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Netcam Watcher Remote Control Setup

Here are the steps you need to go through to get **Netcam Watcher Remote Control** working:

1. First, you need a functioning **Netcam Watcher Professional** system. This must be version 1.7 or later.
2. Select the **Preferences** dialog (File >> Preferences) and click the **Remote Access** tab.
3. Check **Allow Remote Client Access**
4. Enter a **System Name** and **Description**.
5. Enter a **Remote Access Password**...make a note of this.
6. Restart **Netcam Watcher Professional**
7. Install **Netcam Watcher Remote Control**.
8. Run the program and click the **Configure** button.
9. Enter the IP address of the PC that Netcam Watcher Professional is running on in the box marked **Remote Host Address**. This can be a dotted IP address like

192.168.0.111

or a named address like

mysystem.mydomain

Please note that the remote system must be accessible from this system. If you are on the same LAN then there should be no problem. But if you are trying to access a system from the Internet you will have to pass through port 8888, or set up a Network Address/Port Translation. If you don't know how to do this, consult your system manager or contact us for help.

10. Enter the password that you entered in step #5 into the **Password** box.
11. Optionally enter details in **Remote Host Name** and **Username** boxes.
12. Restart **Netcam Watcher Remote Control** and then click **Connect**

If all is well you should see the remote cameras and be able to control them.

NOTE: Remote Control is separate product and you need valid licence for each monitoring workstation (simultaneous connections).

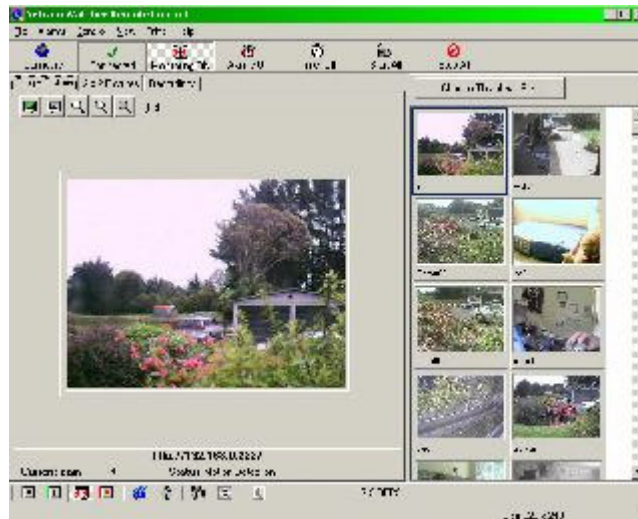
Ask trial key from your dealer.

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Netcam Watcher Remote Control screen. As you can see, it is almost identical to the normal Netcam Watcher Professional screen, so it is very easy to use.

Using a Dynamic DNS service to access Netcam Watcher Server

If you do not have a static IP address for your Internet connection and you want to access your Netcam Watcher Professional server from the Internet using Remote Control then you can use a **free dynamic DNS** service like dyndns.org

Even if you do have a static IP address you can use this service to set up a name for your system

1. Go to <http://www.dyndns.org> and create an account. This is free.
2. Now add a host, such as
myncwserver.dyndns.org
3. Some routers directly support DDNS services in which case you can set up your name in the router and there is nothing more to do.

If your router does not support DDNS directly, you can use a free updater program that updates your IP address every time you connect to the Internet. See this page for details :

<http://www.dyndns.org/services/dyndns/clients.html>

4. Now you can put your dynamic host name in the **Remote Host Address** field on **Netcam Watcher Remote Control** configuration.
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Troubleshooting

If you configure the client and server systems and **Connect** and it does not work, you should get an error message. Here are the common error messages and causes:

- **Host Not Found:** This means that the Remote Host that you specified cannot be found or reached over the network. Check the name or address is correct and that the system is accessible.
- **Comm Error #1 Failed to connect:** This means that the remote host was found but that there was nothing listening on the Remote Host Port that you specified. Check that the remote **Netcam Watcher Professional** system is running and the Remote Host Port matches the port being used.
- **Connect Failure – Authorization Failure:** This means that the password is incorrect.
- **Duplicate Registration Code:** This means that the same licence code is already being used on the remote system. Check that you have not left another PC running Netcam Watcher Remote Control.

If you are still unable to connect then you are likely to have a firewall or security problem.

If you are running a firewall you need to give **Netcam Watcher Professional** permission to act as a server on the port you specify. Also you need to give **Netcam Watcher Remote Control** permission to access the network.

On some versions of Windows you may be running into a security problem caused by **IPSec**, the windows IP Security Policy, for instance on 2003 Server, IP security permissions are not enabled by default. This can also cause problems on XP. See this page for details

<http://support.microsoft.com/default.aspx?scid=kb;en-us;810207>

If you continue to have problems, contact us on

support@notesco.net

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Running 2 or more servers:

What you need to do is install NCW Remote Control twice, one to the normal folder and one to another folder, eg /program files/beausoft/NCWRC2

Then in NCWRC2 create an INI file to alter the behavior.

Here is how to set up two instances:

- 1) Install Remote Control twice, one in each of two program folders
- 2) In instance #1, leave everything as is normal
- 3) In instance #2, create a file called NCWRC.INI in the program folder (use notepad)
- 4) The contents of the file should be like this

```
[system]
checkdup=false
regkey=\Software\BeauSoft\ncwclient2
```

5) You can set up separate shortcuts on the desktop for instance #1, instance #2 giving them names that correspond to the systems they control.

6) You can run the A instance and set it up to point to your A system. Now run the B instance and set it up to point to the B system.
