

# Can't Access the NVR Server from a Remote Client

## Introduction

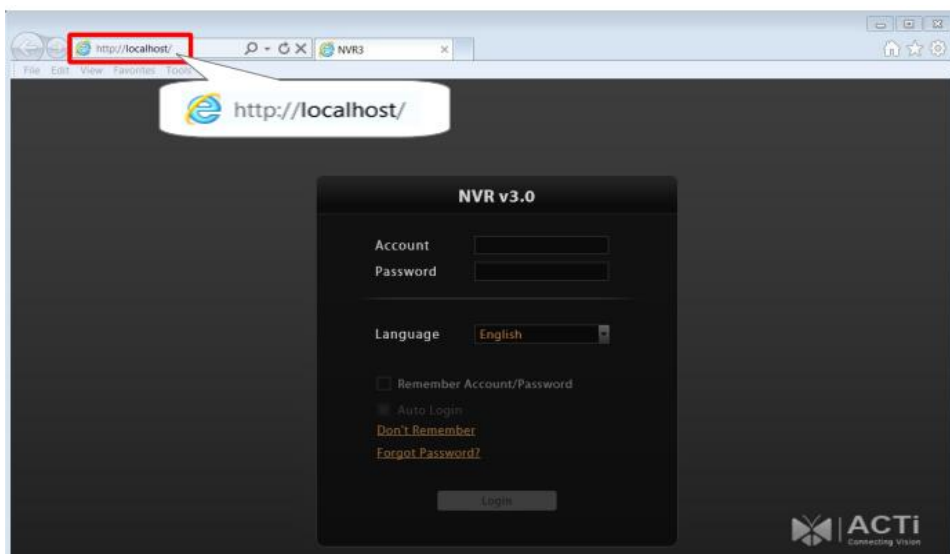
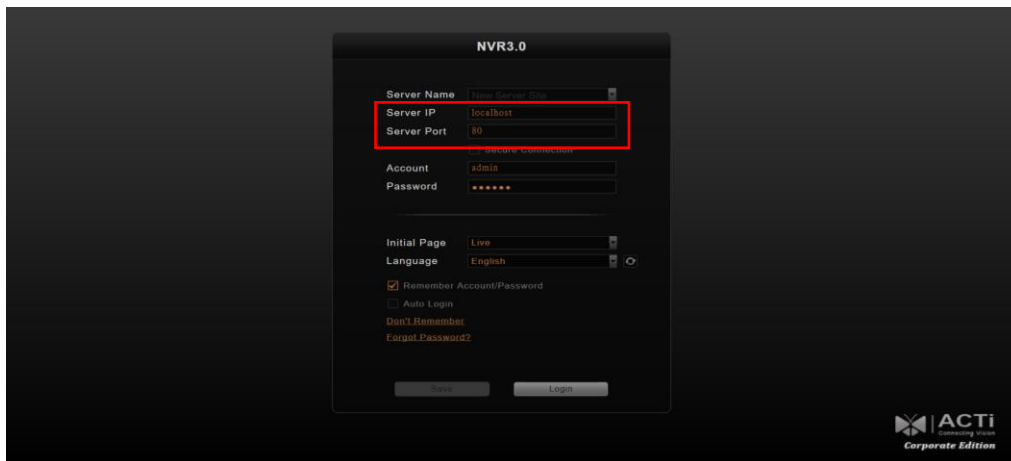
If you cannot access the NVR server from the web client or workstation, this guide is for you.

## How to Access the NVR Server from a Remote Client

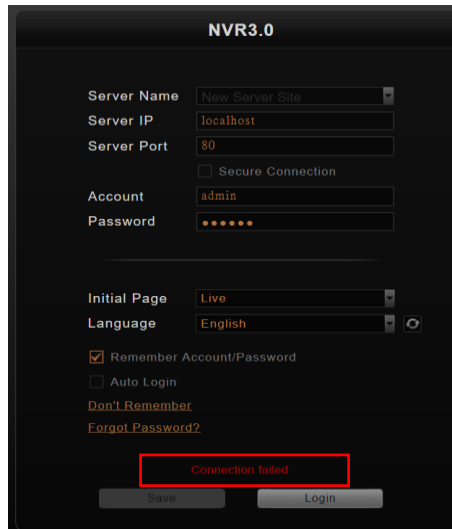
### A. Login through the workstation or web browser or NVR3 server directly

**NOTE:** If web browser, either physically on the server or through RDP

1. Type "localhost" or the server IP address and port number on the NVR3 workstation or through a browser to login to the NVR.



2. If the “Connection failed” error appears when you attempt to login, follow the “NVR Connection Fail Knowledge Base (KB)” article to solve this issue.



3. If login to the NVR is successful, please proceed to the Step B.

## B. Ping the IP of the server and the client from each opposite ends

1. In the Windows OS, open the **Command Prompt** and ping the IP address of the server from the workstation. Do the same on the server side and ping the IP of the workstation to check if pingable.

The image shows a Windows Command Prompt window. The title bar says 'Command Prompt'. The text inside the window reads: 'Microsoft Windows [Version 10.0.19045.3803] (c) Microsoft Corporation. All rights reserved. P:\>ping 172.16.18.35 Pinging 172.16.18.35 with 32 bytes of data: Reply from 172.16.18.35: bytes=32 time=1ms TTL=128 Reply from 172.16.18.35: bytes=32 time<1ms TTL=128 Reply from 172.16.18.35: bytes=32 time=1ms TTL=128 Reply from 172.16.18.35: bytes=32 time<1ms TTL=128 Ping statistics for 172.16.18.35: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss), Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 1ms, Average = 0ms'.

2. If the devices are unable to ping each other, check if both devices are on the same sub-network and are not being blocked by the firewall or an antivirus software. Otherwise, proceed to the next step.
3. If you can ping the NVR server from the workstation but is still receiving the “Connection Failed” error, please follow “Allow NVR3 Service Through Windows Defender Firewall” knowledge base article to solve the issue.
4. If the server is pingable but is still receiving the “Connection Failed” error after the service has been allowed through the firewall, verify if the correct IP is selected in the NVR3 Administrator Tool.