

Check-list for Industries for Smooth Functioning of IP-Camera

The following are the possible reasons for non-accessibility of IP-C at remote end. The IP-C would fail to stream in case of non fulfilment of any of the following conditions :

- Remote access settings not configured properly or changed.
- RTSP port is closed. It must be open for streaming (by default RTSP port is 554)
- Internet speed should be 3-4 Mbps per camera to properly stream, otherwise the camera will stream but not in a good quality
- Internet IP should be pinging.
- Client should have static external IP. Sometimes industries provided their local IP.
- Incorrect camera password. (Sometimes industry provide the NVR password)
- The DDNS is not synced with camera network's external IP.
- Router problem or Router is not allowing loop back.
- Internet connectivity is slow or down at industry end.
- NVR is operational but camera is out of order
- Change of password by industry and not informed to the ESC
- Changeover of streaming from static IP to Local IP by industry for some reason
- Change of service provider/camera company. (change of company, say from Dahua to Hikvision, causes change of RTSP protocol. Every company has different RTSP.
- Firewall blocking the streaming
- Shift of streaming from main stream to sub-stream without informing to the ESC
- If camera is in unicast mode instead of multicast mode. (In this case only one viewer, who has opened the camera first, will be able to see it.
- The encoding format should be H264. If encoding format is changed to H265 the streaming will not be available. ESC server is set on H264 encoding format.
- Video is encrypted by industry