Title:	DDNS Troubleshooting				
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Product:	All HikVision IP related Products				
Action Required:	Information only				

When setting up DDNS, and **"Communication to Server Failed"** appears this is caused by the DNS setting (note: DNS, but not DDNS)
(Assuming that the port forwarding is completed correctly),

Figure 3

DNS stands for **Domain Name Service.** DNS translates easily memorized **domain names** to the numerical **IP addresses** needed for the purpose of locating computer services and devices worldwide.

For example:

WWW.GOOGLE.COM is a domain name. It is easier for people to remember that name, rather than an IP address. When we try to access www.google.com from our computers, the computer communicates with a DNS and requests the IP address associated with www.google.com (google's IP Address: 74.125.224.161).

For the DVR to register with the DDNS server, the DVR needs to communicate with a DNS Server. When the abovementioned problem occurs- refer to the Preferred DNS Server

TECHNICAL BULLETIN

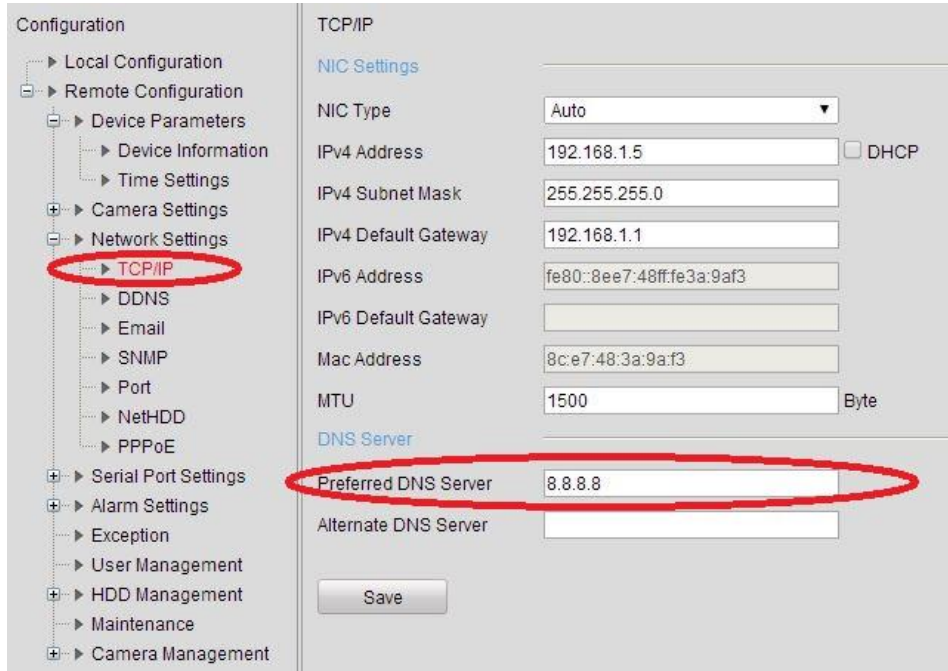| Title:	DDNS Troubleshooting				
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Figure 4

Once the DNS is set to a correct value, the error will no longer occur.
Go back to the DDNS settings and try again.

Figure 5

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