Visualint NVR: Windows Firewall Fix

What Happened?

As of December 31, 2020, Adobe Flash player is no longer supported by Adobe. Adobe's end of life statement can be found here.

Visualint Line NVRs use Adobe Flash for their web browser interface. This document describes alternatives to using Adobe flash player in browsers when accessing the Visualint Line NVRs.

Click here to jump to the Mac Solution. The Windows solution is below.

Windows Solution

If you are using a Windows PC, we recommend using the Visualint Observer Software, found on the support tab of the Visualint Line NVR product pages. Instructions on how to use the Observer software to remotely access the Visualint Line NVR from a PC are below.

Configure Port Forwarding Rules

Log in to your router and port forward the below ports using UDP and TCP protocols:

- 9877
- 9780
- 9786

Note: Give your Line NVR a MAC/DHCP Reservation or Static IP.

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Create a DDNS

If you have the option, a DDNS service is recommended for ease of remote access. Below is an example from the DDNS service provided by Araknis routers.


Download and Configure the Visualint Line NVR Observer Software

Install the Visualint Line NVR Observer Software software on your PC, which includes the Observer App.

The software is available on the product page of the Visualint Line NVR, under the **Support** tab. Download the **Visualint Line NVR Observer Software V7.5.0**.

The first time you open Observer it tries to connect to a local server. **Abort** this connection to add your Line NVR. This opens the **Network Connections** window.

If you're in a remote location, type the DDNS name in the **Hostname** or **IP address:port** field. If you're on the same network as the Line NVR type the IP address of the Line NVR.
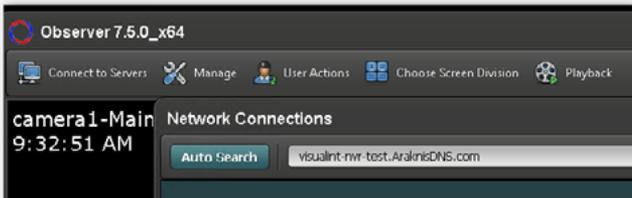
If you're using a laptop and need to be able to connect to the NVR locally and remotely, you'll need to add the NVR twice. Using the IP address and the DDNS.

Press **Enter**, and if you've entered the information correctly, the NVR appears in the **Servers** list.
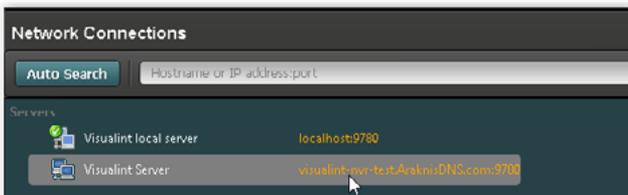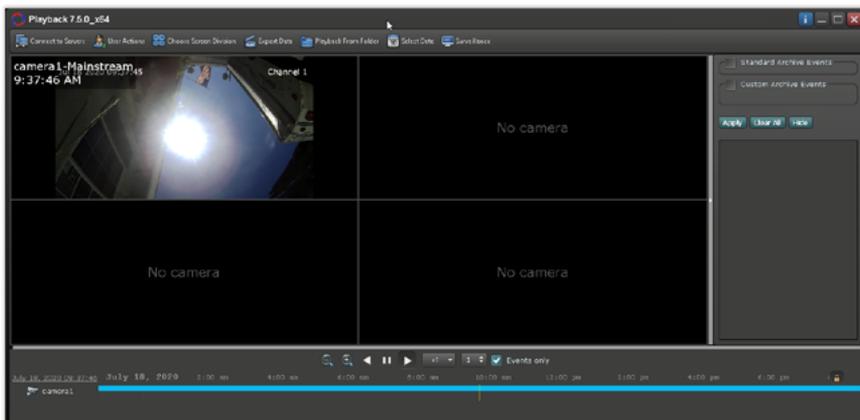
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To connect to the NVR, Double-click the Line NVR's address, enter the **Username** and **Password**, then click **Apply**.

Note: The default credentials are **admin/Visualint1234** or **admin/Line NVR's serial number**. It's highly recommend to change the password after initial login.

This connects you to the Line NVR. Speed and performance rely on the network performance.

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Mac Solutions

The Visualint Observer software does not support Mac OS. If you are using a Mac, then we recommend one of the following options:

1. Use remote desktop software to connect to the Windows desktop running on the Visualint Line NVR for full access to the device. An example on how to do this using Google Remote Access can be found below.

2. Install Parallels or use Bootcamp to run Windows on the Mac. This allows you to run the Windows Visualint Observer software.
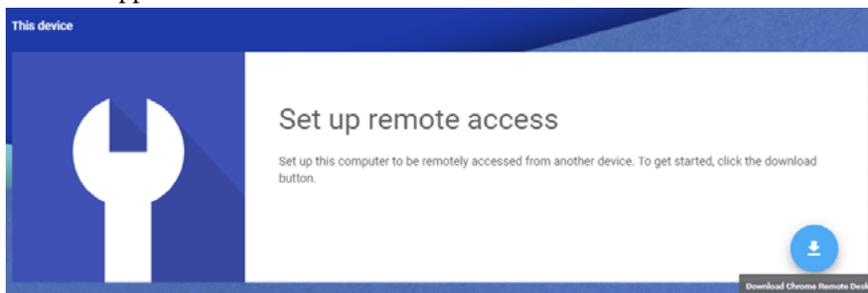
Setting Up Google Remote Access

With an existing or new Google account, download and install Google Chrome on the Visualint Line NVR.

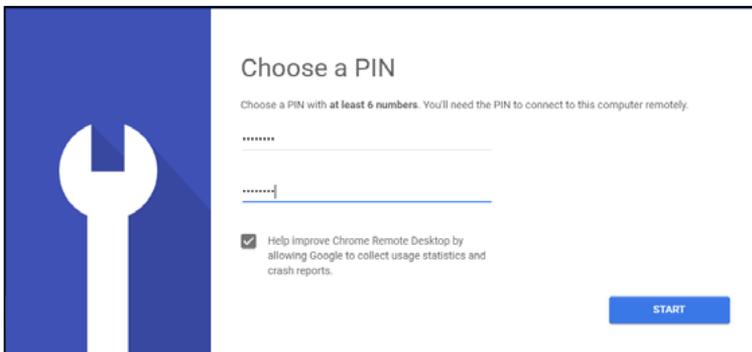Once installed, go to remotedesktop.google.com and click **Remote Access.**

Click the button in the lower right corner to download and install the Remote Access app.

With the download complete, open the app and enter a name for your computer, then click **NEXT**.

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Enter a unique PIN for the PC, then click **START**.

Once it's complete you're given a screen showing the PC name and status.

Restart the Line NVR and verify that Chrome is running in the notification area on your desktop.

You can now access the Line NVR by visiting remotedesktop.google.com in the Chrome browser of your computer.

Using Google Remote Access

1. Open Google Chrome and log into the google account used during setup.

2. Go to remotedesktop.google.com

3. Log into the google account used at the beginning of setup and select the name you gave your NVR.
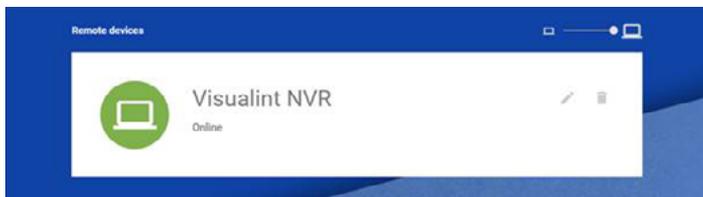
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4. Enter your PIN, then click the arrow button to connect.
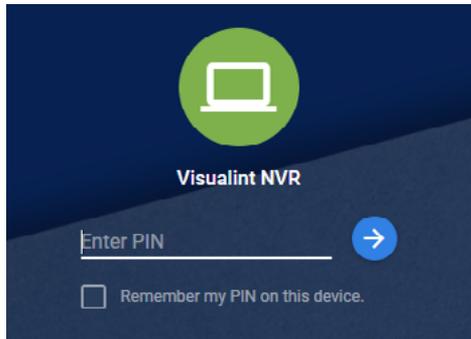
This creates a remote session to the Visualint Line NVR and use the Observer app to view live video and playback.