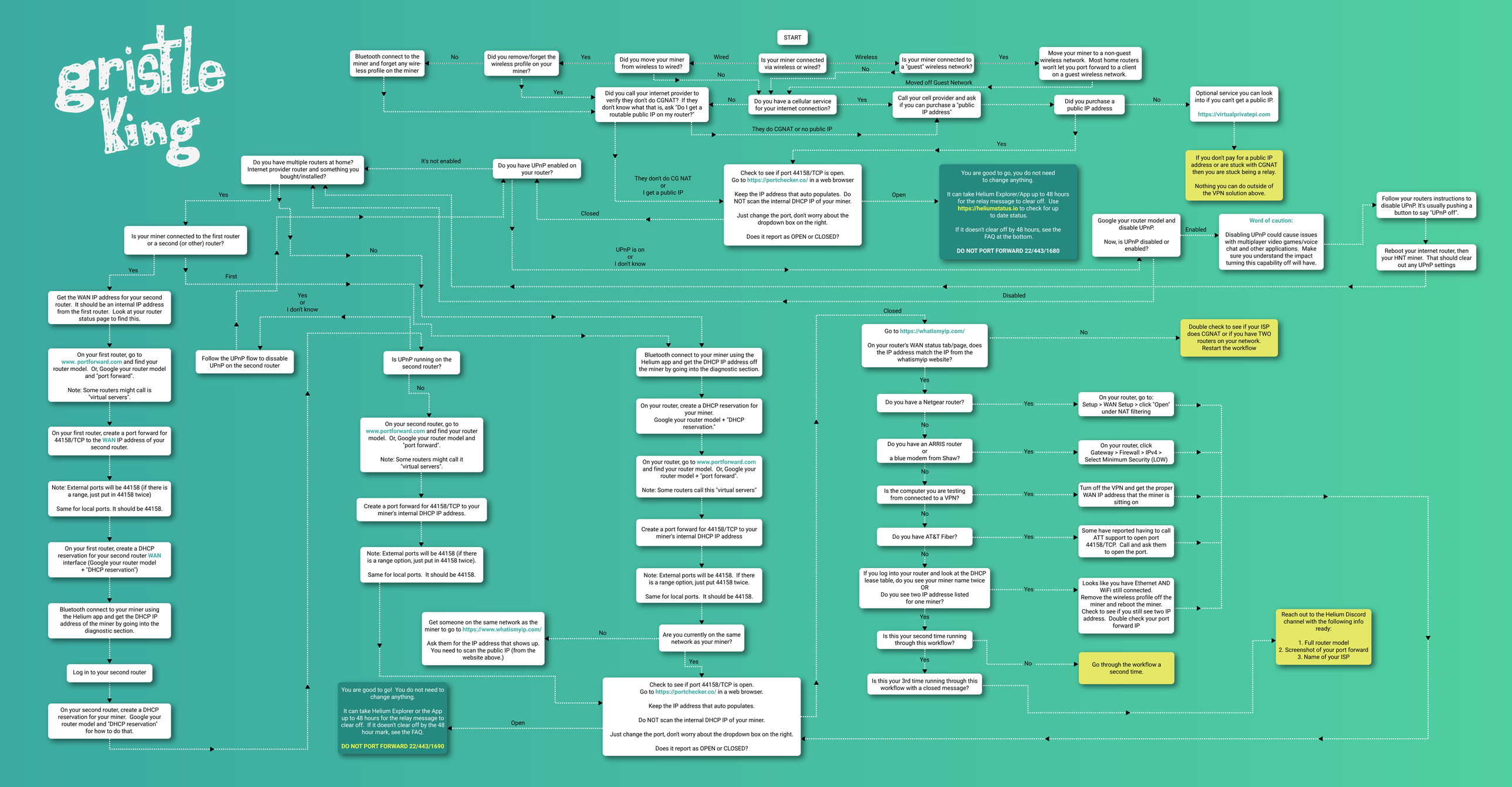
gristle King
START
Bluetooth connect to the miner and forget any wireless profile on the miner
No
Did you remove/forget the wireless profile on your miner?
Yes
Did you move your miner from wireless to wired?
Wired
Is your miner connected via wireless or wired?
Wireless
Is your miner connected to a "guest" wireless network?
Yes
Move your miner to a non-guest wireless network. Most home routers won't let you port forward to a client on a guest wireless network.
No
Moved off Guest Network
Yes
Did you call your internet provider to verify they don't do CGNAT? If they don't know what that is, ask "Do I get a routable public IP on my router?"
No
Do you have a cellular service for your internet connection?
Yes
Call your cell provider and ask if you can purchase a "public IP address"
Did you purchase a public IP address
No
Optional service you can look into if you can't get a public IP.
https://virtualprivatepi.com
If you don't pay for a public IP address or are stuck with CGNAT then you are stuck being a relay.
Nothing you can do outside of the VPN solution above.
They do CGNAT or no public IP
Yes
They don't do CG NAT
or
I get a public IP
Check to see if port 44158/TCP is open.
Go to https://portchecker.co/ in a web browser
Keep the IP address that auto populates. Do NOT scan the internal DHCP IP of your miner.
Just change the port, don't worry about the dropdown box on the right.
Does it report as OPEN or CLOSED?
Open
You are good to go, you do not need to change anything.
It can take Helium Explorer/App up to 48 hours for the relay message to clear off. Use https://heliumstatus.io to check for up to date status.
If it doesn't clear off by 48 hours, see the FAQ at the bottom.
DO NOT PORT FORWARD 22/443/1680
Closed
Do you have UPnP enabled on your router?
It's not enabled
Do you have multiple routers at home? Internet provider router and something you bought/installed?
Yes
Is your miner connected to the first router or a second (or other) router?
Yes
First
No
UPnP is on
or
I don't know
Disabled
Google your router model and disable UPnP.
Now, is UPnP disabled or enabled?
Enabled
Word of caution:
Disabling UPnP could cause issues with multiplayer video games/voice chat and other applications. Make sure you understand the impact turning this capability off will have.
Follow your routers instructions to disable UPnP. It's usually pushing a button to say "UPnP off".
Reboot your internet router, then your HNT miner. That should clear out any UPnP settings
Get the WAN IP address for your second router. It should be an internal IP address from the first router. Look at your router status page to find this.
On your first router, go to www. portforward.com and find your router model. Or, Google your router model and "port forward".
Note: Some routers might call is "virtual servers".
On your first router, create a port forward for 44158/TCP to the WAN IP address of your second router.
Note: External ports will be 44158 (if there is a range, just put in 44158 twice)
Same for local ports. It should be 44158.
On your first router, create a DHCP reservation for your second router WAN interface (Google your router model + "DHCP reservation")
Bluetooth connect to your miner using the Helium app and get the DHCP IP address of the miner by going into the diagnostic section.
Log in to your second router
On your second router, create a DHCP reservation for your miner. Google your router model and "DHCP reservation" for how to do that.
Follow the UPnP flow to dissable UPnP on the second router
Yes
or
I don't know
Is UPnP running on the second router?
No
On your second router, go to www.portforward.com and find your router model. Or, Google your router model and "port forward".
Note: Some routers might call it "virtual servers".
Create a port forward for 44158/TCP to your miner's internal DHCP IP address.
Note: External ports will be 44158 (if there is a range option, just put in 44158 twice).
Same for local ports. It should be 44158.
Bluetooth connect to your miner using the Helium app and get the DHCP IP address off the miner by going into the diagnostic section.
On your router, create a DHCP reservation for your miner.
Google your router model + "DHCP reservation."
On your router, go to www.portforward.com and find your router model. Or, Google your router model + "port forward".
Note: Some routers call this "virtual servers"
Create a port forward for 44158/TCP to your miner's internal DHCP IP address
Note: External ports will be 44158. If there is a range option, just put 44158 twice.
Same for local ports. It should be 44158.
Are you currently on the same network as your miner?
No
Get someone on the same network as the miner to go to https://www.whatismyip.com/
Ask them for the IP address that shows up. You need to scan the public IP (from the website above.)
Yes
Check to see if port 44158/TCP is open.
Go to https://portchecker.co/ in a web browser.
Keep the IP address that auto populates.
Do NOT scan the internal DHCP IP of your miner.
Just change the port, don't worry about the dropdown box on the right.
Does it report as OPEN or CLOSED?
Open
You are good to go! You do not need to change anything.
It can take Helium Explorer or the App up to 48 hours for the relay message to clear off. If it doesn't clear off by the 48 hour mark, see the FAQ.
DO NOT PORT FORWARD 22/443/1690
Closed
Go to https://whatismyip.com/
On your router's WAN status tab/page, does the IP address match the IP from the whatismyip website?
No
Double check to see if your ISP does CGNAT or if you have TWO routers on your network. Restart the workflow
Yes
Do you have a Netgear router?
Yes
On your router, go to:
Setup > WAN Setup > click "Open" under NAT filtering
No
Do you have an ARRIS router or a blue modem from Shaw?
Yes
On your router, click Gateway > Firewall > IPv4 > Select Minimum Security (LOW)
No
Is the computer you are testing from connected to a VPN?
Yes
Turn off the VPN and get the proper WAN IP address that the miner is sitting on
No
Do you have AT&T Fiber?
Yes
Some have reported having to call ATT support to open port 44158/TCP. Call and ask them to open the port.
No
If you log into your router and look at the DHCP lease table, do you see your miner name twice
OR
Do you see two IP addresse listed for one miner?
Yes
Looks like you have Ethernet AND WiFi still connected.
Remove the wireless profile off the miner and reboot the miner.
Check to see if you still see two IP address. Double check your port forward IP
Yes
Is this your second time running through this workflow?
No
Go through the workflow a second time.
Yes
Is this your 3rd time running through this workflow with a closed message?
Reach out to the Helium Discord channel with the following info ready:
1. Full router model
2. Screenshot of your port forward
3. Name of your ISP