



Milesight-Troubleshooting

Two Methods to View the Camera from M-Sight Pro

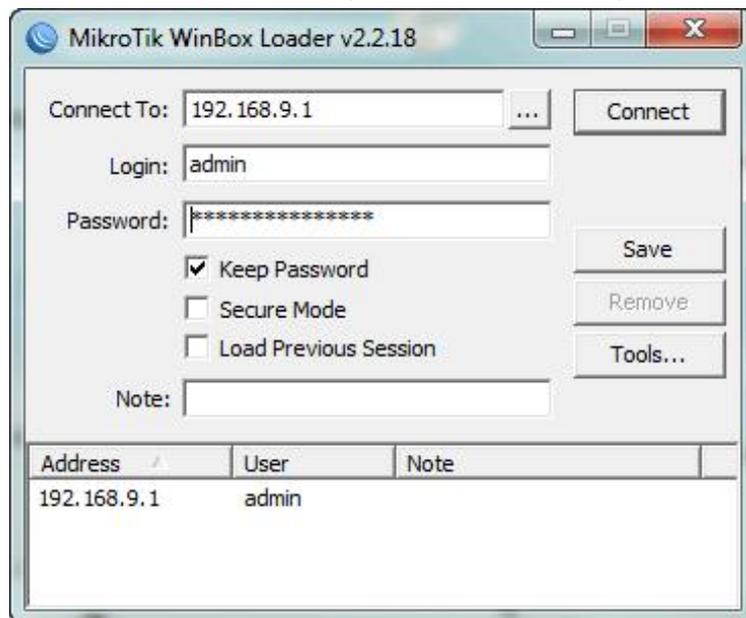
Camera Version	XX.7.0.66	M-Sight Pro Version	2.3.0.6
Update	2018.7.20		

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.

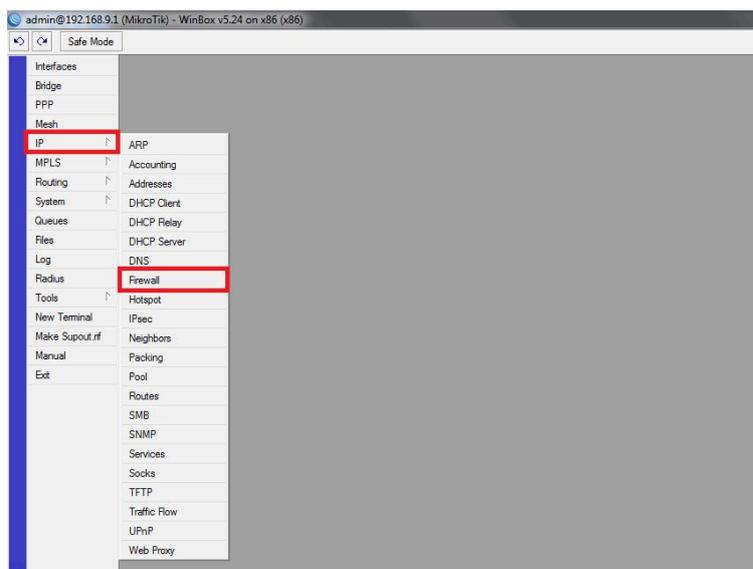
1. Port Mapping

Please do the port mapping as follows:

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



Step2: Click IP→Firewall→NAT



#	Action	Chain	Src. Address	Dst. Address	Proto.	Src. Port	Dst. Port	In. Inter.	Out. Int.	Bytes	Packets
0	X	!*	dstnat		6 (tcp)		554	Eth2-P...		0 B	0
1	!	mas...	srcnat							1747.9 MB	10 717 441
2	X	!	mas...	srcnat						0 B	0
3	!	dst...	dstnat	192.168.8...	17 (u...		53			1508.3 KB	23 430
4	!	dst...	dstnat	192.168.9...	17 (u...		53			9.4 MB	145 451
5	!	dst...	dstnat	192.168.10...	17 (u...		53			949.0 KB	16 448
6	!	dst...	dstnat		6 (tcp)		443	Eth4-1...		4912 B	96
7	!	dst...	dstnat		6 (tcp)		554	Eth4-1...		42.1 KB	672
8	!	dst...	dstnat		6 (tcp)		5060	Eth4-1...		0 B	0
9	!	dst...	dstnat		6 (tcp)		8081	Eth4-1...		21.4 KB	399
10	!	dst...	dstnat		6 (tcp)		8101	Eth4-1...		2696 B	50
11	!	dst...	dstnat		6 (tcp)		1554	Eth4-1...		0 B	0
12	!	dst...	dstnat		6 (tcp)		1100	Eth4-1...		40 B	1
13	!	dst...	dstnat	117.29.182...	6 (tcp)		8082	Eth4-1...		84.0 KB	1 655
14	!	dst...	dstnat	117.29.182...	6 (tcp)		8082	Eth4-1...		0 B	0
15	!	dst...	dstnat		6 (tcp)		21	Eth4-1...		1400 B	33
16	!	dst...	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:

New NAT Rule

General | Advanced | Extra | Action | Statistics

Chain:

Src. Address:

Dst. Address:

Protocol: 6 (tcp)

Src. Port:

Dst. Port: 6006

Any. Port:

In. Interface: Eth4-117.29.166.6

Out. Interface:

Packet Mark:

Connection Mark:

Routing Mark:

Routing Table:

Connection Type:

enabled

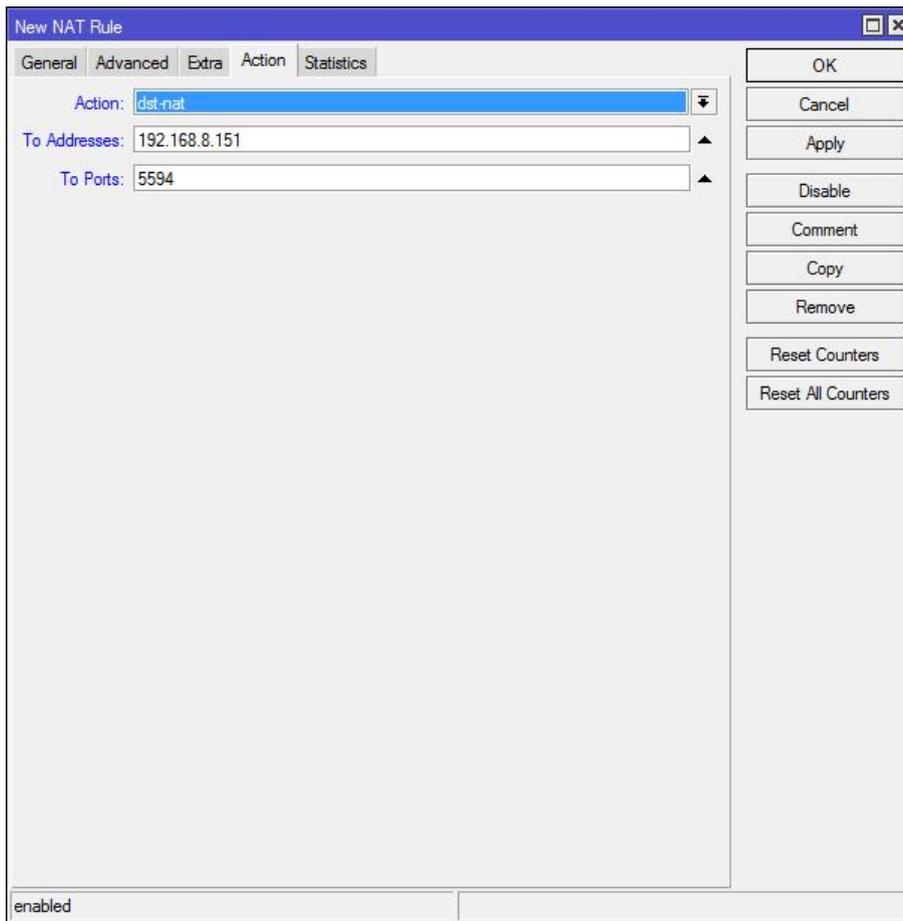
OK
Cancel
Apply
Disable
Comment
Copy
Remove
Reset Counters
Reset All Counters

The screenshot shows the 'NAT Rule <6006>' configuration window. It has tabs for 'General', 'Advanced', 'Extra', 'Action', and 'Statistics'. The 'General' tab is active, showing 'Action: dst-nat', 'To Addresses: 192.168.8.151', and 'To Ports: 6006'. On the right side, there are buttons for 'OK', 'Cancel', 'Apply', 'Disable', 'Comment', 'Copy', 'Remove', 'Reset Counters', and 'Reset All Counters'. At the bottom left, the status is 'enabled'.

RTSP:

The screenshot shows the 'New NAT Rule' configuration window. It has tabs for 'General', 'Advanced', 'Extra', 'Action', and 'Statistics'. The 'General' tab is active, showing 'Chain: dstnat', 'Src. Address:', 'Dst. Address:', 'Protocol: tcp', 'Src. Port:', 'Dst. Port: 5594', 'Any. Port:', 'In. Interface: Eth4-117.29.166.6', 'Out. Interface:', 'Packet Mark:', 'Connection Mark:', 'Routing Mark:', 'Routing Table:', and 'Connection Type:'. On the right side, there are buttons for 'OK', 'Cancel', 'Apply', 'Disable', 'Comment', 'Copy', 'Remove', 'Reset Counters', and 'Reset All Counters'. At the bottom left, the status is 'enabled'.





Step4: Click [Mangle]→[+], add a new rule to set the Wan:

#	Action	Chain	Src. Address	Dist. Address	Proto...	Src. Port	Dst. Port	In. Inter...	Out. Int...	Bytes	Packets
0	mar...	prerouting	192.168.8.1-192.168.8.254							132.1 GiB	172.973...
1	mar...	prerouting	192.168.9.1-192.168.9.254							22.7 GiB	95.338.437...
2	mar...	prerouting	192.168.10.1-192.168.10.254							2167.3 MB	5.208.492
3	mar...	prerouting	192.168.11.1-192.168.11.254							240.8 MB	1.581.570
4	mar...	prerouting	192.168.8.100							123.2 MB	493.962
5	mar...	prerouting	192.168.9.100							51.3 MB	353.544
6 X	mar...	prerouting	192.168.8.99							0 B	0
... P2P Server											
7	mar...	prerouting	192.168.9.102							9.5 GiB	24.378.985
... P2P Server											
8	mar...	prerouting	192.168.9.103							11.8 GiB	27.576.485
9	mar...	prerouting	192.168.8.102							101.8 GiB	104.805...
10	mar...	prerouting	192.168.8.103-192.168.8.110							175.7 MB	208.973
11	mar...	prerouting	192.168.8.171							516.3 MB	306.117
12	mar...	prerouting	192.168.8.80							490.4 KB	1.488
13	mar...	prerouting	192.168.8.82							59.7 MB	306.846
14	mar...	prerouting	192.168.8.61							8.0 MB	96.825
... Mail-PC											
15	mar...	prerouting	192.168.8.180-192.168.8.200							22.6 GiB	49.794.225
16 X	mar...	prerouting	192.168.8.178							0 B	0
17 X	mar...	prerouting	192.168.9.40							0 B	0
18 X	mar...	prerouting	192.168.9.33							0 B	0
19	mar...	prerouting	192.168.8.2							18.5 MB	300.294
20	mar...	prerouting	192.168.8.101							133.7 MB	207.974
21 X	mar...	prerouting	192.168.11.132							0 B	0
22 X	mar...	prerouting	192.168.11.136							0 B	0
23 X	mar...	prerouting	192.168.9.200							0 B	0
24	mar...	prerouting	192.168.9.94							89.7 MB	88.359
25 X	mar...	prerouting	192.168.17.1-192.168.17.254							0 B	0
26 X	mar...	prerouting	192.168.8.171							0 B	0
27 X	mar...	prerouting	192.168.8.167							0 B	0
28 X	mar...	prerouting	192.168.9.116							0 B	0
29	mar...	prerouting	192.168.8.170							4699.5 MB	4.418.286
30 X	mar...	prerouting	192.168.8.136							0 B	0
31 X	mar...	prerouting	192.168.8.135							0 B	0
32 X	mar...	prerouting	192.168.8.132							0 B	0
33 X	mar...	prerouting	192.168.8.9							0 B	0
34 X	mar...	prerouting	192.168.8.72							0 B	0
35	mar...	prerouting	192.168.8.150							15.3 MB	38.124
36 D	cha...	forward			6 (tcp)		059295...			14.8 KB	294
37 D	cha...	forward			6 (tcp)			059295...		17.2 KB	342
38 D	cha...	forward			6 (tcp)		cpppoe...			0 B	0
39 D	cha...	forward			6 (tcp)			cpppoe...		0 B	0
40 D	cha...	forward			6 (tcp)		cpppoe...			0 B	0
41 D	cha...	forward			6 (tcp)		cpppoe...			0 B	0



New Mangle Rule

General Advanced Extra Action Statistics

Chain: prerouting

Src. Address: 192.168.8.151

Dst. Address:

Protocol:

Src. Port:

Dst. Port:

Any. Port:

P2P:

In. Interface:

Out. Interface:

Packet Mark:

Connection Mark:

Routing Mark:

Routing Table:

Connection Type:

Connection State:

enabled

OK
Cancel
Apply
Disable
Comment
Copy
Remove
Reset Counters
Reset All Counters

New Mangle Rule

General Advanced Extra Action Statistics

Action: mark routing

New Routing Mark: WAN117.29.166.6

Passthrough

enabled

OK
Cancel
Apply
Disable
Comment
Copy
Remove
Reset Counters
Reset All Counters



Step5: Change the HTTP port and RTSP port via Web:

Basic Settings >> Network

TCP/IP HTTP RTSP UPnP DDNS Email FTP VLAN PPPoE SNMP 802.1x

HTTP Enable:	<input checked="" type="checkbox"/>
HTTP Port:	<input type="text" value="6006"/>
HTTPS Enable:	<input checked="" type="checkbox"/>
HTTPS Port:	<input type="text" value="443"/>

Basic Settings >> Network

TCP/IP HTTP RTSP UPnP DDNS Email FTP VLAN PPPoE SNMP 802.1x

RTSP Port:	<input type="text" value="5594"/>	ⓘ
Playback Port:	<input type="text" value="555"/>	ⓘ
RTP Packet:	<input type="text" value="Better Compatibility"/>	▼
Multicast Group Address:	<input type="text" value="239 . 6 . 6 . 6"/>	
QoS DSCP(0-63):	<input type="text" value="0"/>	

Step6: Change the Subnet Mask, Gateway and DNS:

Basic Settings >> Network

TCP/IP HTTP RTSP UPnP DDNS Email FTP VLAN PPPoE SNMP 802.1x

<input type="radio"/> Get IPv4 address automatically		
<input checked="" type="radio"/> Use fixed IPv4 address		
IP Address:	<input type="text" value="192 . 168 . 8 . 151"/>	Test
IPv4 Subnet Mask:	<input type="text" value="255 . 255 . 254 . 0"/>	
IPv4 Default Gateway:	<input type="text" value="192 . 168 . 9 . 1"/>	
Preferred DNS Server:	<input type="text" value="192 . 168 . 9 . 1"/>	
IPv6 Mode:	<input type="text" value="Manual"/>	▼
IPv6 Address:	<input type="text"/>	
IPv6 Prefix:	<input type="text"/>	
IPv6 Default Gateway:	<input type="text"/>	

Step7: 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:



Name	New Device 1
Type	ONVIF
IP	117.29.166.6
Port	6006
User Name	admin
Password	••••••



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 <http://freedns.afraid.org>;

Adding a Subdomain

<p>For Members:</p> <ul style="list-style-type: none"> [Main Menu] [Domains] [Subdomains] [Web Forward] [Dynamic DNS] [IPv6 Reverse] [BackUp DNS] [References] [Help] [Logout] <p>For Everybody:</p> <ul style="list-style-type: none"> [Home] [FAQ] [News] [DNS Stats] [SUBTIPS] [CONTACT] 	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> Add a new subdomain </div> <p>Type: <input type="text" value="A"/> subdomain</p> <p>Subdomain: <input type="text" value="example"/></p> <p>Domain: <input type="text" value="example.com (public)"/></p> <p>Destination: <input type="text" value="222.76.241.202"/></p> <p>TTL: <input type="text" value="300 (premium)"/> seconds (optional)</p> <p>Wildcard: <input checked="" type="checkbox"/> Enabled for all subscribers (more info)</p> <div style="text-align: center;"> <p> <input type="text" value="JSFY"/> <input type="text" value="Ldiffer@t-image"/> <input type="button" value="Send"/> </p> </div>
---	---

DNS Auth Trace

Last IP: 222.76.241.202

UserID: 106608

Account Type: Basic

Members: 2,361,988

Premium: 2,791

Records: 7,944,730

Zones: 889,433

+50 subdomains
+3 health flags
W/ free of DNS
3x3 \$3 a month
Go premium today!

Now accept Bitcoin

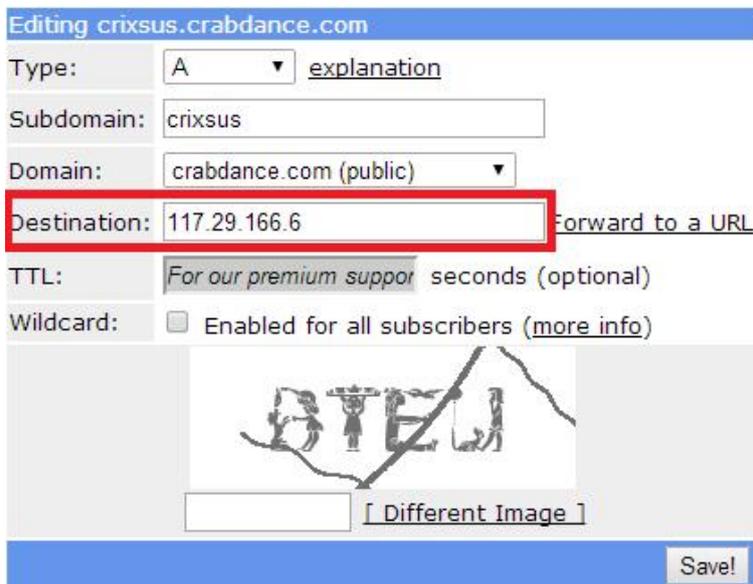
 |

Tip #2
If you have multiple records going to the same place, setup CNAME aliases to your main record to save time/resources updating your records should your IP change.

© 2001-2015 Joshua Anderson, [FreeDNS](#) is currently processing 3,551 DNS queries per second. (5 min average).

Rendered in 0.002 seconds

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



Editing crixsus.crabdance.com

Type: A [explanation](#)

Subdomain: crixsus

Domain: crabdance.com (public)

Destination: 117.29.166.6 [Forward to a URL](#)

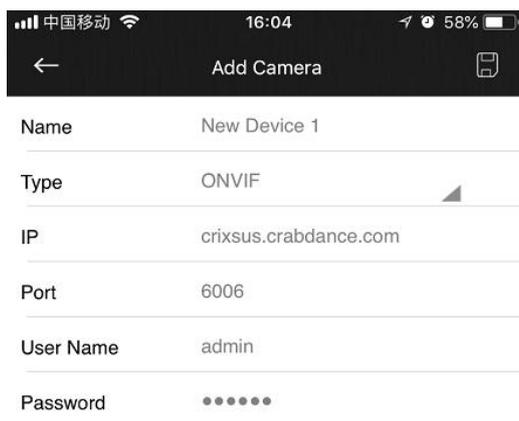
TTL: For our premium support seconds (optional)

Wildcard: Enabled for all subscribers ([more info](#))

[Different Image](#)

Save!

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



中国移动 16:04 58%

← Add Camera

Name New Device 1

Type ONVIF

IP crixsus.crabdance.com

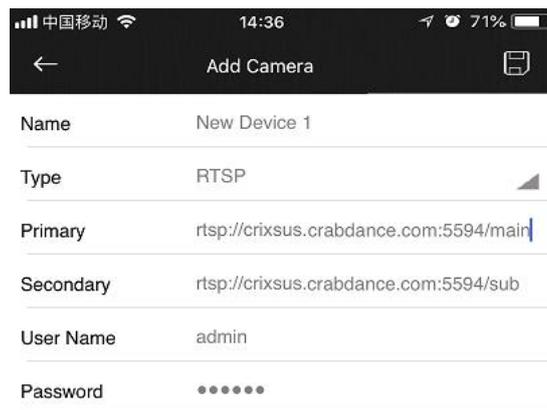
Port 6006

User Name admin

Password ●●●●●●



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



Name	New Device 1
Type	RTSP
Primary	rtsp://crixsus.crabdance.com:5594/main
Secondary	rtsp://crixsus.crabdance.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 “☰”, choose “Device Manager”, click “☑️” 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;



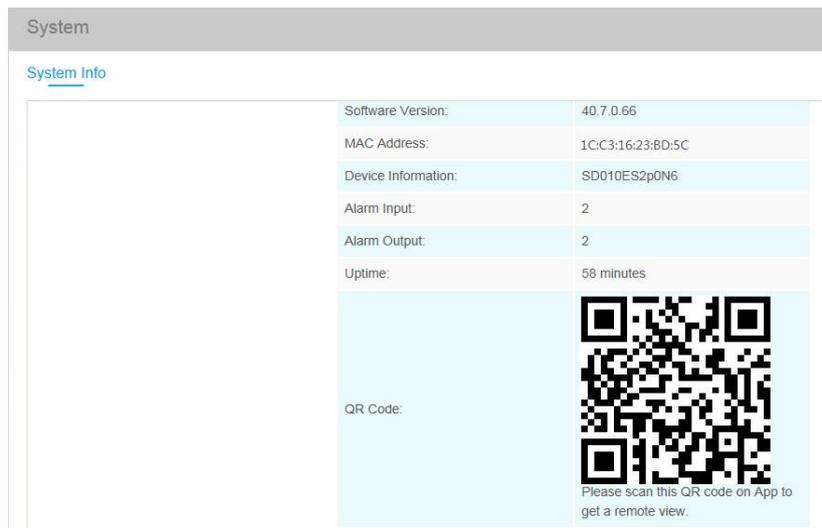


Figure 1-1 Scan QR Code



Figure 1-2 Scan bar code

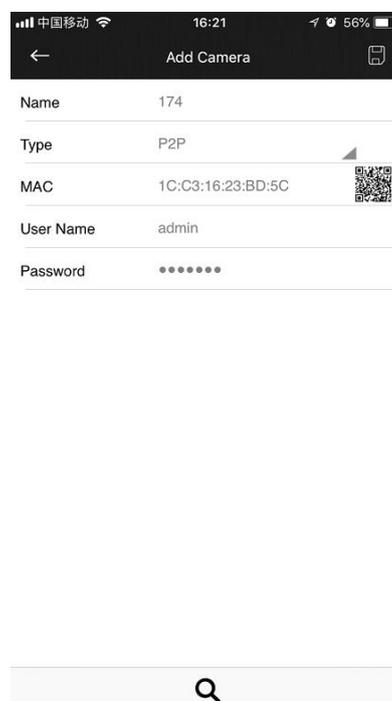


Figure 1-3 Add by P2P type

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 ;





Figure1-4 Play the device 1



Figure 1-5 Play the device 2

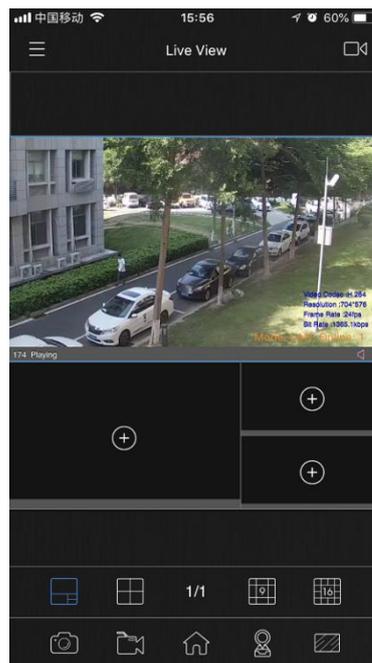


Figure 1-6 Play successfully

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-