

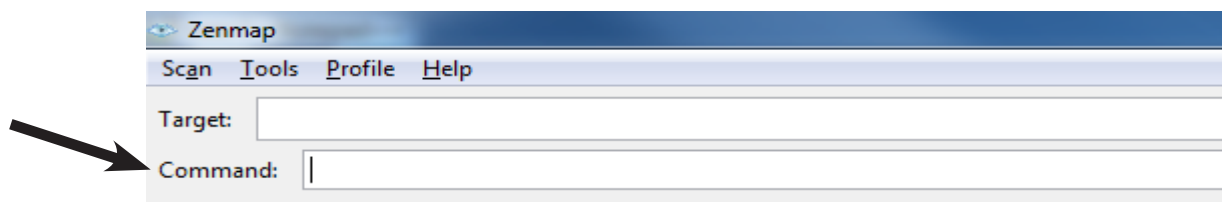


White Paper

Camera Port Troubleshooting Guide

What should you do if a camera you've installed and connected to network isn't generating clips — or perhaps you're having trouble adding the camera to Dealer Admin™? You'll first need to determine if there's a problem with one of the ports the camera uses. To do so, follow these troubleshooting steps:

1. **Download Nmap** if you haven't already. Nmap is an open source network mapping tool. The official download can be found at nmap.org.
2. You can use Nmap either from a command line interface or from Zenmap, which is a Graphical User Interface (GUI). In either case, you can directly enter the commands for testing.



3. The first command to use is the one to check the EASYconnect VPN™. Enter the correct command in the command box and on Zenmap select scan on the command line, press Enter.

Step 3 commands by camera series:

4000 Series Cameras - "nmap -sU -p 1194 camtun.securecomwireless.com"
5000 Series Cameras - "nmap -sU -p 1194 dwcamtun.securecomwireless.com"

4. Check the Nmap Output for one of the following results. If the port is closed, you will need to contact the network administrator or ISP to allow outbound connections for UDP on port 1194.

✓

PORT	STATE	SERVICE
1194/udp	open filtered	openvpn

 → This means the port is open. It can say either open or open|filtered.

✗

PORT	STATE	SERVICE
1194/udp	closed	openvpn

 → This means that the port is closed.

- The next command we will use is the one to check the camera's check-in port. Type the correct command in to the command box and on Zenmap select scan on the command line, press Enter.

Step 5 commands by camera series:

4000 Series Cameras (1st Gen) - "nmap -p 80 camcheck.securecomwireless.com"
 4000 Series Cameras (2nd Gen) - "nmap -p 443 camcheck.securecomwireless.com"
 5000 Series Cameras - "nmap -p 443 dwcamtun.securecomwireless.com"

- Check the Nmap Output for the results. If the port is closed, you will need to contact the network administrator or ISP to allow outbound connections for TCP on the closed ports.

✓

PORT	STATE	SERVICE
443/tcp	open	https

 → This means the port is open. It can say either open or open|filtered.

✗

PORT	STATE	SERVICE
443/tcp	closed	https

 → This means that the port is closed.

- The last command is the one to check the camera's ability to send clips. Enter the correct command in the command box on Zenmap, select scan on the command line, press Enter.

Step 7 commands by camera series:

4000 Series Cameras (1st Gen) - "nmap -p 22,8080 hclips.securecomwireless.com"
 4000 Series Cameras (2nd Gen) - "nmap -p 443 vidclp.securecomwireless.com"
 5000 Series Cameras - "nmap -p 443 dwvidclp.securecomwireless.com"

- Check the Nmap Output for the results. If the port is closed, you will need to contact the network administrator or ISP to allow outbound connections for TCP on the closed ports.

✓

PORT	STATE	SERVICE
443/tcp	open	https

 → This means the port is open. It can say either open or open|filtered.

✗

PORT	STATE	SERVICE
443/tcp	closed	https

 → This means that the port is closed.