

## **Technical Note 0016**

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### **Technical Note Description**

This Technical note describes how to prepare for remote support of your NetVu or FireVu system.

### **Product Models Covered**

NetVu CCTV products, FireVu video fire detection products

### **How to .....prepare for remote support of your NetVu or FireVu system.**

The fastest and most efficient way to receive support for your NetVu and FireVu products is to enable the use of remote support. This allows NetVu and FireVu engineers to “dial in” to your system and see the issues that you are experiencing, first hand. without the delay or complication of describing the situation over the phone or email. Using this approach problems can be diagnosed very quickly and, in many cases, solutions can be implemented during the remote support session.

However, in order to provide remote support, the right steps must be taken so that the correct remote connectivity is provided to NetVu and FireVu engineers.

There are a couple of different methods of providing remote support connectivity:

- Direct Connection
- TeamViewer Connection

### **Direct Connection**

Direct Connection provides the best option for remote support as there is very little latency for NetVu engineers meaning that problems can be diagnosed much more quickly, meaning that you will have a faster repair time.

If your NetVu CCTV system of FireVu fire detection system is remotely monitored by an alarm receiving centre then it will be likely that direct remote connectivity is already provided.

Alternatively, if not already in place, you can create a direct connection by linking your NetVu or FireVu system to the Internet with a router.

The router can be wired from a cable or fibre internet connection or can be a 3G, 4G or 5G wireless router.

The router can have a static public IP address (if available) or alternatively the router can be configured to use a dynamic dns service, such as dyndns.org. With such dynamic dns services a Fully Qualified Domain Name (FQDN) can be created and then the FQDN is used instead of a static IP address. The advantage of this that the FQDN will work even if the public IP address of the router changes (as they can do).

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The router will also need the ability to configure port forwarding so that the NetVu/FireVu equipment can be reached through the firewall of the router.

- HTTP - in order to access video and web pages of the DVR/NVR/FireVu
- Alternate HTTP - in order to access camera web pages by proxy
- Telnet - as this provides useful engineering commands
- FTP - as this allows for software upgrades (if not catered for in file upload web pages)

Static port forwarding should be configured for these services in the router to the DVR/NVR/FireVu which will need a static IP address in the local network so that the port forwarding is guaranteed to work.

Port 8080 should be used for HTTP as port 80 may be in use by the router and, in any case, port 80 is very likely to be targeted by cyber-attacks.

Port 8081 should be used for the alternate HTTP service (although this can be configured in the features setting of the DVR/NVR/FireVu).

Note: If there are HTTPS certificates installed, re-directs for in SSL will appear.

A static IP address will also need to be configured in the NetVu/FireVu equipment in the local network (if not already done) so that port forwarding operates.

Once direct access to the system is in place you should test that it works, before arranging remote support with NetVu.

When successful testing is complete all you need to do is to provide the following information to NetVu, before obtaining remote support :

- The static IP address or FQDN used to directly access the system
- The detail of any port-forwarding which has been configured so that the NetVu/FireVu equipment can be accessed through the firewall of the router being used. For example, in many occasions ports 8080 and 8081 are set up in the router as a static route to the NetVu/FireVu equipment
- Access Credentials i.e. username and password which has been configured which will allow
  - Menu Configuration
  - Remote User (video viewing)
  - Telnet
  - FTP (older Dedicated Micros and NetVu products)

Access credentials (usernames and passwords) will need to be configured in the DVR/NVR/FireVu because if they are not configured then the NetVu products will not communicate outside of their subnet (a security feature) and you will not be able to connect to them remotely.

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When all of this information is available direct remote support of the system is possible.

For FireVu systems direct remote connectivity is MANDATORY if you wish to receive remote support as Team Viewer access has latency which is much too high for effective support of FireVu systems.

### TeamViewer Connection

If direct connection to your Netvu CCTV system is not possible then remote support can still be conducted using TeamViewer software.

You will still need an Internet connection, available to the PC on which you view the images from your Netvu equipment, using Enterprise Observer software. This internet connectivity can be provided via WIFI, ethernet or 3G/4G router connection to the PC.

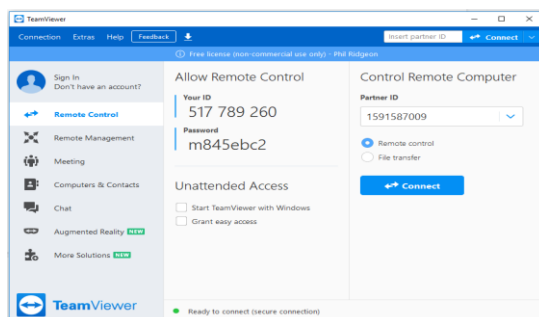
The TeamViewer Software can be downloaded from URL : <https://www.teamviewer.com>

The software download comes as a single executable file with a name like TeamViewer\_Setup\_x64

Run this executable file on your PC and follow the installation instructions given.

Once installation is complete you can run the software by clicking on a desktop icon (if created) or using the “run” command of your PC.

The TeamViewer opens the following window:



In advance of your remote support session the codes listed in the **Your ID** and **Password** fields should be provided to NetVu.

During the remote support session, TeamViewer must be running in your PC and NetVu engineers will then use the codes provided to take control of the PC, and therefore access your NetVu equipment.

For more information and pricing of remote support please contact [support@netvu.org.uk](mailto:support@netvu.org.uk) or call +44 (0)1928 706400