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Quaddrix Network DVR Client Troubleshoot

If the **Quaddrix Network DVR Client** or Web-Client cannot connect to a DVR/DVS device, and you are certain that the remote users have been created on the server, then some basic network troubleshooting is needed. In some cases, a Network Administrator's assistance will be required.

1. Make sure you can **ping** the server at its IP Address from the **Quaddrix Network DVR Client** PC.
2. Try the **IP Address** instead of the Hostname. *Most connection settings throughout Quaddrix Network DVR require a static IP Address.*
3. Be certain that the **Quaddrix Network DVR Client** is connecting to the Server with a user that has been configured on the Server. Re-enter the **Password** in the user definition and try again.
4. Review the Server's **Local Setup | Network** tab information to ensure than any firewalls between **Quaddrix Network DVR Client** and Server have been configured properly for the required ports.

NOTE: You can use the windows command 'telnet x.x.x.x port' to try connecting to a port on the server. 'x.x.x.x' is the Server's IP Address. 'Port' is the port that the Server is listening on for an incoming connection. 55000 is the default Client Authentication Port and is a good place to start depending on the specific problem.

5. If any of the port numbers on the Server's **Local Setup | Network** tab are changed, make sure you exit the Server and restart it to make those changes effective.
6. If any of the port numbers on the Server's **Local Setup | Network** tab are changed, make sure the **Quaddrix Network DVR Client** and Web-Client settings are also updated to match those port numbers.

If you continue having issues with connectivity, please send notes from troubleshooting above and a description of the problem to support@Quaddrix.com.

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