



Port Mapping Troubleshooting iSite Router

INTRODUCTION

Port mapping is widely used in remote access applications. Users can refer to our guide on how to configure port mapping. This article will provide simple trouble shooting steps when you fail to access devices behind the router.

SOLUTION

1. Ensure router firmware version is the latest version. Click [here](#) to download and upgrade to latest version.
2. Check if you have configured the port mapping source port the same as router access service port. For example, iSite uses 80 as default HTTP access port. If you need 80 port to access the devices behind the router, please change router default HTTP service port.

Service	Port	Local	Remote
HTTP	80	☒	☒
HTTPS	443	☒	☒
TELNET	23	☒	☒
SSH	22	☒	☒
FTP	21	☐	☐

3. Check if your source port is blocked by firewall or operator. If yes, you can change to a valid port.
4. Ensure you configure correct destination port in port mapping setting. For example, if you need to access the IPC, the destination port should be IPC HTTP/HTTPS service port.

Basic Settings >> Network

TCP/IP Bonjour **HTTP** RTMP RTSP Platform Access UPnP DDNS More Email FTP VLAN PPPoE SNMP 802.1x

HTTP Enable:	☒
HTTP Port:	80
HTTPS Enable:	☒
HTTPS Port:	443

5. Ensure the router can be accessed via WAN or cellular network interfaces. Port mapping does not work if you connect and access the router via Wi-Fi.
6. Check if the router and subnet devices can ping each other. Besides, ensure your subnet device has configured the correct Gateway IP (Router LAN IP).

Basic Settings >> Network

TCP/IP HTTP RTSP UPnP DDNS Email FTP VLAN PPPoE SNMP 802.1x
Bonjour RTMP Platform Access More

☐ Get IPv4 address automatically

☒ Use fixed IPv4 address

IP Address: 192 . 168 . 22 . 121 Test

IPv4 Subnet Mask: 255 . 255 . 255 . 0

IPv4 Default Gateway: 192 . 168 . 22 . 1

Preferred DNS Server: 114 . 114 . 114 . 114

7. Go to **Maintenance -> Debugger -> Firewall Debugger** to check if your port mapping rule is added in NAT routing list.

Status

Network

Interface

DHCP

Firewall

Security ACL Port Mapping DMZ MAC Binding Custom Rules SPI

Port Mapping

Source IP	Source Port	Destination IP	Destination Port	Protocol	Description	Operation
0.0.0.0/0	96	192.168.22.121	80	TCP	test	

Status

Network

System

Industrial

Maintenance

Tools

Debugger

Log

Upgrade

Backup and Restore

Cellular Debugger Firewall Debugger

Firewall Debugger

Command: -t nat -nvL Send

Result:

```

2021-08-26 20:26:33: Chain port_mapping (1 references)
2021-08-26 20:26:33: pkts bytes target prot opt in out source destination
2021-08-26 20:26:33: 0 0 DNAT tcp -- * * 0.0.0.0/0 0.0.0.0/0 tcp dpt:96
to:192.168.22.121:80
2021-08-26 20:26:33: Chain vpn_nat (1 references)
2021-08-26 20:26:33: pkts bytes target prot opt in out source destination
2021-08-26 20:26:33: 692 46360 ipsec_vpn_nat all -- * * 0.0.0.0/0 0.0.0.0/0
2021-08-26 20:26:33: Chain wan_prerouting (5 references)
2021-08-26 20:26:33: pkts bytes target prot opt in out source destination
2021-08-26 20:26:33: 87984 33M port_mapping all -- * * 0.0.0.0/0 0.0.0.0/0
2021-08-26 20:26:33: 87984 33M dmz all -- * * 0.0.0.0/0 0.0.0.0/0
2021-08-26 20:26:33: Chain wan_prerouting_chain (1 references)
2021-08-26 20:26:33: pkts bytes target prot opt in out source destination
2021-08-26 20:26:33: 0 0 wan_prerouting all -- pppoe * 0.0.0.0/0 0.0.0.0/0
2021-08-26 20:26:33: 87984 33M wan_prerouting all -- FE0 * 0.0.0.0/0 0.0.0.0/0
2021-08-26 20:26:33: 0 0 wan_prerouting all -- cellular0 * 0.0.0.0/0 0.0.0.0/0
  
```

Clear Log Download

8. Reset the router to factory default and re-configure your settings.
9. You can also submit a ticket or contact our support engineer to troubleshoot it remotely.