

Verification Failed Due to Client Contact

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Client Contact Failed: Makes the Total Control System unusable

When receiving this message try the following:

- In step 6 of Accelerator make sure LAN info is completed. Use command prompt to get the subnet, gateway and DNS.

TIP: Using the IP address of your router means that the DNS servers will be using the ISP's DNS servers. There are not always reliable for communication to URC servers. Utilizing Googles public DNS (8.8.8.8) is much more reliable and should be used on every project.

- Rest your base station and URC mobile app.
- Download to the system again.

Note: In some project it is possible that the router is blocking ports that URC mobile communicates on. If these ports are not open verification will not be take place. The ports URC Mobile communicates on are as followed.

- 51511 TCP
- 61611 UDP
- 51523 TCP

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If you require any additional information or have any questions, please do not hesitate to contact our **technical support** team at **914-835-4484**.
