

## Milesight-Troubleshooting

## Two Methods to View the Camera from M-Sight Pro

Milesight Technology Co.,Ltd.



Camera Version	XX.7.0.66	M-Sight Pro Version	2.3.0.6
Update	2018.7.20		

M-Sight Pro is an Milesight Application designed for Milesight camera. There are two methods for us to use M-Sight Pro to view the cameras remotely.

### 1. Port Mapping

Please do the port mapping as follows:

**Step1:** Log in router via "winbox" software, enter the IP address, username and password:

Connect To:	192.168.9.1	Connect	
Login:	admin	Ī	
Password:	******	P	
	Keep Passw	ord	Save
	Secure Mode		Remove
	C Load Previou	us Session	Tools
Note:			]
Address /	User	Note	
92.168.9.1	admin		

**Step2:** Click IP→Firewall→NAT

Safe Mod	e	
Interfaces		
Bridge	-	
PPP		
Mesh	-	
IP Î	ARP	
MPLS	Accounting	
Routing	Addresses	
System	DHCP Client	
Queues	DHCP Relay	
Files	DHCP Server	
Log	DNS	
Radius	Firewall	
Tools	Hotspot	
New Terminal	IPsec	
Make Supout.nf	Neighbors	
Manual	Packing	
Exit	Pool	
	Routes	
	SMB	
	SNMP	
	Services	
	Socks	
	TFTP	
	Traffic Flow	
	UPnP	
	Web Proxy	



	C* Safe Mode													✓ Hide	e Passwords	
	Interfaces	Firewa	all i													E
	Bridge	Filter	Rules N	JAT	Mangle	Sen	vice Ports C	onnections	Address I	Lists Layer	7 Protocols					
	PPP	+	- 0			T	a Reset	Counters	00 Rese	t All Counters	s			Find	all	
	Mesh	#	Actio	on	Chain		Src. Address	Dst. Addres	s Proto	Src. Port	Dst. Port	In. Inter.	Out. Int	Bytes	Packets	
	P N		Milesight	Test-	NVR (55	4端口	J被NVR客户	demo占用,	请及时修	改该端口)			-			
		0)	X +  *c	lst	dstnat				6 (tcp)		554	Eth2-P		0 B	0	
	MPLS 🗅	1	≓∥ n	nas	srcnat									1747.9 MiB	10 717 441	
	Routing N	2 >			srcnat		192.168.17							0 B	0	
	System N	3			dstnat		192.168.8		17 (u		53			1508.3 KiB	23 430	
	oyocom	4			dstnat		192.168.9		17 (u		53			9.4 MiB	145 451	
1	Queues	5			dstnat		192.168.10		17 (u		53			949.0 KiB	16 448	
	Files		Milesight I													
		6			dstnat				6 (tcp)		443	Eth4-1		4912 B	96	
	Log		Milesight I									-		10 4 10 0		
	Radius	7			dstnat				6 (tcp)		554	Eth4-1		42.1 KiB	672	
	Tools	8	Milesight I		dstnat				CA )		5060	Eth4-1		08	0	
	10013		Milesiaht I						6 (tcp)		0000	C(1)4-1		UB	U	
	New Terminal	9			dstnat				6 (tcp)		8081	Pth4-1		21.4 KiB	399	
	Make Supout.rif		Milesiaht I						o (tcp)		0001	EU14-1		21.4 ND	333	
		10			dstnat				6 (tcp)		8101	Eth4-1		2696 B	50	
	Manual		Milesight I						o (tep)		0101	LU14-1		2030 0	50	
	Exit	11			dstnat				6 (tcp)		1554	Eth4-1		08	0	
			Milesight I						- (							
		12			dstnat				6 (tcp)		1100	Eth4-1		40 B	1	
		::: (	CRM-Mile													
		13	-  *c	lst	dstnat		117.29.182		6 (tcp)		8082	Eth4-1		84.0 KiB	1 655	
		::: 1	CRM-Mile													
		14			dstnat		117.29.182		6 (tcp)		8082	Eth4-1		0 B	0	
		15			dstnat				6 (tcp)		21	Eth4-1		1400 B	33	
			MISCentre													
		16	+  *c	lst	dstnat		117.29.182		6 (tcp)		3306	Eth4-1		104 B	2	

Step3: Click [+], add a new NAT rule, refer the mapping and fill in the info as follows: HTTP: 117.29.166.6:6006→ 192.168.8.151:6006 RTSP: 117.29.166.6:5594→ 192.168.8.151:5594

#### HTTP:

General Advanced Extra Action Statistics		ОК
	10	
Chain: dstnat		Cancel
Src. Address:	]•	Apply
Dst. Address:		Disable
Protocol: C 6 (tcp)	<b>.</b>	Comment
Src. Port:		Сору
Dst. Port: 6006		Remove
Any. Port:	•	Reset Counters
In. Interface: Eth4-117.29.166.6	<b>T</b>	Reset All Counters
Out. Interface:	] -	
Packet Mark:		
Connection Mark:	•	
Routing Mark:		
Routing Table:		
Connection Type:		2



NAT Rule <600	6>	
General Adva	anced Extra Action Statistics	ОК
Action:	dst-nat	
To Addresses:	192.168.8.151	Apply
To Ports:	6006	▲ Disable
		Comment
		Сору
		Remove
		Reset Counters
		Reset All Counters
enabled		

### RTSP:

eneral Advanced	Extra Action Statistics	1	ОК
Chain: dst	nat	Ŧ	Cancel
Src. Address:			Apply
Dst. Address:			Disable
Protocol:	tcp		Comment
Src. Port:		•	Сору
Dst. Port:	5594		Remove
Any. Port:		<b>•</b>	Reset Counters
In. Interface: 🔲	Eth4-117.29.166.6		Reset All Counter
Out. Interface:			1
Packet Mark:			
Connection Mark:			
Routing Mark:		•	
Routing Table:			
Connection Type:			



ew NAT Rule		
General Adva	anced Extra Action Statistics	ОК
Action:	dst-nat	Cancel
o Addresses:	192.168.8.151	Apply
To Ports:	5594	Disable
		Comment
		Сору
		Remove
		Reset Counters
		Reset All Counter
abled		

**Step4:** Click [Mangle] $\rightarrow$ [+], add a new rule to set the Wan:

Filter Rul	les NAT	Mangle Ser	rvice Ports Connections Address Lists	Laver7 Protocols							
- I											
#	Action	Chain	Src. Address	Dst. Address	Proto	Src. Port	Dst. Port	In Inter	Out. Int	Bytes	Packets
0	/ mar	prerouting	192.168.8.1-192.168.8.254				100000000			132.1 GiB	172 973
1		prerouting	192.168.9.1-192.168.9.254								55 338 43
2		prerouting	192.168.10.1-192.168.10.254							2167.3 MiB	
3		prerouting	192.168.11.1-192.168.11.254							240.8 MiB	
4		prerouting	192.168.8.100							123.2 MiB	493 9
5		prerouting	192.168.9.100							51.3 MiB	353 54
6 X		prerouting	192.168.8.99							0 B	1000.0
··· P2F	P Server		1. 1. 7. 76. 1. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7. 6. 7								
7		prerouting	192.168.9.102							9.5 GiB	24 378 9
··· P2F	P Server		A CONTRACTOR CONTRACTOR							1	
8		prerouting	192.168.9.103							11.8 GiB	27 576 4
9		prerouting	192.168.8.102							101.8 GiB	
10		prerouting	192.168.8.103-192.168.8.110							175.7 MiB	208 9
11		prerouting	192.168.8.171							516.3 MiB	386 1
12		prerouting	192.168.8.80							490.4 KiB	14
13		prerouting	192.168.8.82							59.7 MiB	306 84
14		prerouting	192.168.8.61							8.0 MiB	96 82
···· Mai			1 - Second State State State							1	
15		prerouting	192 168 8 180-192 168 8 200							22.6 GiB	49 794 22
16 X		prerouting	192 168 8 178							0.8	10 10 12
17 X		prerouting	192.168.9.40							0 8	
18 X		prerouting	192.168.9.33							0 8	
19		prerouting	192.168.8.2							18.5 MiB	300 2
20		prerouting	192.168.8.101							133.7 MiB	207 9
21 X		prerouting	192.168.11.132							0 B	207 3
22 X		prerouting	192,168,11,136							0 8	
23 X		prerouting	192.168.9.200							0 B	
24		prerouting	192.168.9.94							89.7 MiB	88 3
25 X		prerouting	192.168.17.1-192.168.17.254							0.8	
26 X		prerouting	192 168 8 171							0.8	
27 X		prerouting	192,168,8,167							0 8	
28 X		prerouting	192.168.9.116							0 8	
29		prerouting	192.168.8.170							4699.5 MiB	4 418 2
30 X		prerouting	192.168.8.136							0 B	
31 X		prerouting	192.168.8.135							0 8	
32 X		prerouting	192.168.8.132							0 8	
33 X		prerouting	192.168.8.9							08	
34 X		prerouting	192.168.8.72							08	
35		prerouting	192.168.8.150		-					15.3 MiB	38 1
36 D		forward			6 (tcp)			059295		14.8 KiB	2
37 D		forward			6 (tcp)			500200	059295.		3
38 D		forward			6 (tcp)			<pppoe< td=""><td></td><td>0 8</td><td></td></pppoe<>		0 8	
39 D		forward			6 (tcp)			-pppo	<pppoe< p=""></pppoe<>		
40 D		forward			6 (tcp)			<pppoe< td=""><td></td><td>0 8</td><td></td></pppoe<>		0 8	
40 D		forward			6 (tcp)			sphhoe"	<pppoe< td=""><td>10.0</td><td></td></pppoe<>	10.0	



ew Mangle Rule	Extra Action Statistics		ОК
1. menuere			
Chain: 🗖	Printer and the second s	1000	Cancel
	192.168.8.151		Apply
Dst. Address:			Disable
Protocol:		•	Comment
Src. Port:		•	Сору
Dst. Port:		•	Remove
Any. Port:			Reset Counters
P2P:			Reset All Counters
In. Interface:			
Out. Interface:			
Packet Mark:			
onnection Mark:		-	
Routing Mark:		•	
Routing Table:		•	
onnection Type:			
onnection State:			
abled			
w Mangle Rule	Extra Action Statistics		OK
w Mangle Rule eneral Advanced			ОК
w Mangle Rule eneral Advanced Actior	Extra Action Statistics		OK Cancel
w Mangle Rule eneral Advanced Actior	r: mark routing		OK Cancel Apply
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove Reset Counters
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove Reset Counters
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove Reset Counters
v Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove Reset Counters
v Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove Reset Counters
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove Reset Counters
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove Reset Counters
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove Reset Counters
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove Reset Counters
	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove Reset Counters
w Mangle Rule eneral Advanced Actior	n: mark routing :: WAN117.29.166.6		OK Cancel Apply Disable Comment Copy Remove Reset Counters





Basic Se	ttings >>	Network								
TCP/IP	HTTP	RTSP	UPnP	DDNS	Email	FTP	VLAN	PPPoE	SNMP	802.1x
				HTTP Ena	ble:					
				HTTP Port	t		6006			
				HTTPS En	able:					
				HTTPS Po	ort:		443			
Basic S	ettings >>	Network								
TCP/IP	HTTP	RTSP	UPnP	DDNS	Email	FTP	VLAN P	PPoE S	NMP 80	2.1x
				RTSP Port:			5594		0	
				Playback P	ort:		555		•	
				RTP Packe	t		Better Cor	npatibility	~	
				Multicast G	roup Address	S:	239.6	6.6		
				QoS DSCP	(0~63):		0			

#### **Step4:** Change the HTTP port and RTSP port via Web:

Step5: Change the Subnet Mask, Gateway and DNS:

Basic Se	ettings >>	Network								
TCP/IP	HTTP	RTSP	UPnP	DDNS	Email	FTP	VLAN	PPPoE	SNMP	802.1x
				O Get IF	v4 address a	automatical	ly			
				• Use fi	xed IPv4 add	Iress				
				IP Add	dress:		192	. 168. 8.	151 Test	
				IPv4 S	Subnet Mask:		255	. 255. 254.	0	
				IPv4 E	efault Gatew	vay:	192	. 168. 9.	1	
				Prefer	red DNS Ser	ver:	192	. 168. 9.	1	
				IPv6 N	lode:		Man	ual	~	
				IPv6 A	ddress:					
				IPv6 F	Prefix:					
				IPv6 D	efault Gatew	vay:				

**Step6:** There are two ways to visit the camera, Fixed IP or DDNS:

#### Fixed IP:

Open the App and enter the public IP address to check whether the port mapping is working or not:



14:32	A 🛛 72% 🔲
Add Camera	B
New Device 1	
ONVIF	
117.29.166.6	
6006	
admin	
	Add Camera New Device 1 ONVIF 117.29.166.6 6006



#### DDNS:

If you feel that it is difficult to remember the IP address when visiting the camera, we can link the camera IP address with a domain name, and visit the camera by the domain name. The steps are as follows:

• Add a subdomain on the website <a href="http://freedns.afraid.org">http://freedns.afraid.org</a>;

		Adding a Subdomain
Par Manders:     Man Links:     Aman Link	Schömmer innen Dominist Databasen Till Brenzmann Weldernit # caulade fo	Salaction (additional) (addi
Tip #2 If you have multiple time/resources upd/	records going to the same place, setup OKMME alayes to your main record to save titing your records should your $B^{\prime}$ change.	FreeBSD S-
	© 2001-2015 Joshua Anderson, Free DMS is currently pr	cessing 3,551 DHS queries per second. (5 min average).
	Rendered in I	.002 seconds





• Link the domain name with the IP address, 117.29.166.6, which we have mapped before:

Editing crixsu	us.crabdance.com
Type:	A  explanation
Subdomain:	crixsus
Domain:	crabdance.com (public)
Destination:	117.29.166.6 Forward to a URL
TTL:	For our premium suppor seconds (optional)
Wildcard:	Enabled for all subscribers (more info)

• Add the camera to M-Sight Pro by domain name(ONVIF mode);

16:04	1 🕑 58% 🔲
Add Camera	
New Device 1	
ONVIF	
crixsus.crabdance	.com
6006	
admin	
	New Device 1 ONVIF crixsus.crabdance 6006

Q





• Or add the camera to M-Sight Pro by domain name(RTSP mode);

📶 中国移动 🗢	14:36	1 71% 🔲
$\leftarrow$	Add Camera	Ð
Name	New Device 1	
Туре	RTSP	
Primary	rtsp://crixsus.crabda	nce.com:5594/main
Secondary	rtsp://crixsus.crabda	nce.com:5594/sub
User Name	admin	
Password	*****	



#### 2. P2P

Send the MAC address of your camera to us, we will activate your camera. Then M-Sight can visit the camera by the P2P mode.

Please do steps as follows:

- **Step1:** Click on the button "**I**", choose "Device Manager", click "**I**" and "Add Camera" to add device. There are three adding types, you should choose to add via "P2P";
- **Step2:** Enter the MAC address of the camera, the user name and the password. The MAC address of the camera can be generated automatically by scanning the bar code, or you can scan the QR code from web interface. The default user name is: admin, default password is: ms1234;



System		
System Info		
	Software Version:	40.7.0.66
	MAC Address:	1C:C3:16:23:BD:5C
	Device Information:	SD010ES2p0N6
	Alarm Input:	2
	Alarm Output:	2
	Uptime:	58 minutes
	QR Code:	Please scan this QR code on App to get a remote view.

Figure 1-1 Scan QR Code

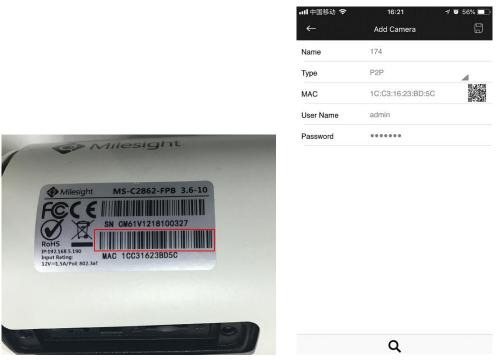


Figure 1-2 Scan bar code

Figure 1-3 Add by P2P type

**Step3:** Click on the "🗊" button to save the device info. After being added successfully, it will get the device number and device name automatically;

Step4: Play the devices. You have two ways to play live view via P2P;

 Choose the devices you want to play in the "Device Manager" interface, and click the devices to play the live view;



Click on the "
" button in the "Live View" interface, choose the devices you want to play, and click the "Play" button ;

			📶 中国移动 🗢	15:48	A 🖸 6:
┃中国移动 穼	15:47	7 🧉 62% 🔲	$\equiv$	Device List	
	Device Manager	≡t	> [0] ONVI	- Camera(9-devices)	
ONVIF	Camera - 9			Camera(4-devices)	
• •••• P2P Ca	amera - 4				
<b>p1</b> MAC: 10	CC31621126D	D	(C) / p2	CC31621126D	
<b>p2</b> MAC: 10	CC31621126B	D	174	CC31623BD5C	
174 MAC:10	CC31623BD5C	Ø		evice 81 CC3160256B8	
New [	Device 81	ß	> RTSP	Camera(1-devices)	
	Camera - 1		2 /	-devices) Type: 192.168.8.148/80/Domain	
148 -	0	ß	2 /	Device 45(6-devices) Type: 86.84.170.74/7150/Domain	
	Type: 192.168.8.148/80/Domain	R	2 /	Device 46(4-devices) Type: nvr.milesight.com/8101/Doma	in
	Type: 86.84.170.74/7150/Domain		> teeya	1-devices) pe: 1C:C3:16:0A:40:C6/P2P	
	Device 46 - 4 Type: nvr.milesight.com/8101/Domain	D	New [	Device 79(3-devices)	
• teeya	- 1 pe: 1C:C3:16:0A:40:C6/P2P	Ø	7 /	Type: getter1.dyndns.tv/1025/Doma	n
	Device 79 - 3 Type: getter1.dyndns.tv/1025/Domain	Ø			
				Play(1)	

Figure 1-4 Play the device 1

Figure 1-5 Play the device 2



Figure 1-6 Play successfully





#### Note:

You can enter the MAC address of the camera as well as scan the bar code/QR code to automatically generate the MAC address.

### -END-