



Software - Cloud

Failed to connect NVR via Cloud(P2P)

Milesight Technology

Revision History

Author	Version	Release Note	Date	Audit
April	V1.0	General Troubleshooting	2021.11.9	Lyndon

[Software - Cloud] Failed to connect NVR via Cloud(P2P)

Description

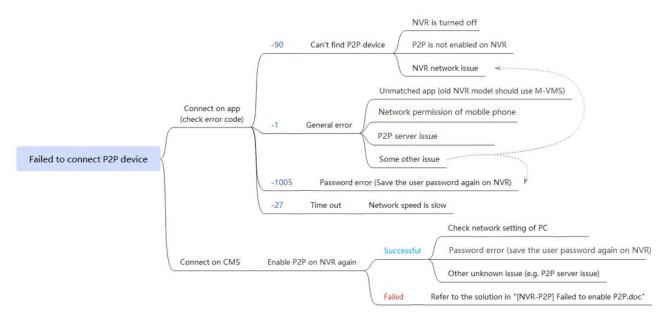
Cloud(P2P) was enabled on NVR before, but it's failed to connect NVR on mobile app or CMS now.

Note:

We recommend updating the NVR and app firmware to the latest version before starting. The latest version can be downloaded from the <u>Download Center|Milesight</u>. For mobile app, you can check update from the Apple store or Google play.

Cause

- 1. Network issue (mobile app or PC can't access internet)
- 2. NVR issue (NVR is turned off, P2P disabled, NVR network issue)
- 3. Password error
- 4. Unmatched mobile app
- 5. Other issue (firewall block or P2P server issue)



Resolution

Case 1. Connect on App

Edit and save the device on app again, then you will find error code in the warning message.

17:38		.ıll ≎ ∎)
\leftarrow	Device Information	
Name	89	
Туре	P2P	
MAC	1C:C3:16:27:60:43	
User Name	admin	
Password		PARK
	Warning	
Fail	ed to connect P2P. Error code:-9	0
	ОК	

1. Error code: -90

It means the P2P device can't be found.

1.1 NVR is turned off. Maybe the NVR was shut down by someone or it broke down by unknown reason. You should restart the NVR to make it online.

1.2 P2P is disabled on NVR. You should enable P2P function again on the NVR side.

1.3 NVR network issue. Maybe the NVR is still working but just failed to access internet. You can change the DNS(8.8.8.8) of NVR, or check the gateway, default route(dual LAN model) and router settings.

Note: For more details about NVR network issue, you can refer to the Resolution 1 in NVR FAQ [NVR-Cloud] Failed to enable Cloud(P2P).doc .

2. Error code: -1

It means general error, you can try with the methods below.

1.1 If you are using old NVR model, please use M-VMS but not M-Sight Pro. If you can't connect successfully with MAC address in M-VMS, you can also try with SN. Note:

(1) The old NVR model means the NVR which with model name MS-Nxxxx without any other suffix (e.g. MS-N5008,

MS-N7016), or the 1009-UT which with SN 12xxxxxxxx.

(2) The old M-VMS is not available on Apple Store and Google Play now, if you didn't install it before, please contact Milesight support for help.

1.2 If you only can't connect P2P on any specific mobile phone, please check the network permission of mobile app. You can switch WIFI and cellular data to check again.

20:23	.ıl ? 🗗
K M-Sight Pro Wirele	ess Data
ALLOW "WIRELESS DATA" T	O USE DATA
Off	
WLAN	
WLAN & Cellular Data	V

1.3 P2P server issue. You can contact Milesight support for help in this case.

1.4 It may be caused by some other reasons like NVR network issue or password error. You can refer to the solution which in Error code -1005 and -90.

3. Error code: -1005

It means password error, you can save the user password again on NVR side.

₽	M ilesight	User
-		User Security Question
Live View		No. User Name User Level Edit Delete
9		1 setnin Admin /
Playback		
Retrieve		N N
	General Settings	Edit User
Mart A	Network	
	Audio File Manager	Admin Password
*	Holiday	User Name admin
Settings	User	New Password
尜	Access Filter	Confirm Password
Status	Maintenance	User Level Admin v
		User Permissions
Logs		OK Cancel
E+		
Logout		

4. Error code: -27

It means connection time out, maybe the network speed is slow. You should optimize the network condition of mobile phone or the NVR.

Case 2. Connect on CMS

If failed to connect P2P on CMS, it's better to enable P2P function on the NVR side to check again.

If failed to enable P2P, it may be due to NVR network issue, firewall block or P2P server issue. You can refer to the NVR FAQ [NVR-Cloud] Failed to enable Cloud(P2P).doc. If you can succeed to enable P2P but still fail to connect NVR, please check the solutions below.

1. Network issue

Maybe the PC is failed to access internet. You can check the DNS or Gateway of PC. Generally you can set the DNS to 8.8.8.8, and the gateway address is the IP of router.

一 * 个 👱 * Con	trol Panel > Network and Internet > Network	c Connections			~ 0	Search Network Conne	ctions	P
ganize 👻 Disable this	s network device Diagnose this connection	Rename this connection	View status of this conne	ction Change settings of th	s connection			(
Ethernet Network 2 Realitek PCIe GBE F	Ethernet Status General Connectivity: IPv4 Connectivity: IPv6 Connectivity: Dvation: Speed: Detals Activity Sent — Sent —	Internet Io network access Enabled 14 days 23:38:41 1.0 Gkps — Received 129;336;086;041	Ietwork Connection Details: Property Connection-specific DN Description DHCP Enabled IPV4 Address IPV4 Address IPV4 Address IPV4 DHS Servers IPV4 DIVIS Servers IPV4 DIVIS Server NetBIOS over Topip En Link local IPV6 Address IPV6 DIVIS Server	Is Value Reater, PCIe GBE Family Controller 94-DE 30-84-21-7E No 192.166.13.253 192.166.13.253 192.166.13.253 8.8.8 Yes re80_14a7.9db0.8db5fc20%16	×			

2. Password error

You can save the user password again on NVR side.

₽	M ilesight	User	
-		User Security Question	
Live View		No. User Name User	Level Edit Delete
9		1 admin Ar	inin / ·
Playback		Add	
Retrieve	System		
	General Settings		Edit User
⊡ Smart A	Network		Admin Password
×	Audio File Manager Holiday		Admin Password User Name admin
Settings	User		New Password
尜	Access Filter		Confirm Password
Status	Maintenance		User Level Admin
₽			User Permissions
Logs			OK Cancel
Ð			
Logout			

3. Other unknown issue

You can contact Milesight support for help in this case. Please visit the web page and leave your message to us, we'll contact you asap: https://support.milesight.com/support/login