

**Question:**

Why don't I get any search results?

**Answer:**

Assuming that you can connect and chat with users, this is usually caused by a firewall or connection sharing. There are several things you can try:

1. Enter your IP in the settings dialog and try again. Find out the IP from [here](#).
2. Check your firewall configuration. You need to make sure it's allowing or forwarding incoming connections on the port specified in the settings (412 or 1412 by default). You have to enable both TCP and UDP traffic (if you can download files, but not search, this means that UDP packets are still blocked). Checkout [this FAQ](#)
3. Your school/work might be blocking DC traffic, read [this FAQ](#).
4. If the above things don't work for you, you'll have to use passive mode (if the hub allows it).

## DC++ : Installing / Setting up : How to set up active mode with a hardware firewall/router?

### Question:

### Answer:

Active mode requires both TCP and UDP access on the same port for DC++ to work properly

- First you need to set up the router to forward the connections to the computer with DC++. This is could be called Port mapping, port redirecting, port forwarding or something like that. Find out how to do this with your router/NAT in the user manual.
- You need to forward one port (select a number between 1024 - 65535, they should mostly all be free. The default port is 1412, but it is wise to select a unique one) and make sure both UDP and TCP is forwarded.
- The IP that you are forwarding to should be the **internal** IP address of your DC++ computer. It usually begins with "192.168", "172.16." or "10.x.". Go to the command prompt and type: ipconfig
- When you have mapped a port, you need to open up DC++ and go to the settings. Where you select active mode, in the port field, enter the port number that you are forwarding on the router.
- In the IP field, you need to enter the **external** IP address of your router. This can easily be checked on [here](#).
- It should now be working. If it is working for a while, but the next time you use DC++, you only get "Connection Timeout's or no results when searching, your IP (either **external** or **internal**) is likely to have changed. If you find the external IP is constantly changing, you can set yourself up with a dynamic name. Such as [Dynip](#) or [DynDns](#) and put that name into the IP field. Make sure to use a program that updates the dynamic name service with your latest IP.

For Linux based firewalls/routers, take a look at [this FAQ](#) on this subject.

Here are several how-to guides with screen shots for various models. Don't hesitate to take a look how its done even if your exact model isn't list, most likely it will provide a useful guide and help setup yours.

- [Alcatel SpeedTouch 510](#)
- [D-Link DI-604 / DI-704](#)
- [D-Link DI-804](#)
- [Linksys \(many models\)](#)
- [Netgear DG814 / RP614](#)
- [Netgear RP114 / RT311 / RT314](#)
- [ZyXEL Prestige 310 / 314](#)

### What about ZoneAlarm?

Forget it. ZoneAlarm is a known issue with DC++, it causes corrupted downloads/uploads, this is directly linked with the 'Rollback Consistency' error message. You need to completely uninstall it, just disabling it will not help, and then get another firewall.

### Windows XP?

If you're running windows XP you need to make sure the built-in-firewall of XP is disabled. If you really must use it, then checkout [this guide](#) on how to set it up.