

## Managing Buffering Errors

The error of having buffering when trying to playback a call can be attributed to one of three things:

1. The WebUI Configuration must have the correct Revcord Recorder IP address to access the Server application from workstations. If it is incorrect, you will get the Buffering error.
2. Firewall Is Blocking A Port – If the firewall has a required port blocked, you will get the buffering error locally and on a workstation.
3. Virtual Memory - By default Windows has 1 to 2 GB of virtual memory setup. The Revcord Server side application uses Virtual memory for several services. When there are many remote workstations accessing many calls at the same time this error can happen.

### WebUI Configuration Error

1. Enter the RevConfig configuration program and on the Advanced Settings page, choose “Web Configurations”.
2. On the Web UI Configurations Settings Page, go to the Website Settings.
3. Under the Web URL, you must enter <http://IPADDRESS/Vrec/>.
4. The IP Address is the IP Address of the server.
5. Then Save the settings.

### Blocked Port

On both the logger and client computers, the Windows and third-party firewalls should be disabled or configured to allow:

- TCP Ports: 80, 443, \*554, 943, 1935, 2002, 4510, 4520, 4530, 8087, 8086, 8181, 8431, 8970, 9876, 10000 & 10999, and 10194.
- UDP Ports: 53, \*554, 10000-20000
- \*Port 554 TCP/UDP is required if and IP Cam is in use. This port will also need to be forwarded to the IP of the camera if it does not have a public IP.

# KNOWLEDGE BASED ARTICLES

## Increasing Your Virtual Memory

1. On the Keyboard Press, the Windows Key + X then click System in the popup menu
2. Tap or click Advanced System Settings. You might be asked for an Admin Password or to confirm your choice.
3. On the Advanced tab, under Performance, tap or click Settings.
4. Tap or click the Advanced tab, and then, under Virtual memory, tap or click Change.
5. Clear the Automatically manage paging file size for all drives checkbox.
6. Under Drive C, tap or click the drive that contains the paging file you want to change.
7. Tap or click Custom size, enter a new size in megabytes in the Initial size (MB) or Maximum size (MB) box, tap or click Set, and then tap or click OK.
8. The maximum size of the paging file must be 1.5x the amount of RAM installed with a conversion to MB. for eg., 8 GB RAM then it would calculate to be  $1024 * 8 * 1.5 = 12288$  MB.