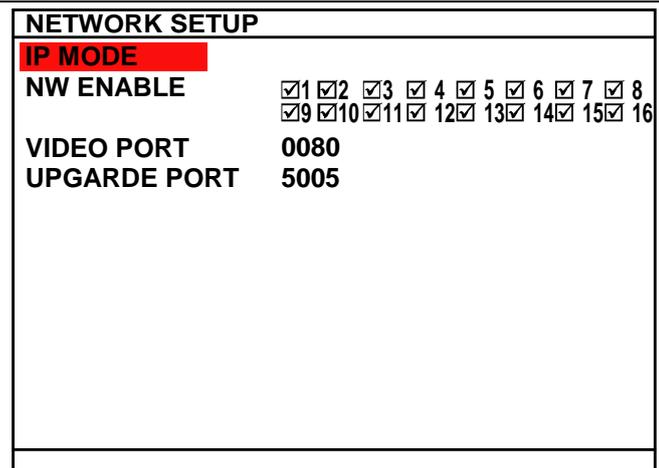
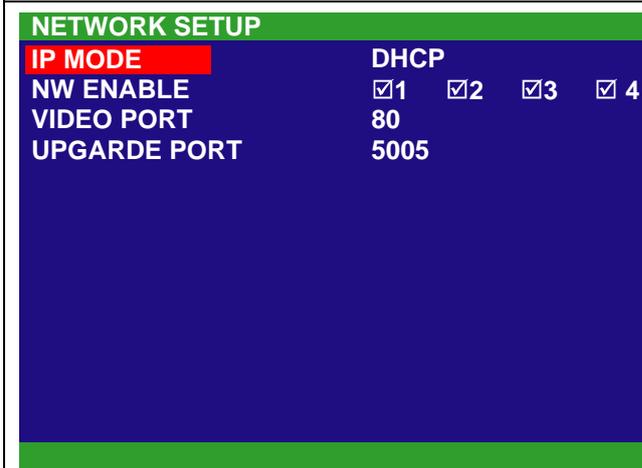
(I)EB Series DVR Network Setup

EB 4CH series DVR OSD Setup	EB 16CH series DVR OSD Setup
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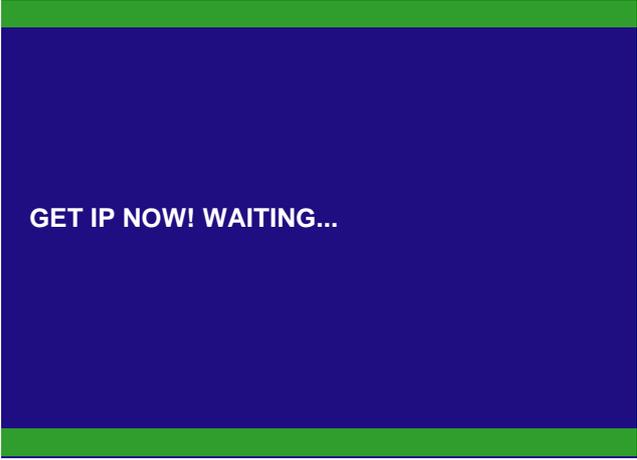
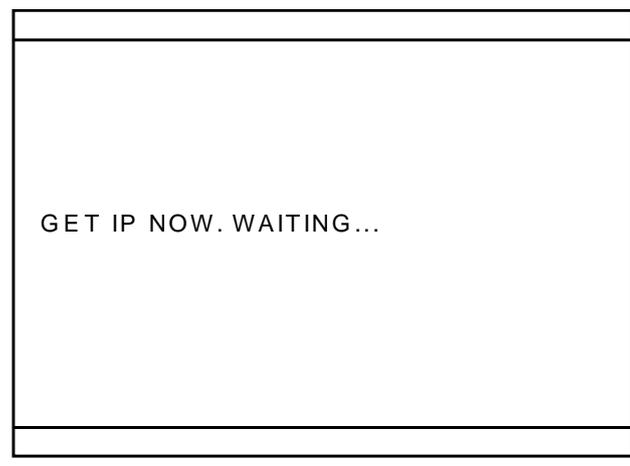
Use and buttons to go up and down and select **IP MODE**, and then press . Use and buttons to change the selections to **Static IP** and press or to make a selection.

Use and buttons to go up and down and select **IP MODE**, and then press . Use and buttons to change the selections to **Static IP** and press or to make a selection.



The DVR system will try to get an IP address from the DHCP server. A message window will show up as below:

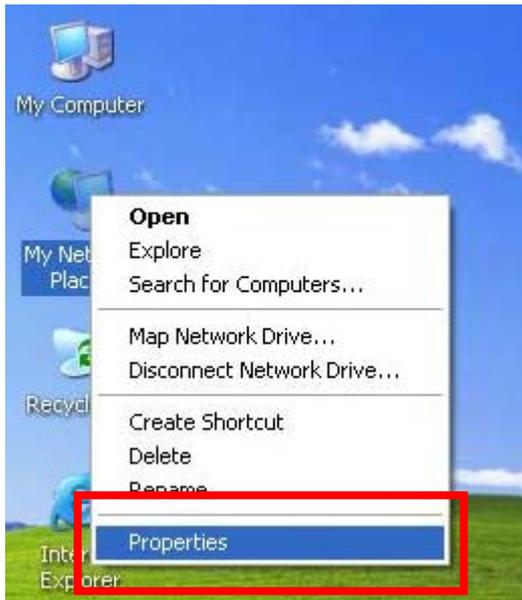
Select **GET IP** to start getting IP. The DVR system will try to get an IP address from the DHCP server. A message window will show up as below:

	<table border="1"> <tr> <td colspan="2">IP MODE</td> </tr> <tr> <td>IP MODE</td> <td>DHCP</td> </tr> <tr> <td>IP ADDRESS</td> <td>192 . 168 . 153 . 100</td> </tr> <tr> <td>SUB NET</td> <td>255 . 255 . 255 . 255</td> </tr> <tr> <td>GATEWAY</td> <td>192 . 168 . 153 . 254</td> </tr> <tr> <td>DNS</td> <td>000 . 000 . 000 . 000</td> </tr> <tr> <td>MAC ADDRESS</td> <td>00 . 18 . 1A . 02 . 00 . 0F</td> </tr> <tr> <td>GET IP</td> <td></td> </tr> </table>	IP MODE		IP MODE	DHCP	IP ADDRESS	192 . 168 . 153 . 100	SUB NET	255 . 255 . 255 . 255	GATEWAY	192 . 168 . 153 . 254	DNS	000 . 000 . 000 . 000	MAC ADDRESS	00 . 18 . 1A . 02 . 00 . 0F	GET IP	
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DNS	192.168.153.1																
MAC ADDRESS	00.00.00.00.00.00																
CHANGE																	
<p>If system didn't get any network information, it means that get IP from DHCP server fail.</p>																	
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NETWORK INFORMATION																	
IP ADDRESS	000.000.000.000																
SUB NET	000.000.000.000																
GATEWAY	000.000.000.000																
DNS	000.000.000.000																
MAC ADDRESS	00.00.00.00.00.00																

(II)NV/NX Series DVR Network Setup

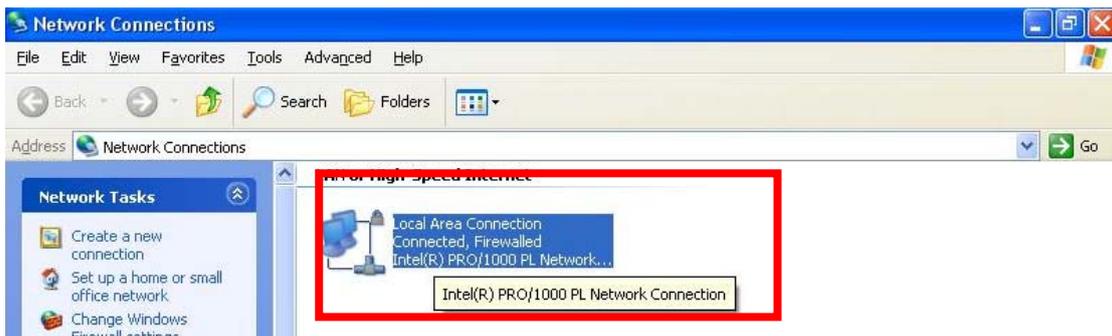
Step 1:

Select **My Network places** on Desktop and right click mouse button to prompt drop-down menu then select **Properties**.



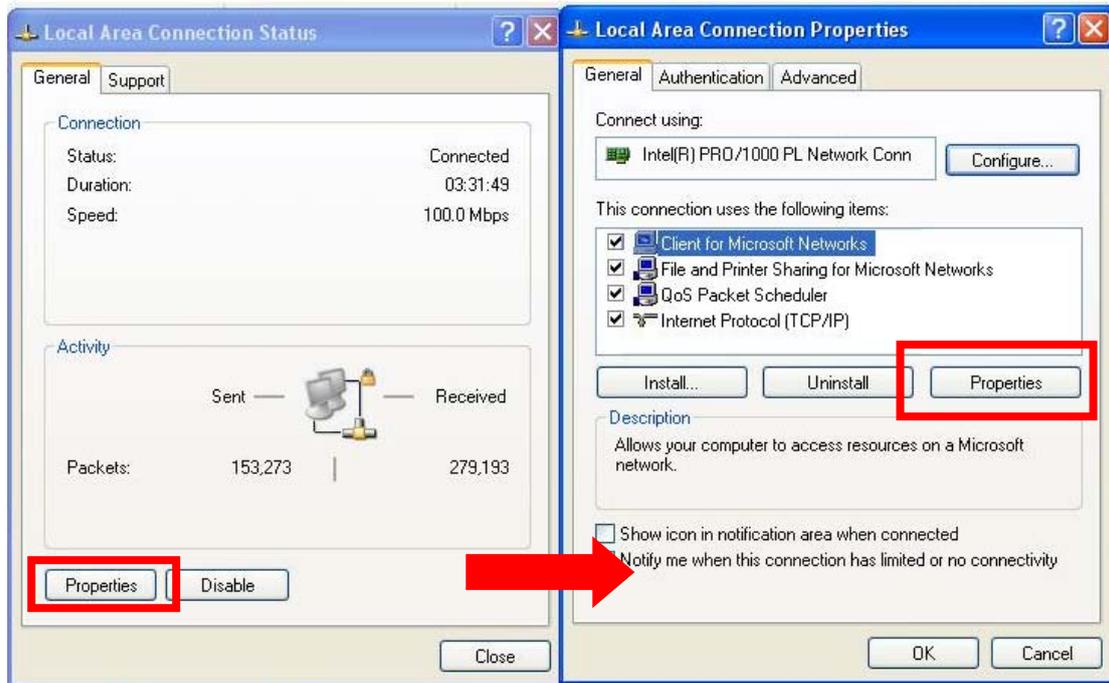
Step 2:

Select Local Area connection or network connection icon and double click the icon.



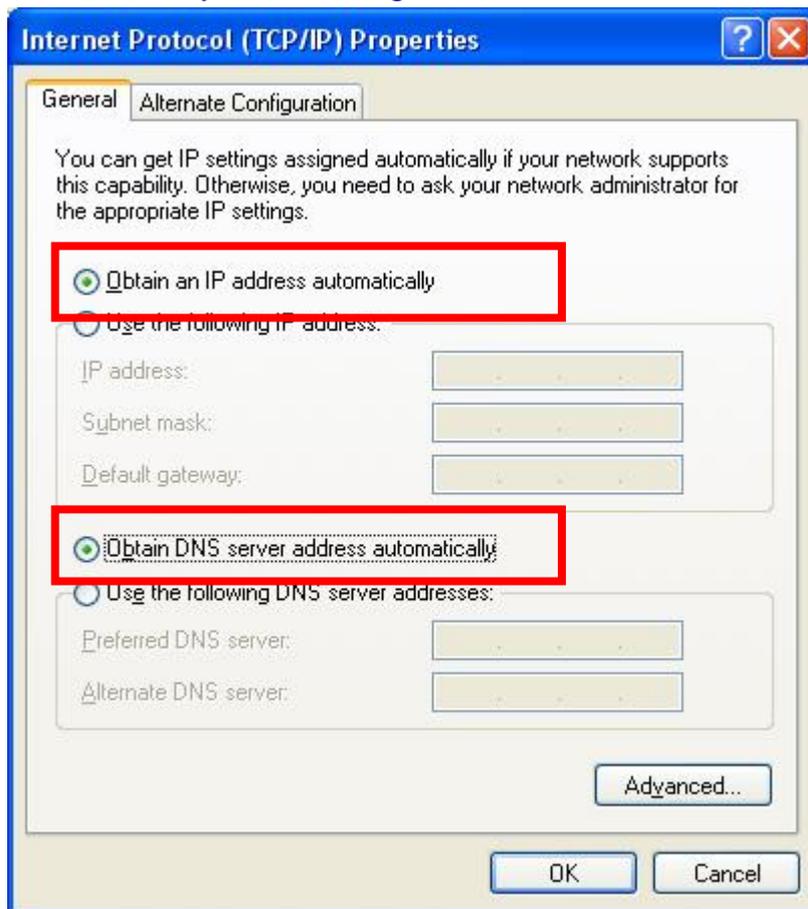
Step 3:

Select the **Properties** under General page of Connection status and select **Properties** on connection properties to enter IP setup.



Step 4:

Please leave your IP setting as illustrated. Press OK to save the setting.



Q10. How to configure Static IP on DVR server?

A10.

Setup the network parameters for the internet or intranet remote monitor or playback.

(I)EB Series DVR Network Setup

EB 4CH series DVR OSD Setup	EB 16CH series DVR OSD Setup
<p>MAIN MENU</p> <p>CAMERA SELECT</p> <p>VIDEO RECORD <input checked="" type="checkbox"/>1 <input checked="" type="checkbox"/>2 <input checked="" type="checkbox"/>3 <input checked="" type="checkbox"/>4</p> <p>AUDIO RECORD <input checked="" type="checkbox"/>1 <input checked="" type="checkbox"/>2 <input checked="" type="checkbox"/>3 <input checked="" type="checkbox"/>4</p> <p>AUDIO MUTE ON</p> <p>RECORD MODE D1</p> <p>RECORD FRAMERATE 60</p> <p>VIDEO QUALITY GOOD</p> <p>RECORD SCHEDULE</p> <p>SUBMENU</p> <p>HARD DRIVE SETUP</p> <p>NETWORK SETUP</p> <p>USB BACKUP</p> <p>LANGUAGE ENGLISH</p>	<p>MAIN MENU</p> <p> CAMERA</p> <p> RECORD</p> <p> HARD DRIVE</p> <p> SENSOR / ALARM</p> <p> MOTION</p> <p> NETWORK</p> <p> BACKUP</p> <p> SYSTEM</p>
<p>Use and buttons to go up and down and select IP MODE, and then press . Use and buttons to change the selections to Static IP and press or to make a selection.</p>	<p>Use and buttons to go up and down and select IP MODE, and then press . Use and buttons to change the selections to Static IP and press or to make a selection.</p>
<p>NETWORK SETUP</p> <p>IP MODE STATIC</p> <p>NW ENABLE <input checked="" type="checkbox"/>1 <input checked="" type="checkbox"/>2 <input checked="" type="checkbox"/>3 <input checked="" type="checkbox"/>4</p> <p>VIDEO PORT 0080</p> <p>UPGARDE PORT 5005</p>	<p>NETWORK SETUP</p> <p>IP MODE</p> <p>NW ENABLE <input checked="" type="checkbox"/>1 <input checked="" type="checkbox"/>2 <input checked="" type="checkbox"/>3 <input checked="" type="checkbox"/>4 <input checked="" type="checkbox"/>5 <input checked="" type="checkbox"/>6 <input checked="" type="checkbox"/>7 <input checked="" type="checkbox"/>8 <input checked="" type="checkbox"/>9 <input checked="" type="checkbox"/>10 <input checked="" type="checkbox"/>11 <input checked="" type="checkbox"/>12 <input checked="" type="checkbox"/>13 <input checked="" type="checkbox"/>14 <input checked="" type="checkbox"/>15 <input checked="" type="checkbox"/>16</p> <p>VIDEO PORT 0080</p> <p>UPGARDE PORT 5005</p>
<p>The DVR system will try to get an IP address from the DHCP server. A message window will show up as below:</p>	<p>Select GET IP to start getting IP. The DVR system will try to get an IP address from the DHCP server. A message window will show up as below:</p>

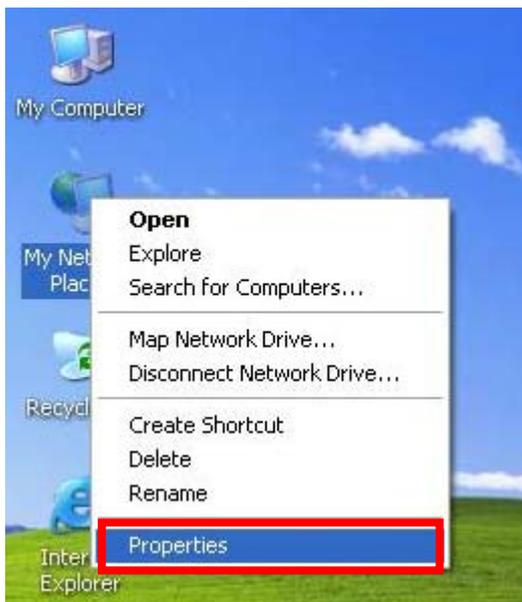
NETWORK INFORMATION		IP MODE	
IP ADDRESS	192.168.153.100	IP MODE	STATIC
SUB NET	255.255.255.255	IP ADDRESS	192 . 168 . 153 . 100
GATEWAY	192.168.153.254	SUB NET	255 . 255 . 255 . 255
DNS	192.168.153.1	GATEWAY	192 . 168 . 153 . 254
MAC ADDRESS	00.00.00.00.00.00	DNS	000 . 000 . 000 . 000
CHANGE		MAC ADDRESS	00 . 18 . 1A . 02 . 00 . 0F
		CHANGE	

After perform setting of static, please select CHANGE to save the change of IP information.

(II)NV/NX Series DVR Network Setup

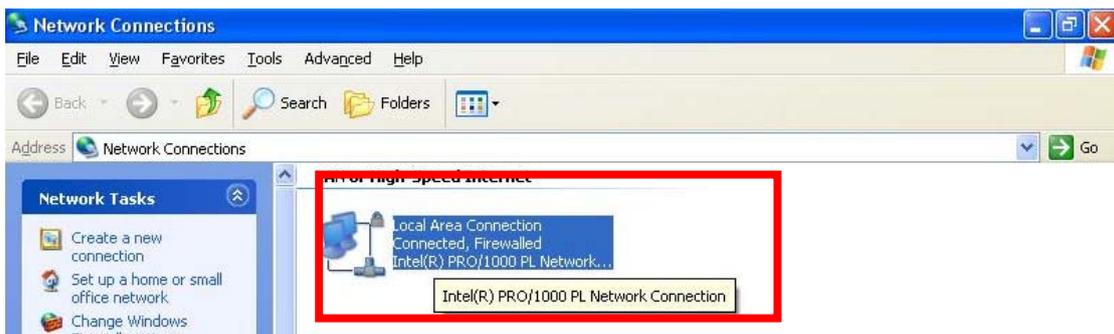
Step1:

Select **My Network places** on Desktop and right click mouse button to prompt drop-down menu then select **Properties**.



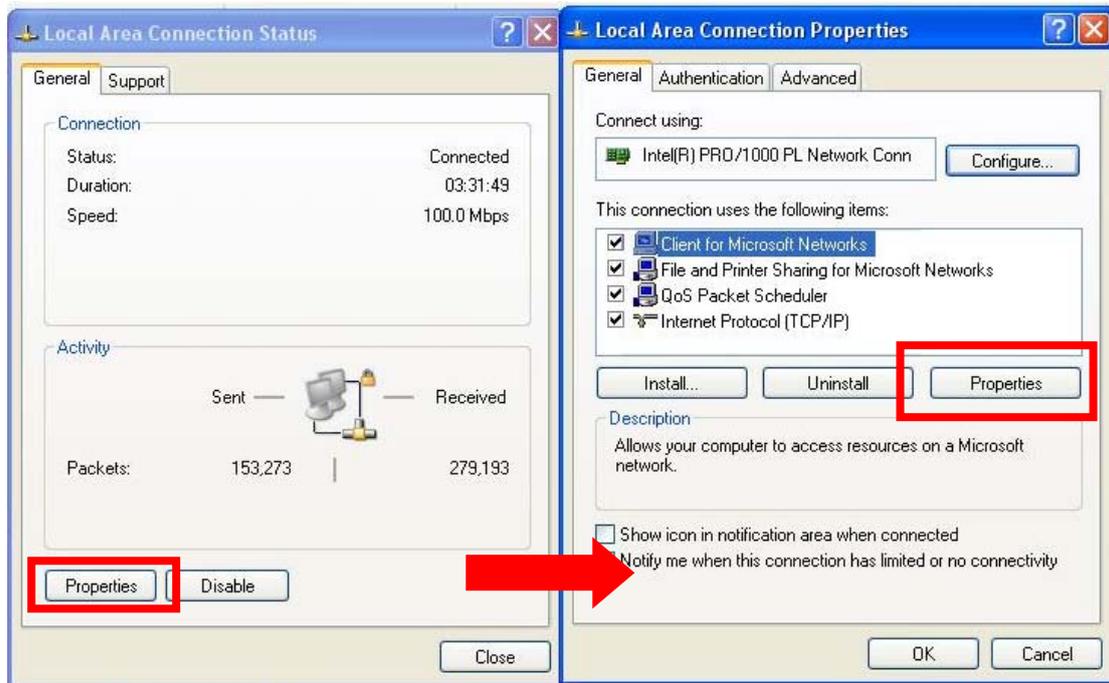
Step2:

Select Local Area connection or network connection icon and double click the icon.



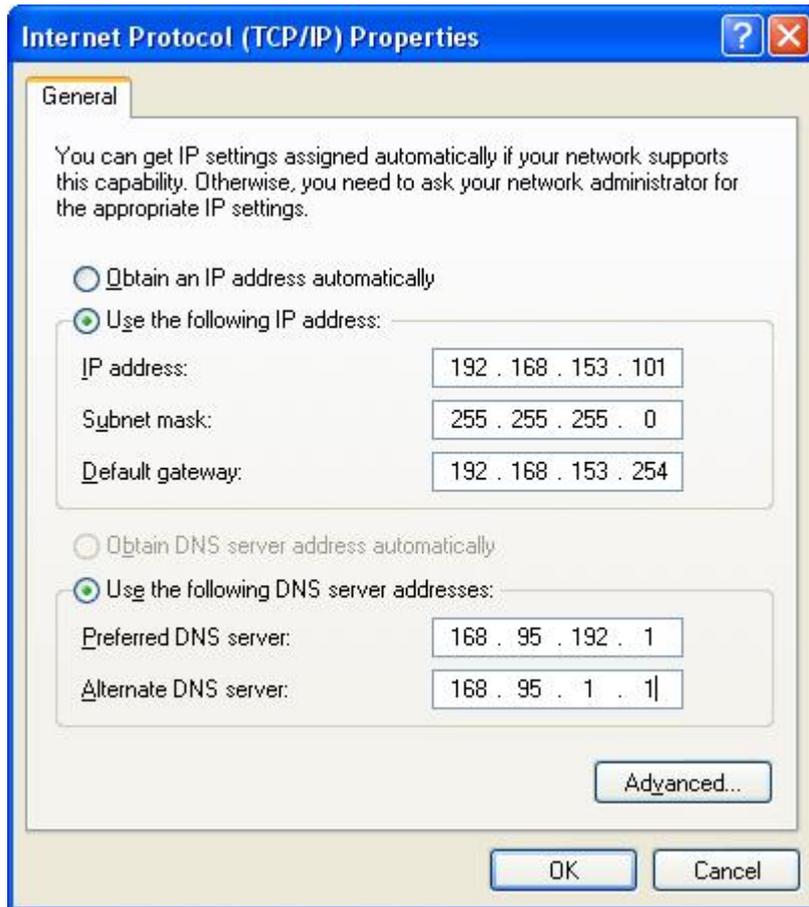
Step3:

Select the **Properties** under General page of Connection status and select **Properties** on connection properties to enter IP setup.



Step 4:

Input the Static IP and subnet mask, gateway and DNS server information provided by ISP or network admin...etc



Q11. How to setup PPPOE on DVR server?

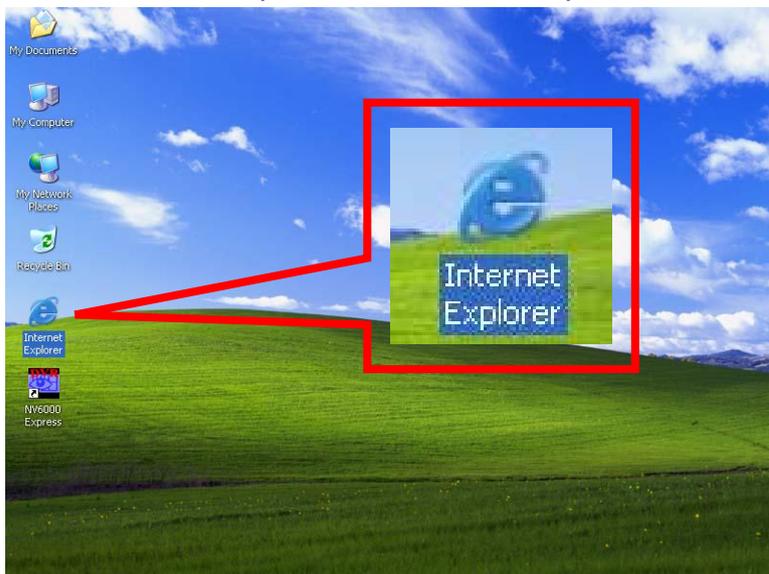
A.11

(I)EB Series DVR PPPOE Network Setup

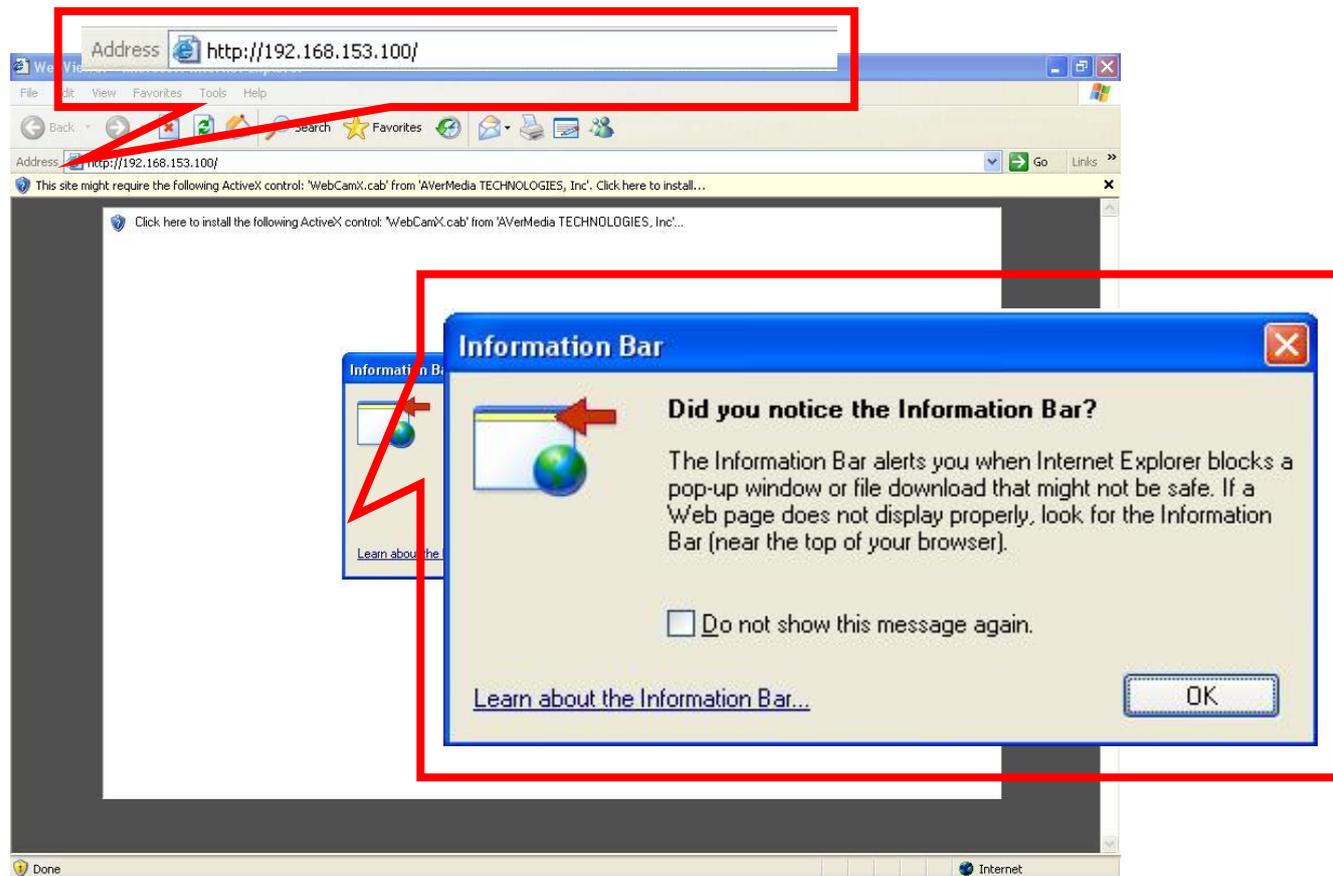
Set DVR as Static IP configuration → Access through IE to input PPPOE information → Let DVR server get IP by using PPPOE connection.

Step1. Use Internet Explorer to connect DVR

Select Internet Explorer Icon on Desktop and double click it.



Input IP of DVR on the Address column and it will prompt Information bar for installing ActiveX control please press **OK** on the Information inquiry.



Right click on the information bar and select to **Install ActiveX Control**.



Internet Explorer will therefore prompt an ActiveX installed message and press install to install it.



After installed the ActiveX, Web viewer will prompt login inquiry message as

following.



Number of channels	Default ID for changing setting, view live video, and playback.....etc.	Default ID for view live video only	Default ID for live viewing and playback using remote console
4CH DVR	superuser	user	N/A
16CH DVR	ADMIN or ADMINISTRATOR	USER	OPERATOR

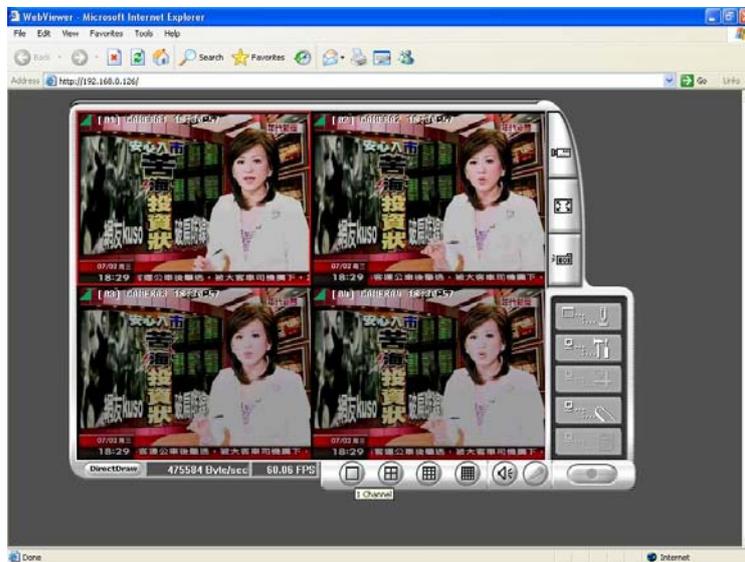


The factory default for all login IDs' password is 111111.

After input ID and password please select network type to connect, if you are not for sure of the type, please select LAN.

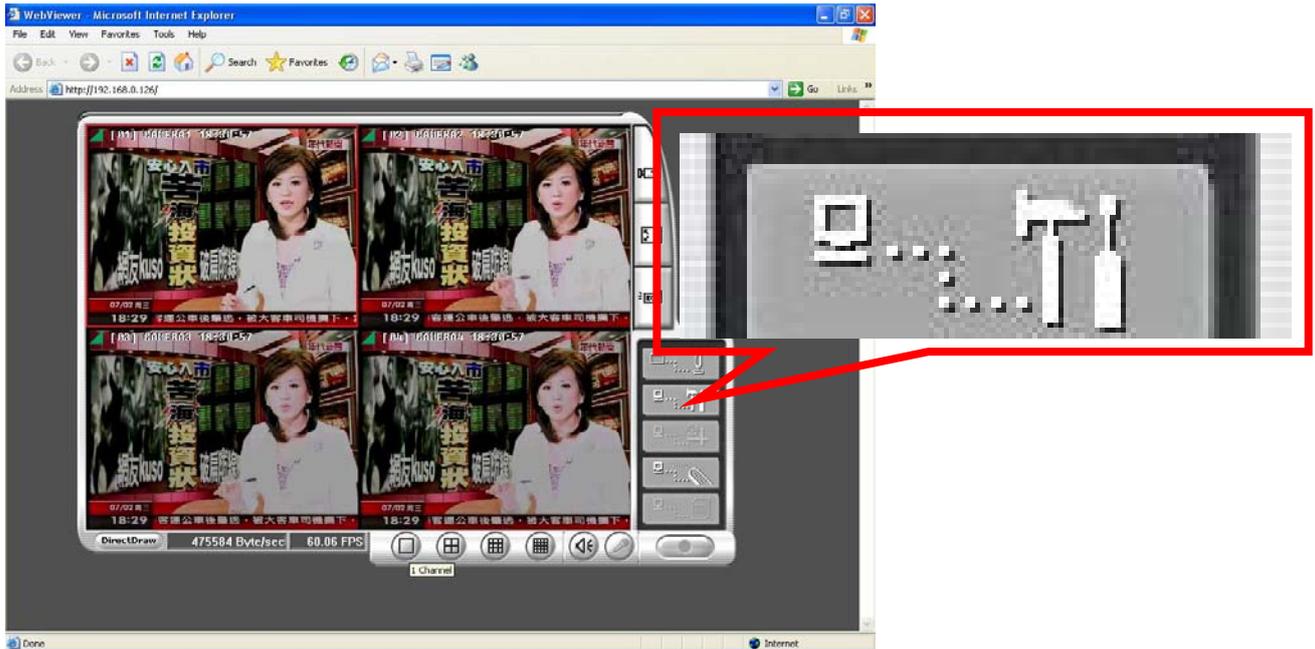


You can access DVR web viewer as illustrated below.



Step 2: Use Web Viewer to connect DVR and perform network setup

Access DVR through Internet Explorer by using above steps and press **Remote setup** option button as illustrated below.

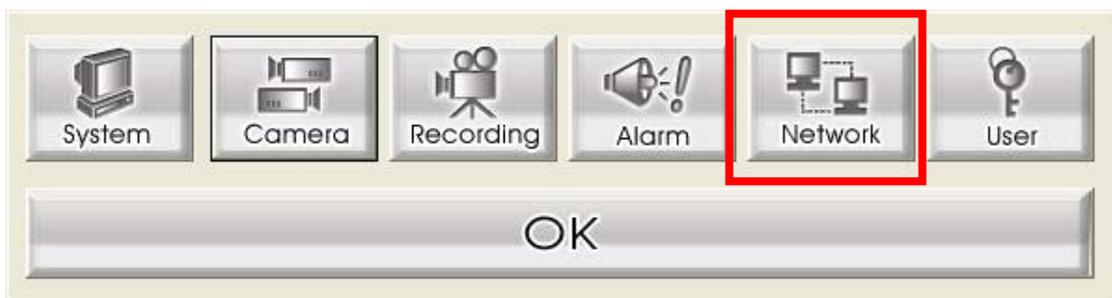


Web Viewer will prompt for login inquiry message as illustrated.

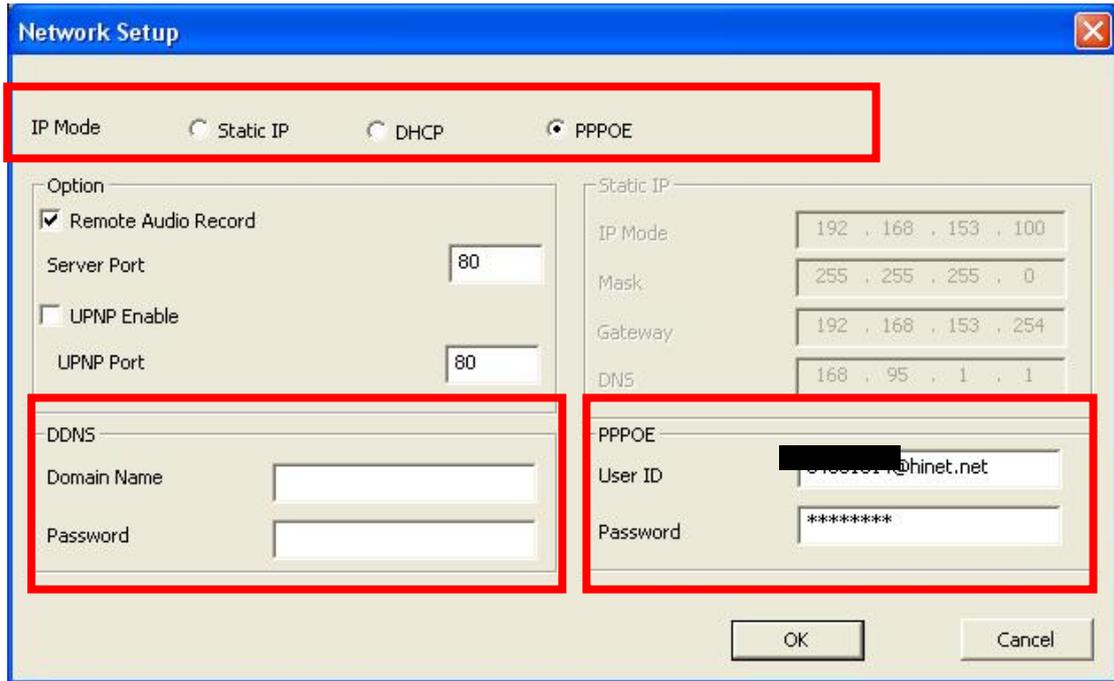


i Make sure you have input login ID that has authority for changing setting

After input password, web Viewer will therefore prompt the remote setup option as following. Press **Network** button

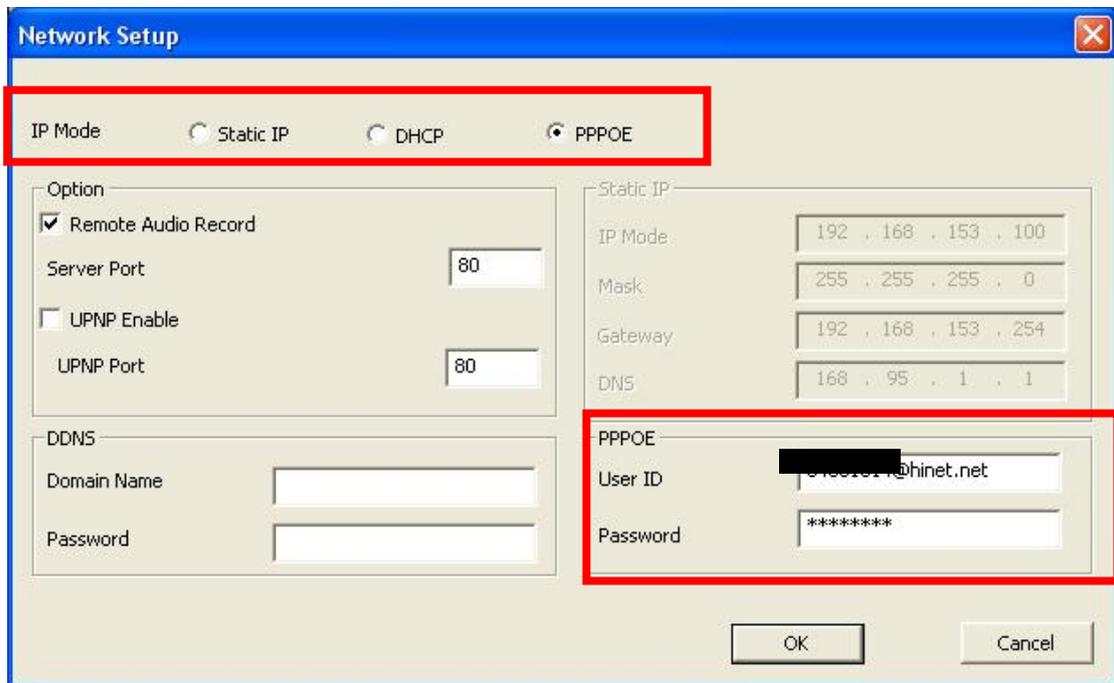


Network setup where you can setup IP mode and DDNS setting



Before you setup the DVR setting from Static IP to PPPOE IP mode, please select the IP mode to PPPOE first.

Select IP mode to PPPOE first, and input PPPOE User ID and password, if you are not for sure what information needs to input please consult ISP



After input login Id and password Press **OK** to update the setting.

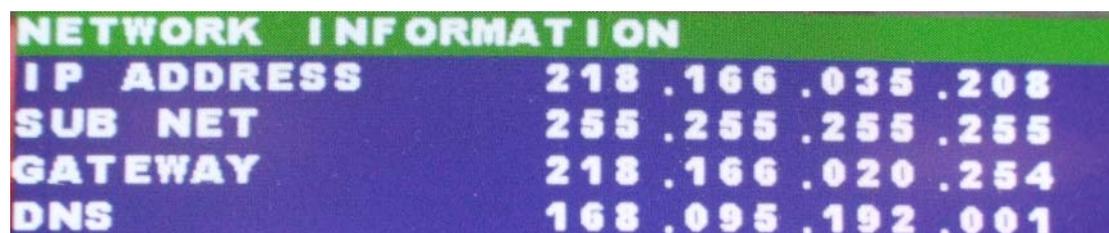
Step3: Configure the DVR setup as PPPOE mode

Then back to DVR side select PPPOE mode. Use  and  buttons to go up and down and select **PPPOE**, and then press  or to make

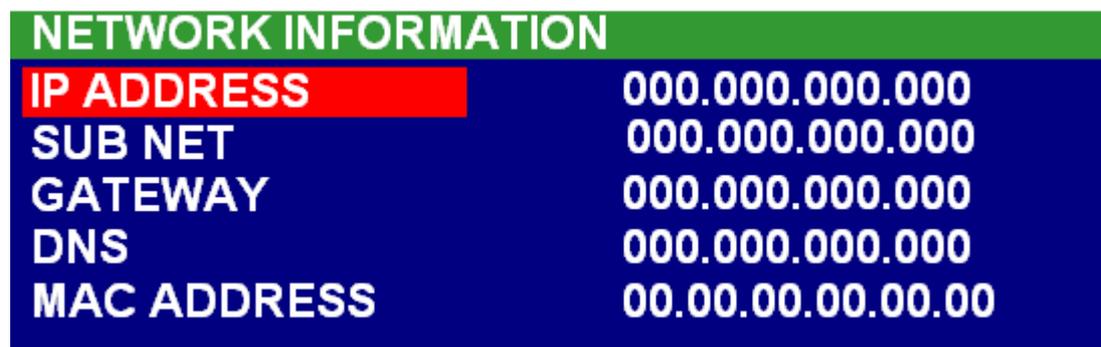
selection. A message window will show up as below:



When DVR system gets an IP address PPPOE, the information format is similar as below all valued



If system didn't get any network information, it means that get IP from PPPOE server fail. Please contact your ISP or network service vendor for further suggestion.

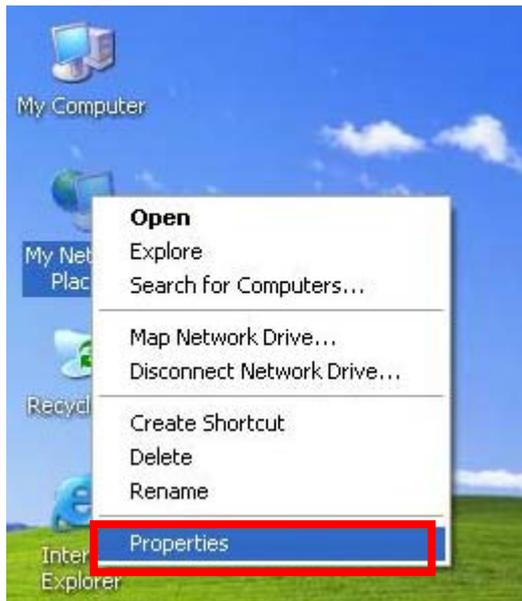


To Setup PPPOE you need to first configured the DVR as static IP first .Please set your Stand Alone series DVR IP the same network with your PC to proceed inputting login information of PPPOE connection through Web Viewer.

(II)NV/NX Series DVR Network Setup

To Set up PPPOE on Windows XP:

Select **My Network places** on Desktop and right click mouse button to prompt drop-down menu then select **Properties**



It will bring up a new screen. Click on “Create a New Connection”



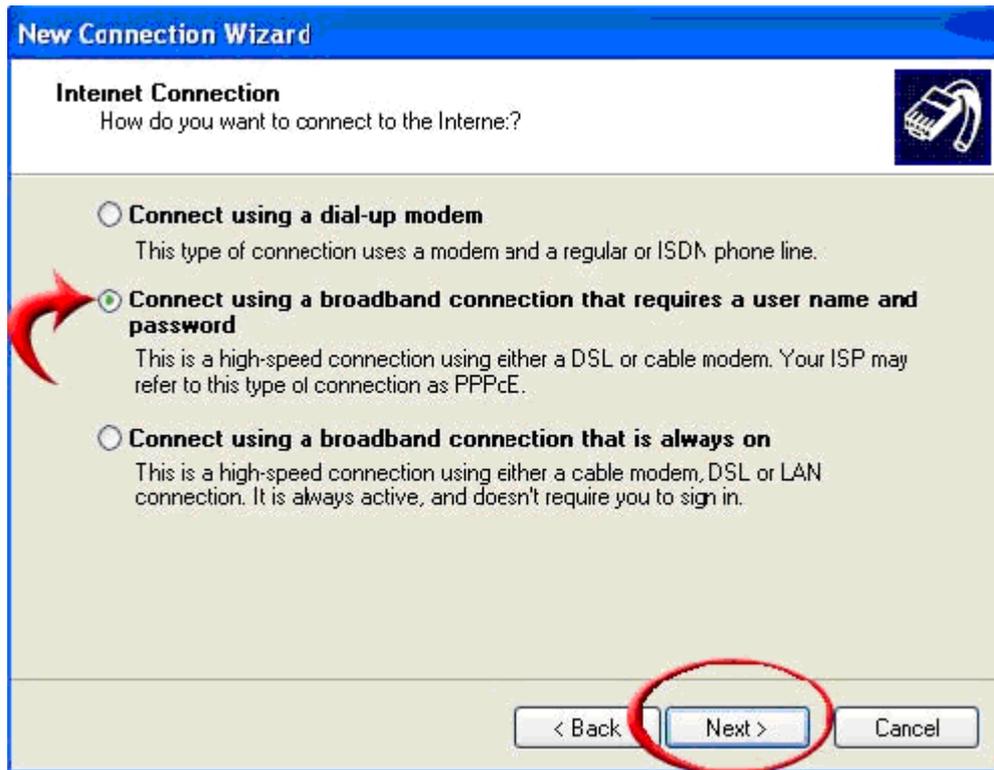
This will start a New Connection Wizard. This is a simple process that will set up your PPPOE connection. The following dialogue box will appear. Click Next.



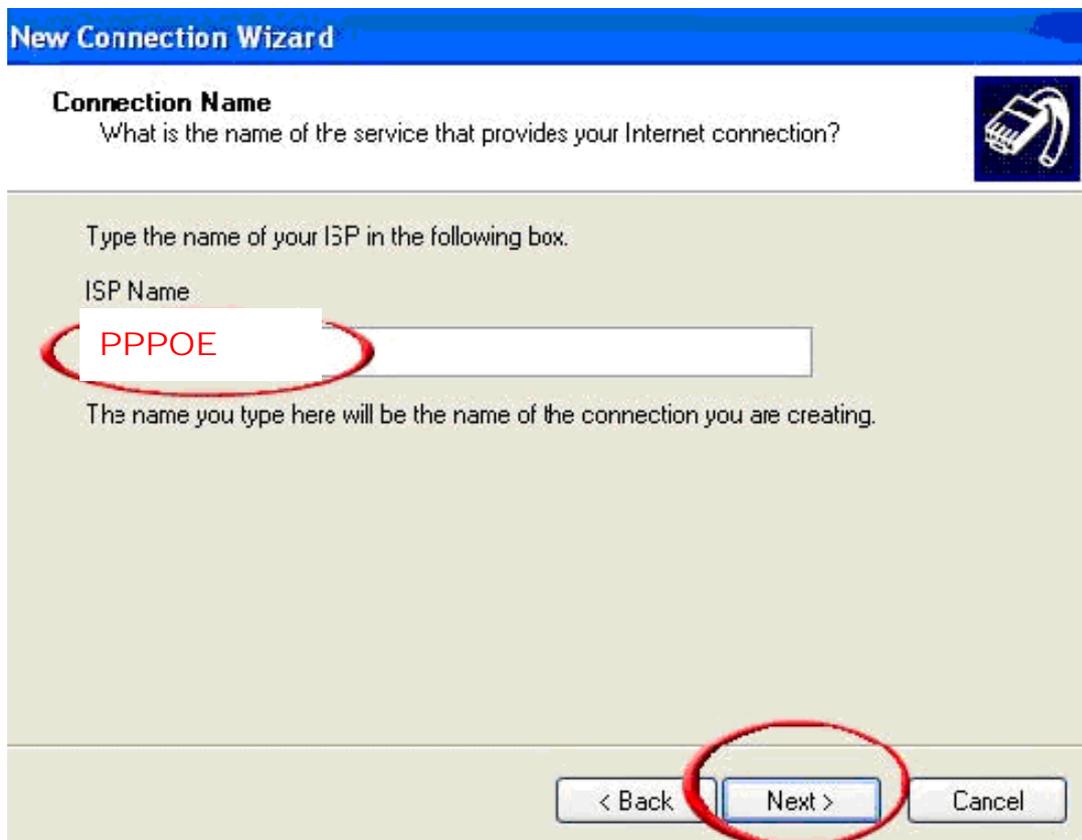
Select "Connect to the Internet" and then click the "Next" button.



Select "Set up my connection manually" and click the "Next" button
Select the second option, "Connect using a broadband connection that requires a user name and password", then click on the "Next" button.

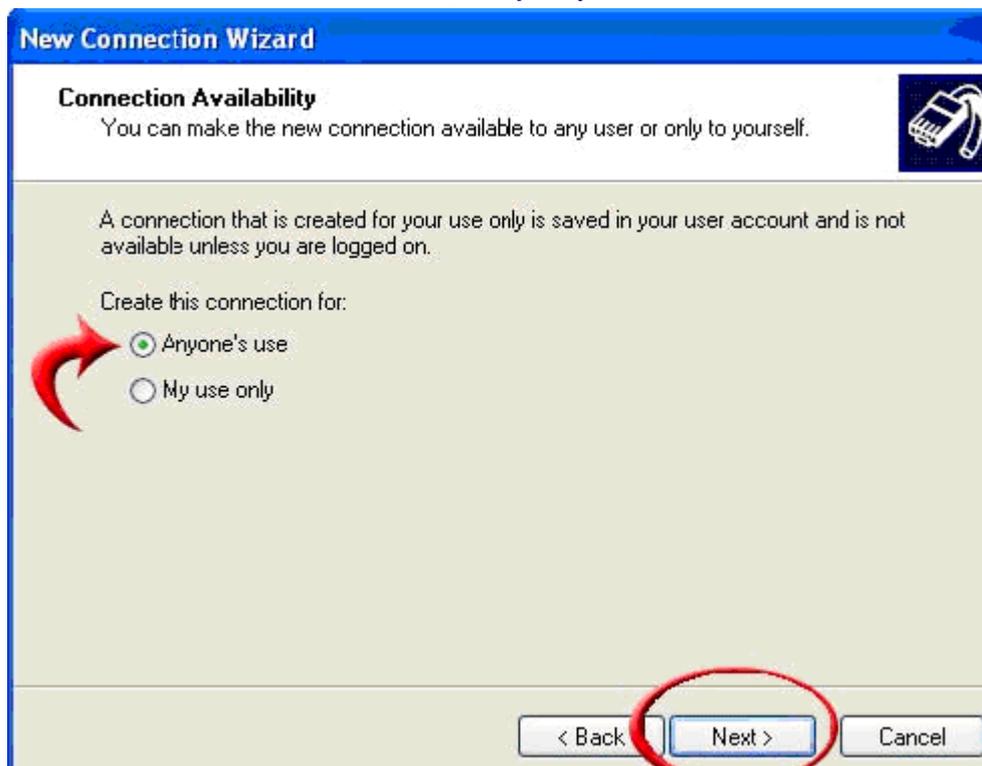


Type your desired name for this connection into the “ISP Name” field, and then click the “Next” button



Make sure that you have “Anyone’s Use” selected, especially if you have

different users set up in your XP. If it is not, you will have to make a new PPPOE for EVERY connection, not just yours.



New Connection Wizard

Connection Availability
You can make the new connection available to any user or only to yourself.

A connection that is created for your use only is saved in your user account and is not available unless you are logged on.

Create this connection for:

- Anyone's use
- My use only

< Back **Next >** Cancel

Enter your username and password into the applicable fields. Your username is the ID your ISP supplier provides, normally it is "username@xxxx.net" and your password is also provided by ISP. If you are not for sure of the login ID And password for key in, please consult your ISP. After input data click "Next".



New Connection Wizard

Internet Account Information
You will need an account name and password to sign in to your Internet account.

Type an ISP account name and password, then write down this information and store it in a safe place. (If you have forgotten an existing account name or password, contact your ISP.)

User name: username@ aaaa.net

Password: ●●●●●●

Confirm password: ●●●●●●

- Use this account name and password when anyone connects to the Internet from this computer
- Make this the default Internet connection

< Back **Next >** Cancel

Check the box “Add a shortcut to this connection to my desktop” as in the example below, then click on the “Finish” button to complete the set up of your PPPOE connection.



Your connection has now been configured and is ready to use. Ensure your DSL modem is plugged in, then double click on the “PPPOE”(or the name you input in ISP name) icon on your desktop, and then click “Connect”. Windows should then connect you to Internet.

