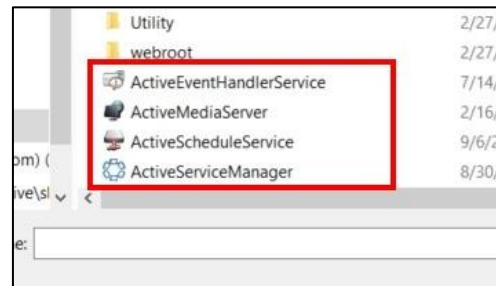


# How to Allow NVR Service Through Windows Firewall

## Introduction

If the network is working fine but NVR3 service is not, Windows firewall may be blocking it. To avoid or fix Windows firewall from blocking NVR3 service, the following applications must be allowed to penetrate through the firewall, namely:

- ActiveEventHandlerService
- ActiveMediaServer
- ActiveScheduleService
- ActiveServiceManager

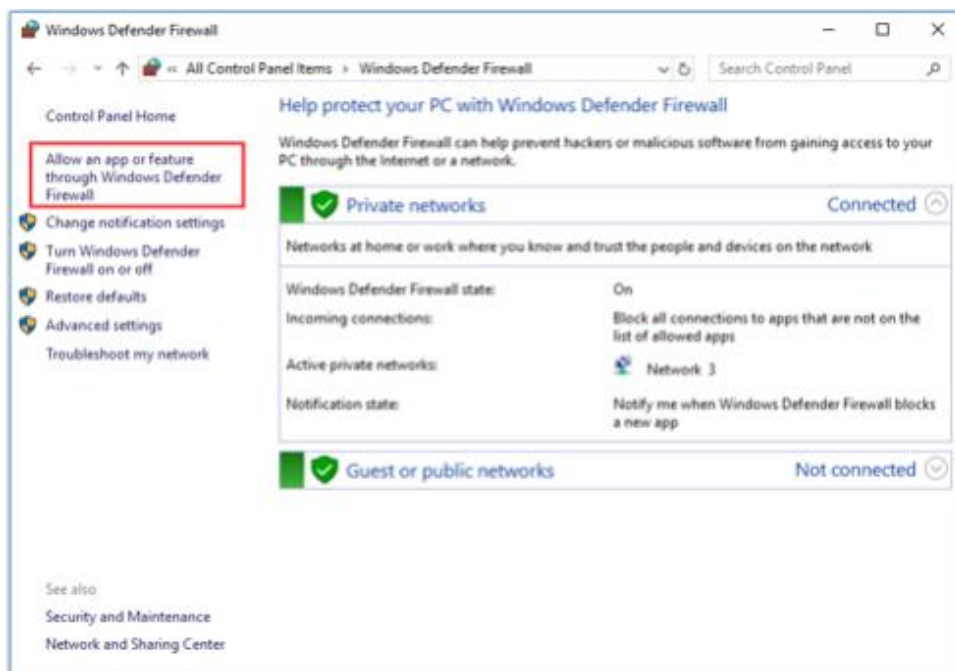


Please follow the instructions below to do so.

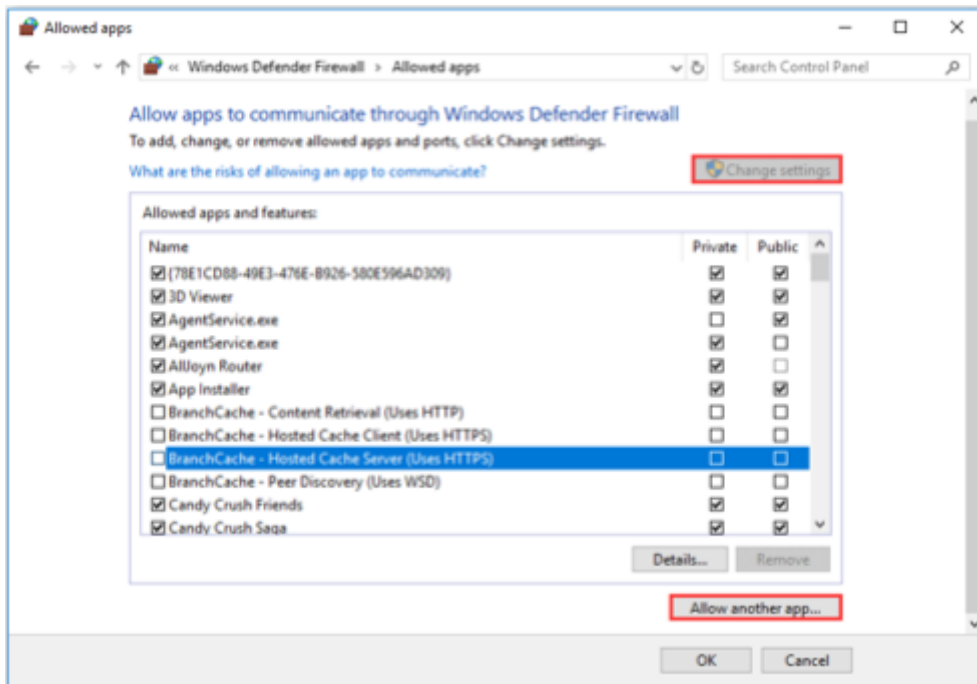
## How to Allow NVR3 Service Through Windows Firewall

### A. Open Windows Defender Firewall

1. Open **Windows Control Panel** and enter **Windows Firewall**.
2. Choose **“Allow an app or feature through Windows Defender Firewall”**.

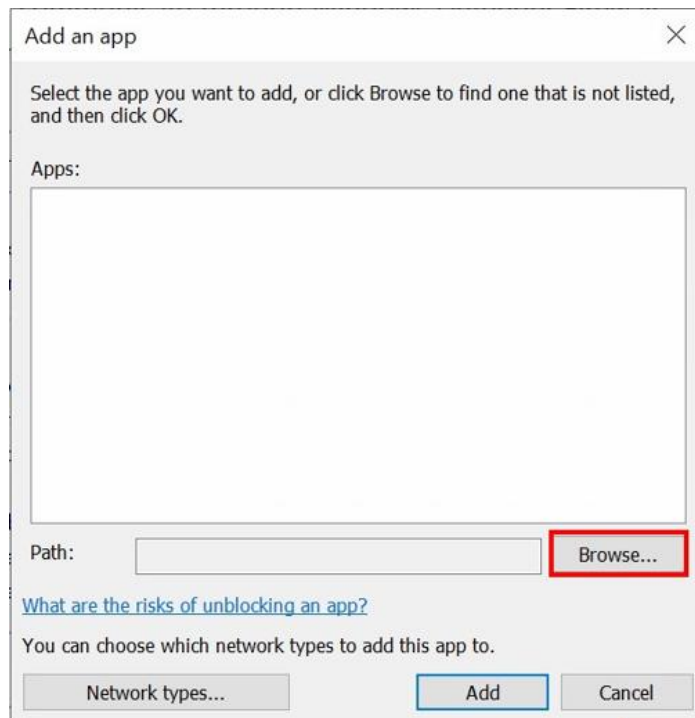


3. Click **Change setting** and **Allow another app**.

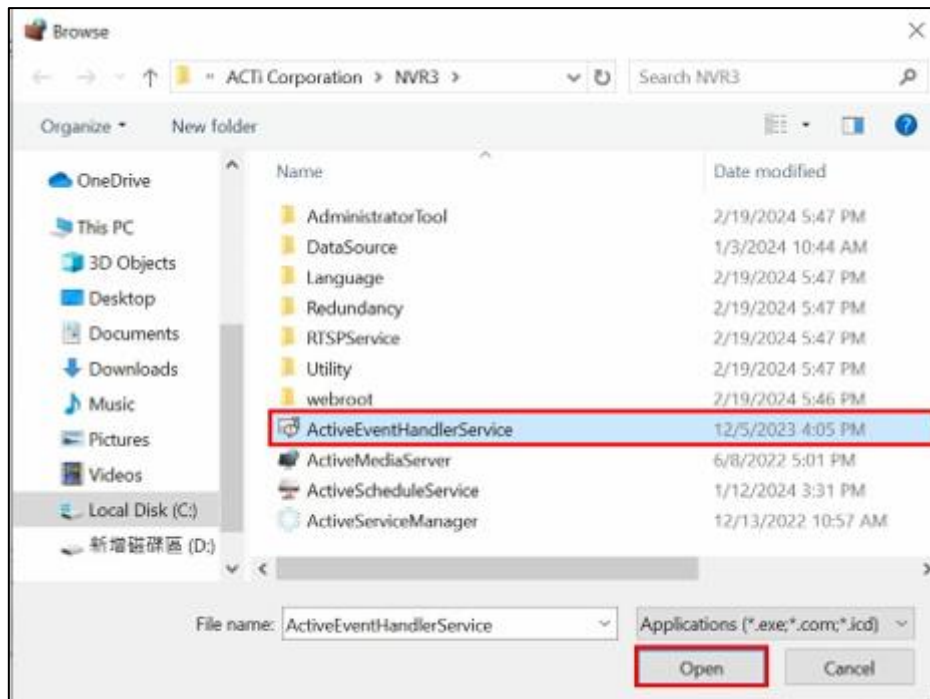


## B. Add NVR3 services into the list

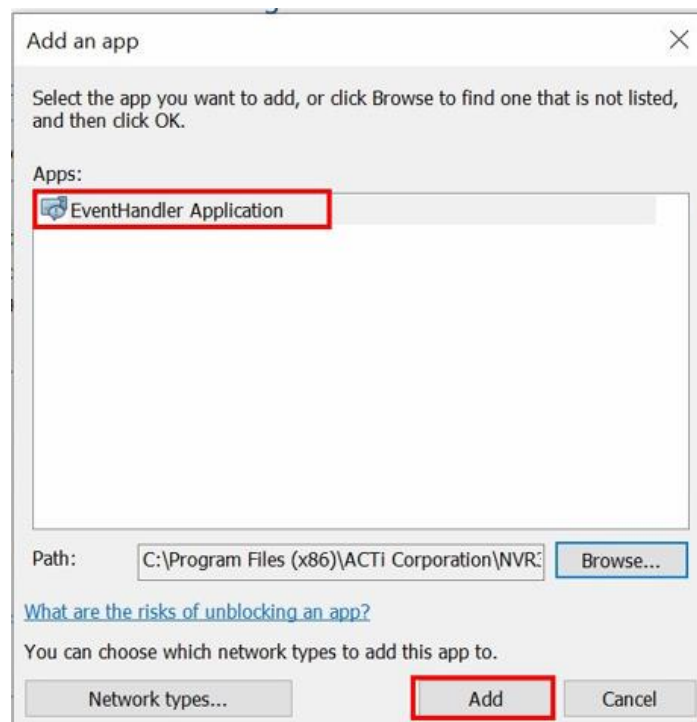
1. Click **Browse**, and search for the “*C:\Program Files (x86)\ACTi Corporation\NVR3*” folder, then find the service to add. Note that the services can only be added one at a time.



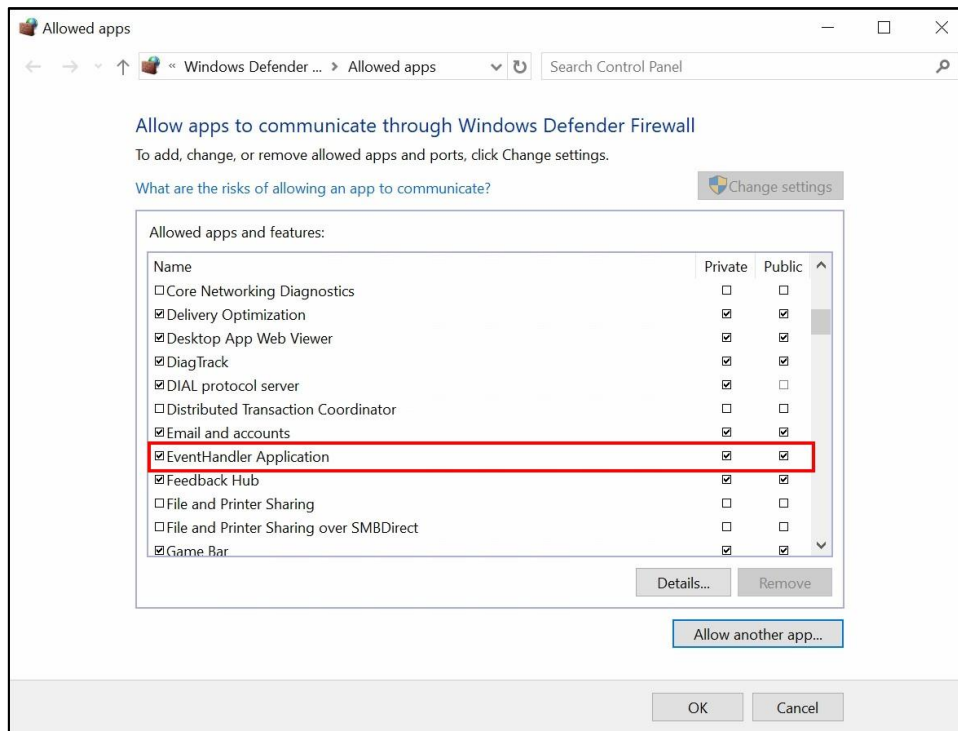
2. Select one of the four services; the example below is **ActiveEventHandlerService**.  
Then click **Open**.



3. The selected service will appear on the window, click the application name and then click **Add**.

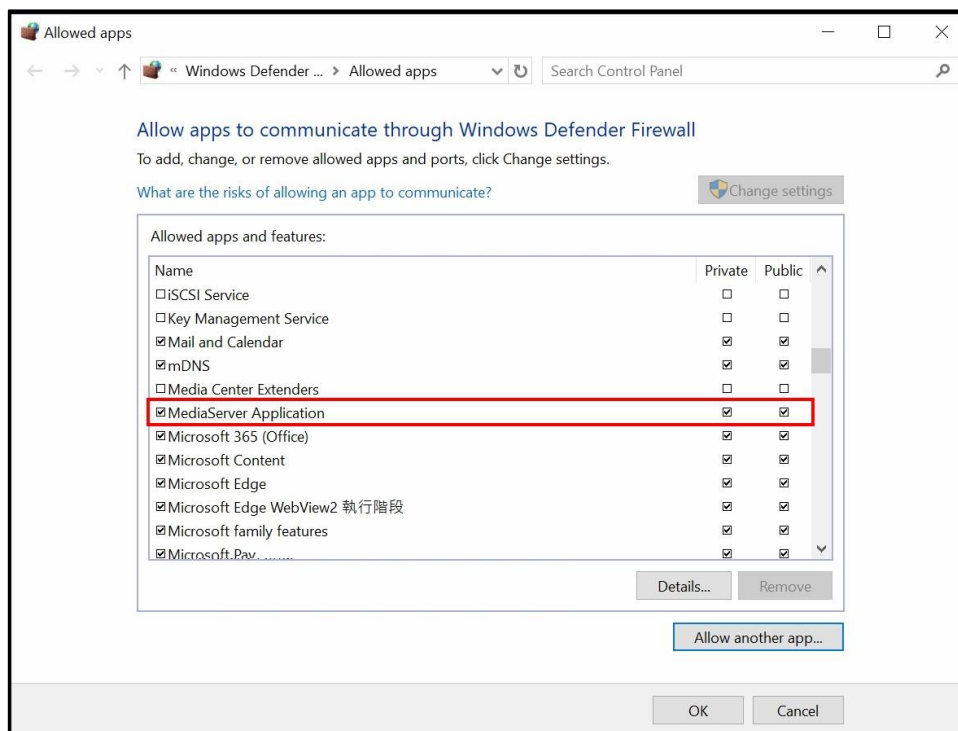


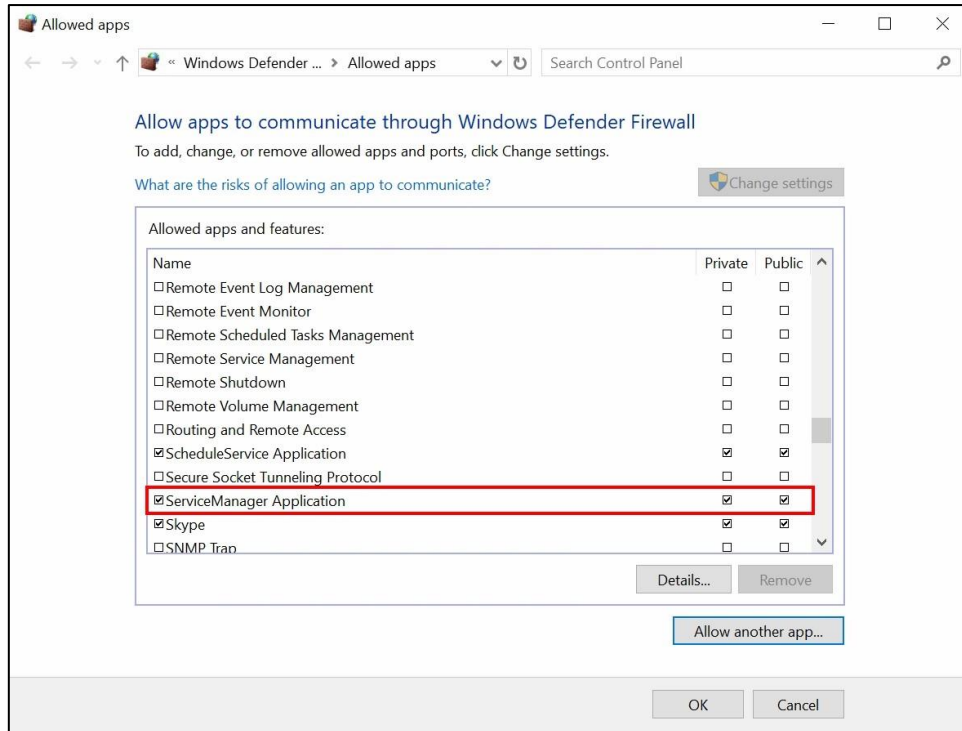
4. Check the corresponding **Private** and **Public** boxes.



5. Click **Allow another app** to add other applications.

6. Repeat steps B-1 to 5 until all the required service applications are added.





7. Then click **OK** to close the window.

### C. Try to access the NVR3 server from the local or remote client