

# When a server cannot stream despite the ports being seemingly open, or if the server cannot reach Central:

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Only visible to:

1.Go to `/etc/liveu/` on the MMH Server and see if `whatismyip.py` file is listed there.

2.In case the file is not available, you may create the file using

```
#cd /etc/liveu/  
#touch whatismyip.py
```

3.Edit the file using `#vi whatismyip.py`

Now enter the static IP for the Server under the above file in below format:

```
STATIC_IP_LIST = ['XX.XX.XX.XX']
```

where X denotes the value for IP address.

Save the changes by pressing Esc with `:wq!`

Once done reboot the Server or restart liveu services to apply the changes.

```
#reboot
```

OR

```
#sudo systemctl restart liveu.service
```

 (for v7 or above servers)

```
#service liveu restart
```

 (For v6 Servers) (for v6 servers or below)

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