



Milesight-Troubleshooting  
Two Methods to View the Camera  
from M-Sight Pro

<b>Camera Version</b>	<b>XX.7.0.66</b>	<b>M-Sight Pro Version</b>	<b>2.3.0.6</b>
<b>Update</b>	<b>2018.7.20</b>		

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.

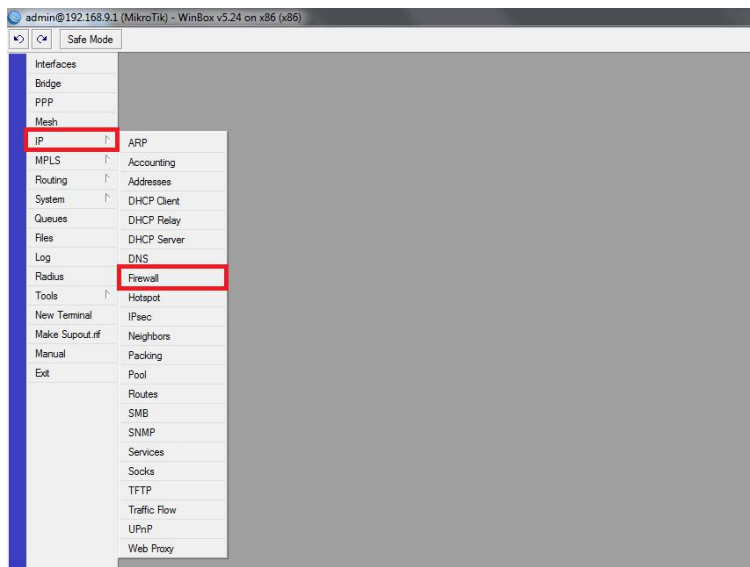
## 1. Port Mapping

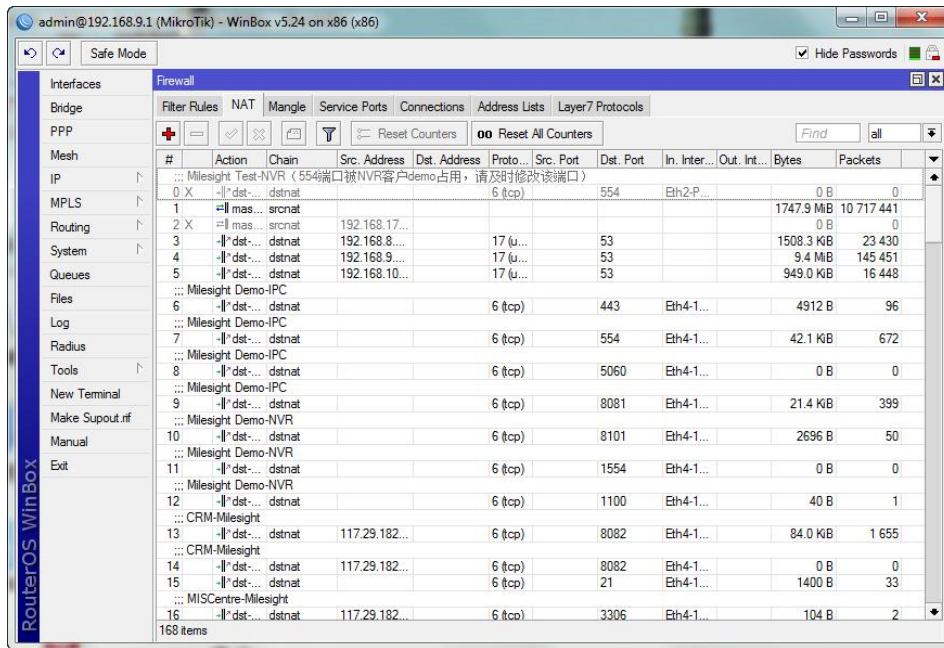
Please do the port mapping as follows:

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



**Step2:** Click IP→Firewall→NAT



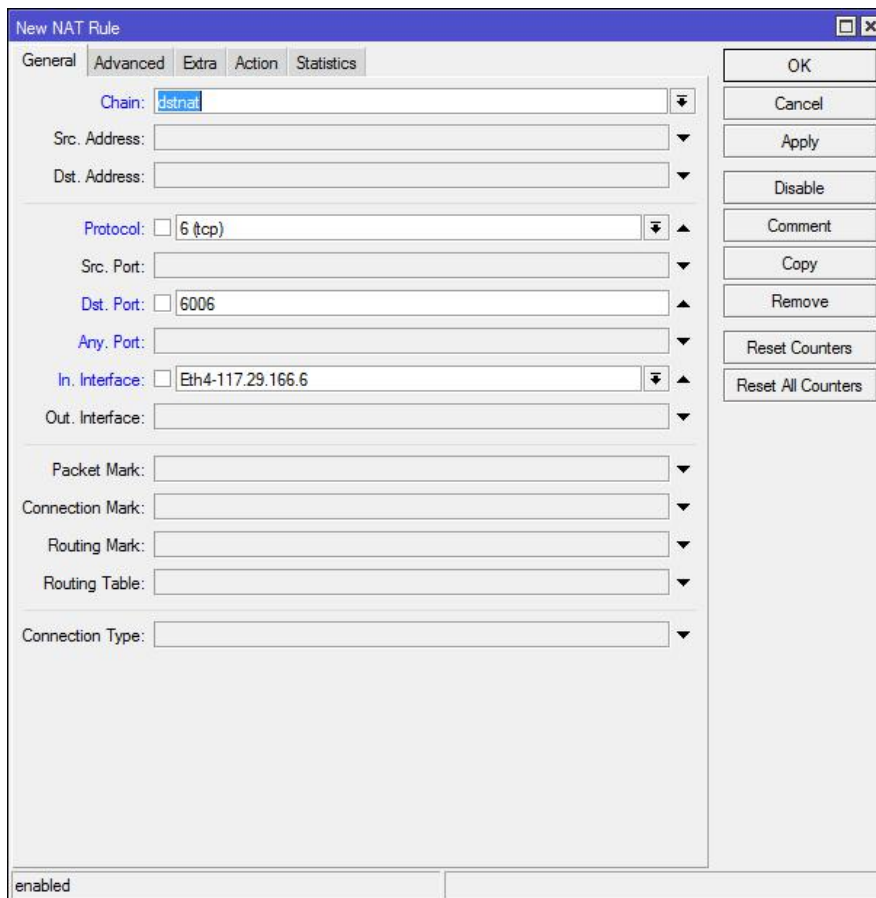


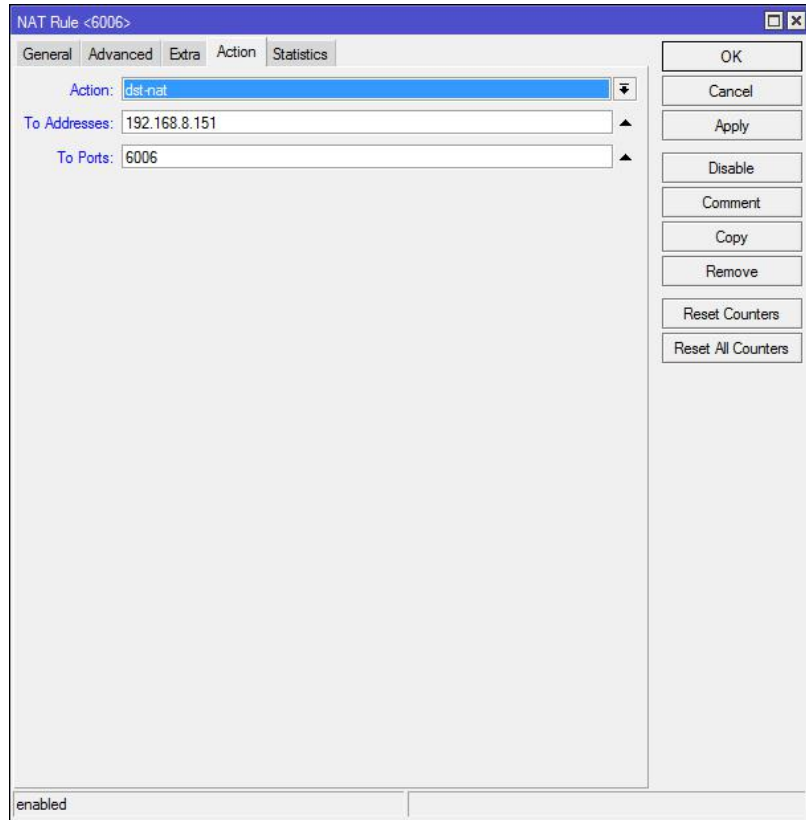
**Step3:** Click [+], add a new NAT rule, refer the mapping and fill in the info as follows:

HTTP: 117.29.166.6:6006 → 192.168.8.151:6006

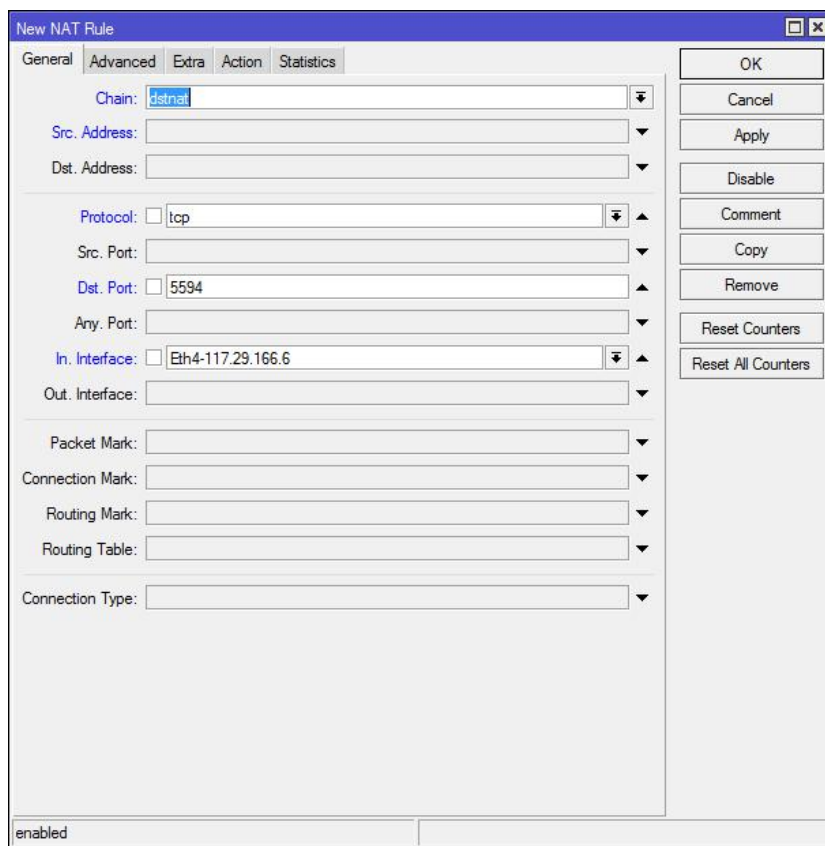
RTSP: 117.29.166.6:5594 → 192.168.8.151:5594

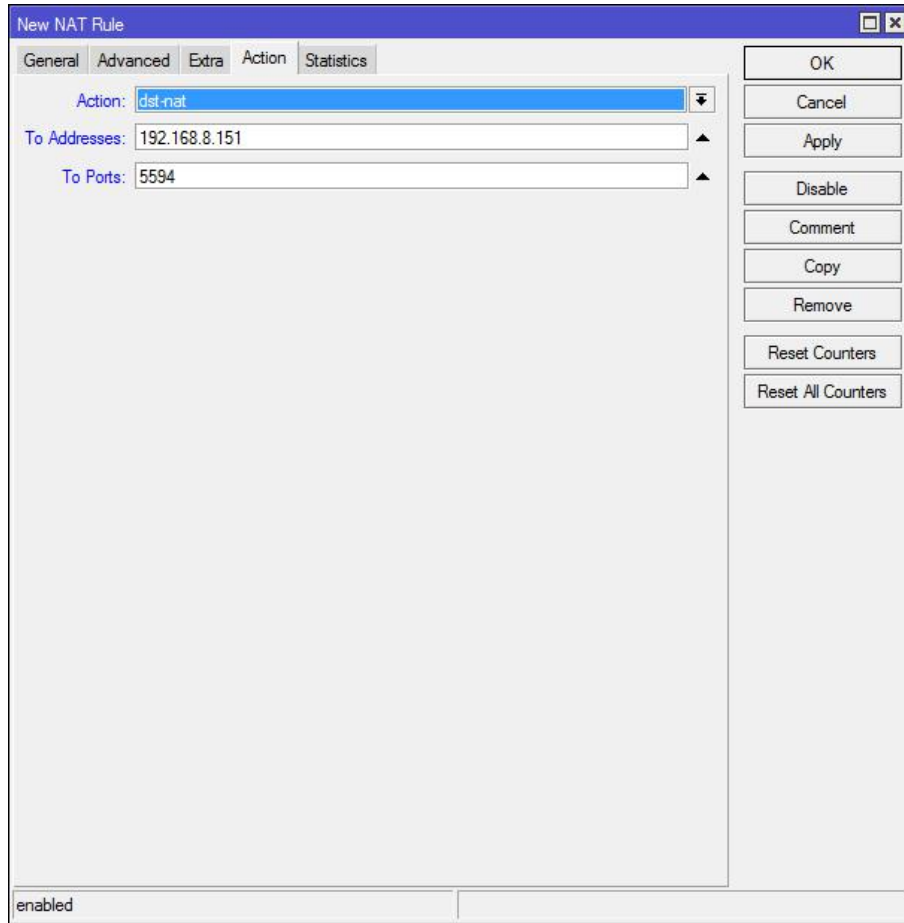
HTTP:





RTSP:





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

#	Action	Chain	Src. Address	Dst. 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	55 338 437
2	mar...	prerouting	192.168.10.1-192.168.10.254							2167.3 MiB	5 208 492
3	mar...	prerouting	192.168.11.1-192.168.11.254							240.8 MiB	1 581 570
4	mar...	prerouting	192.168.8.100							123.2 MiB	493 962
5	mar...	prerouting	192.168.9.100							51.3 MiB	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 MiB	208 973
11	mar...	prerouting	192.168.8.171							516.3 MiB	386 117
12	mar...	prerouting	192.168.8.80							490.4 KiB	1 488
13	mar...	prerouting	192.168.8.82							59.7 MiB	306 846
14	mar...	prerouting	192.168.8.61							8.0 MiB	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 MiB	300 294
20	mar...	prerouting	192.168.8.101							133.7 MiB	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 MiB	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 MiB	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 MiB	38 124
36	D	cha...	forward		6 (tcp)			059295...	059295...	14.8 KiB	294
37	D	cha...	forward		6 (tcp)					17.2 KiB	342
38	D	cha...	forward		6 (tcp)			<ppoe...	<ppoe...	0 B	0
39	D	cha...	forward		6 (tcp)			<ppoe...	<ppoe...	0 B	0
40	D	cha...	forward		6 (tcp)			<ppoe...	<ppoe...	0 B	0
41	D	cha...	forward		6 (tcp)			<ppoe...	<ppoe...	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

**Step4:** 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:	6006
HTTPS Enable:	<input checked="" type="checkbox"/>
HTTPS Port:	443

Basic Settings >> Network

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

RTSP Port:	5594
Playback Port:	555
RTP Packet:	Better Compatibility
Multicast Group Address:	239 . 6 . 6 . 6
QoS DSCP(0-63):	0

**Step5:** Change the Subnet Mask, Gateway and DNS:

Basic Settings >> Network

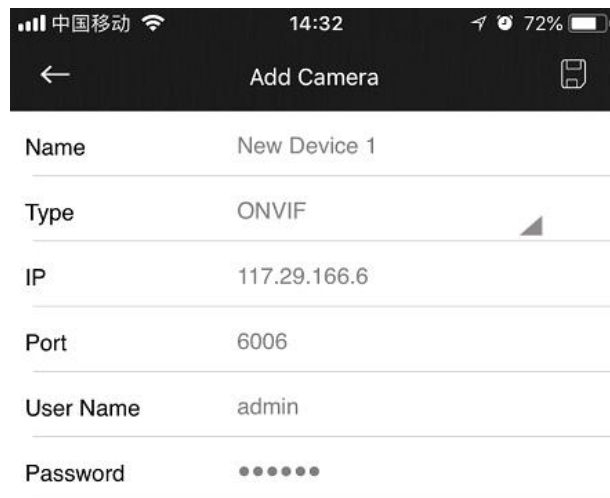
TCP/IP HTTP RTSP UPnP DDNS Email FTP VLAN PPPoE SNMP 802.1x

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

**Step6:** There are two ways to visit the camera, Fixed IP or DDNS:

**Fixed IP:**

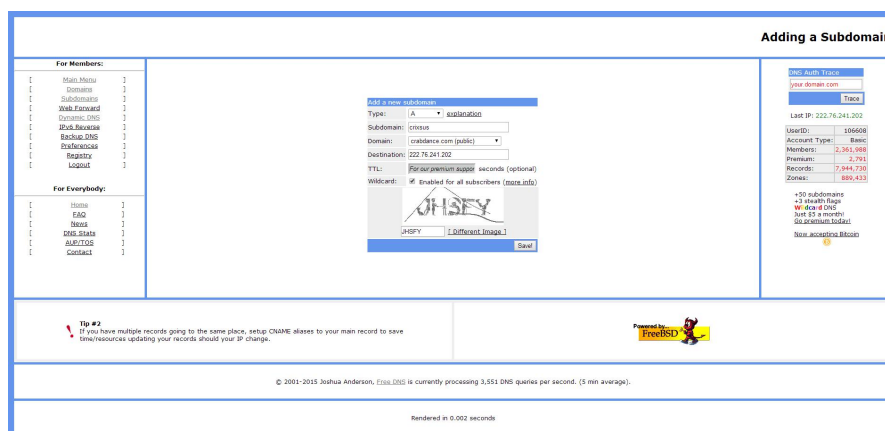
Open the App and enter the public IP address to check whether the port mapping is working or not:



**DDNS:**

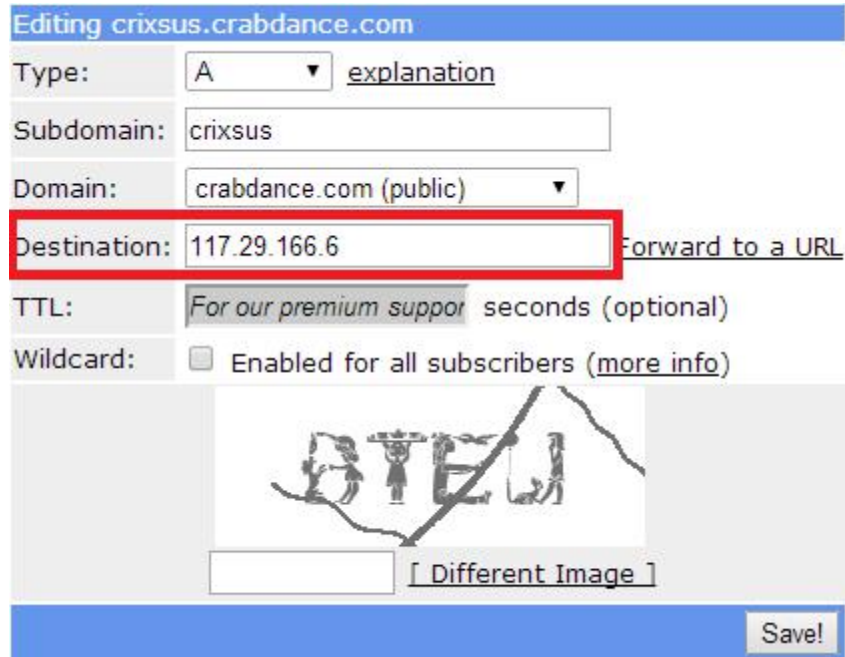
If you feel that it is difficult to remember the IP address when visiting the camera, we can link the camera IP address with a domain name, and visit the camera by the domain name. The steps are as follows:

- Add a subdomain on the website <http://freedns.afraid.org> ;





- 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](#)

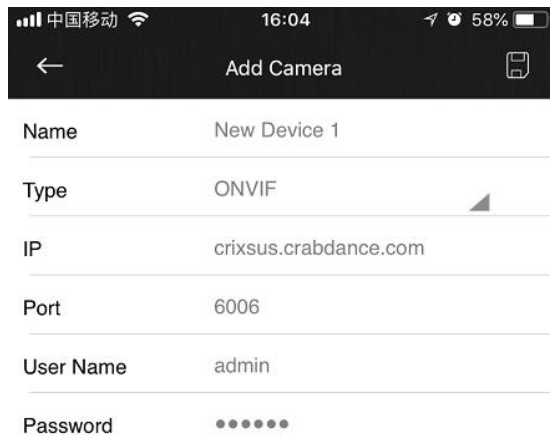
TTL: *For our premium support* seconds (optional)

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 cixsus.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;

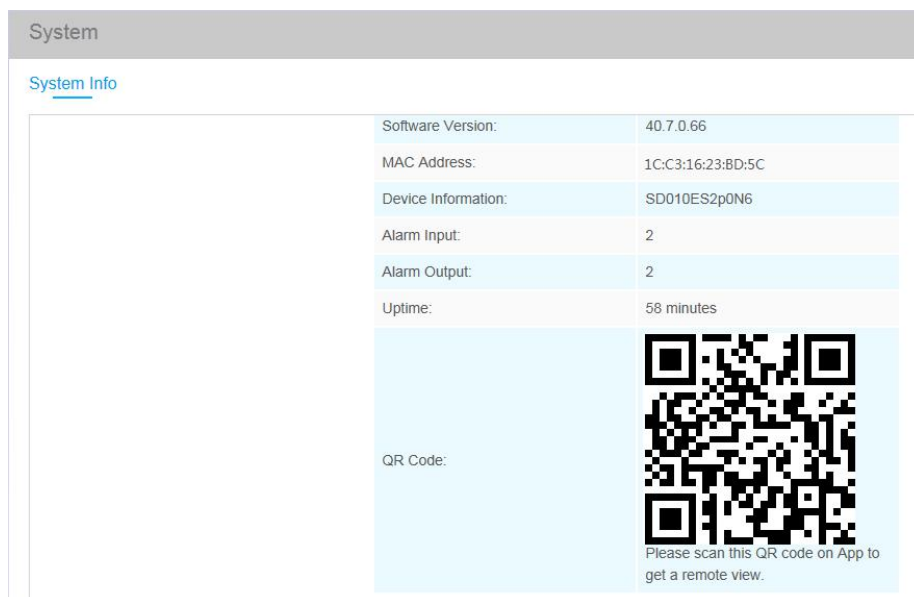


Figure 1-1 Scan QR Code



Figure 1-2 Scan bar code

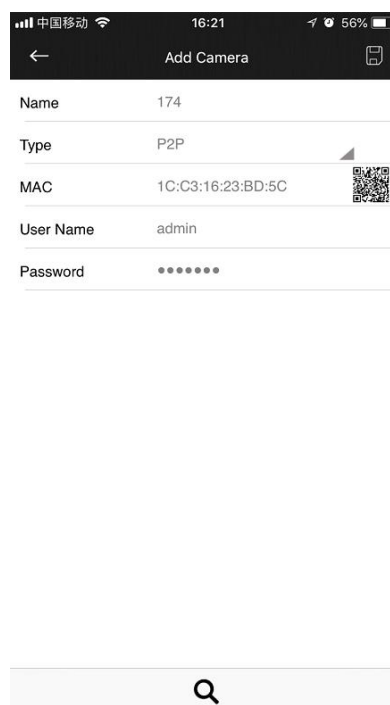




Figure 1-3 Add by P2P type

**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 ;

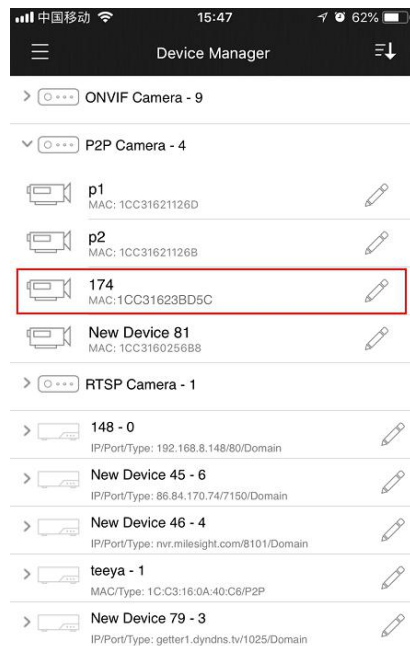


Figure1-4 Play the device 1

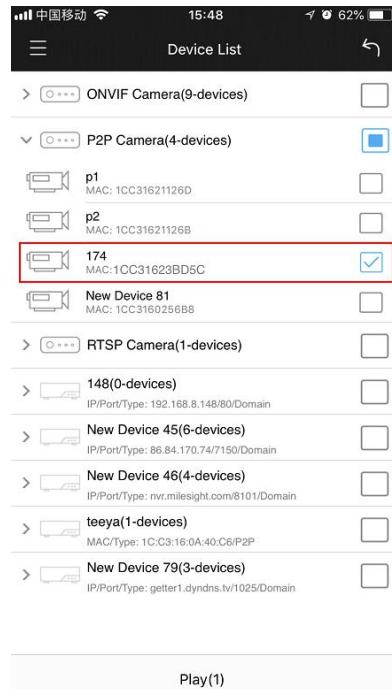


Figure 1-5 Play the device 2

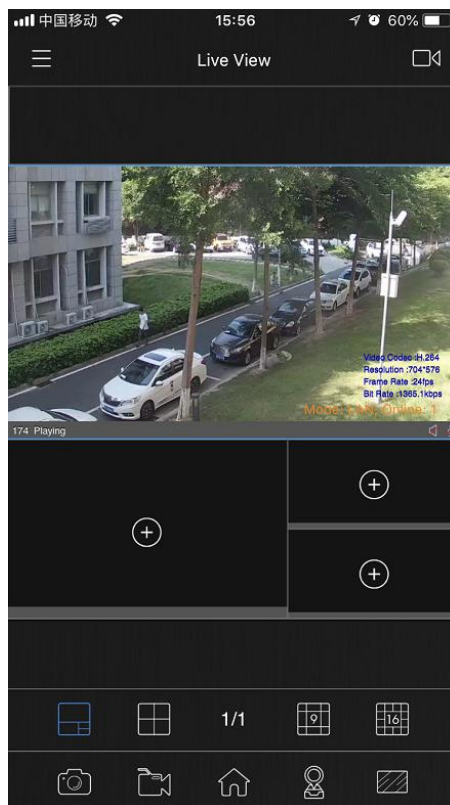


Figure 1-6 Play successfully

**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-**