

# How to fix Ultraview not being able to retrieve ID.

The error of not displaying the ID on Ultraviewer will affect remote computer connections.

There are many reasons why UltraViewer might not be able to retrieve its ID, including using an outdated version, unexpected installation errors such as the device suddenly shutting down during installation, etc. These can all lead to UltraViewer not displaying the ID. Scroll down below; TipsMake.com has prepared several ways to fix the UltraViewer ID not displaying error for you. Give them a try!

## Instructions on how to fix ID errors on Ultraviewer

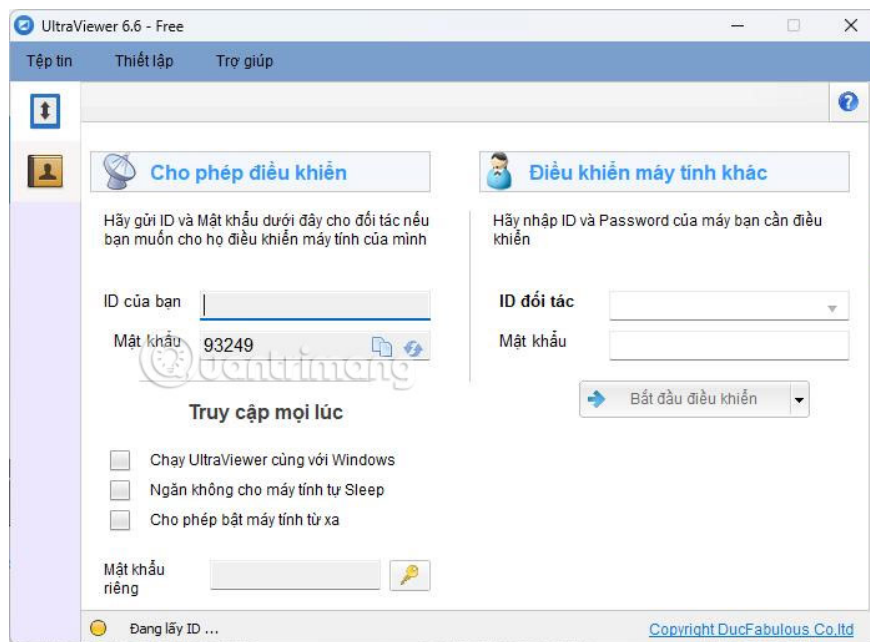
### Method 1: Update Ultraviewer

When you update to a new version, the developers will also fix the bugs in those updates. Please uninstall the current version and reinstall the new one, or update to the latest version. Download Ultraviewer using the link below.

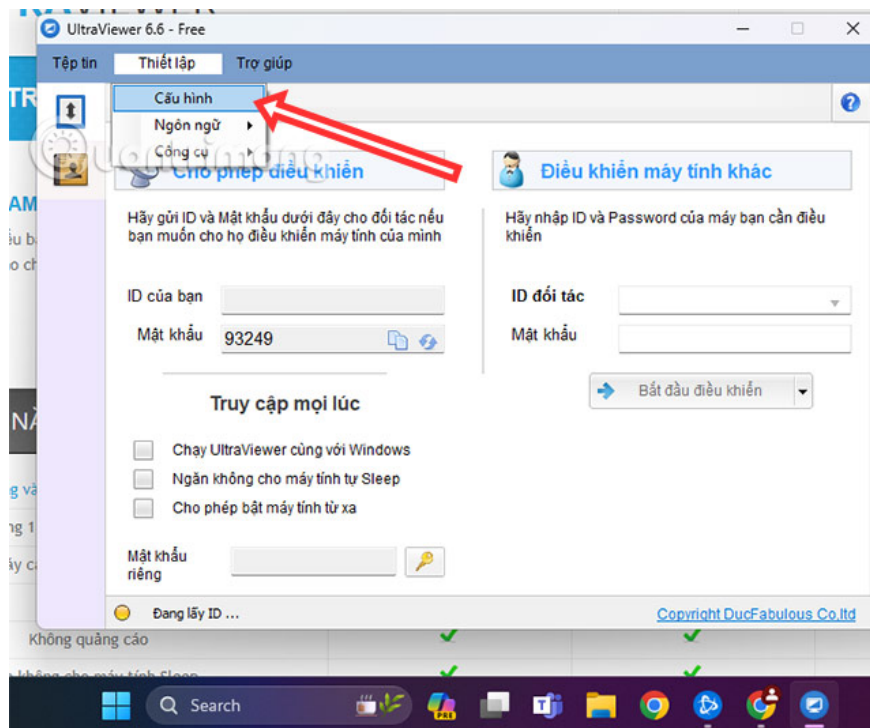
<https://www.ultraviewer.net/vi/download.html>

### Method 2: Adjust the Ultraviewer software configuration.

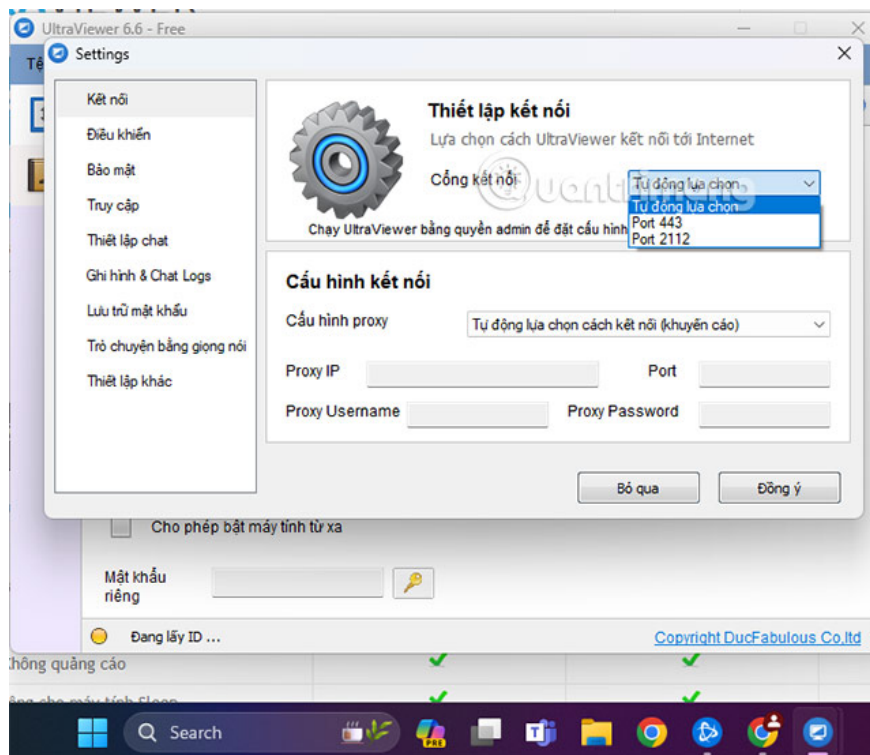
There are many reasons why the ID might not display when you start Ultraviewer, and there are many ways to fix it, but the simplest and most effective solution is to update to the latest version.



Then select Configure in the Settings section.



In the Connection Ports section, select **Port 2112** , and in the **Proxy Configuration** section, select **Connect directly to the internet** and click **OK** below. Then, restart Ultraviewer and check if the ID has reappeared.



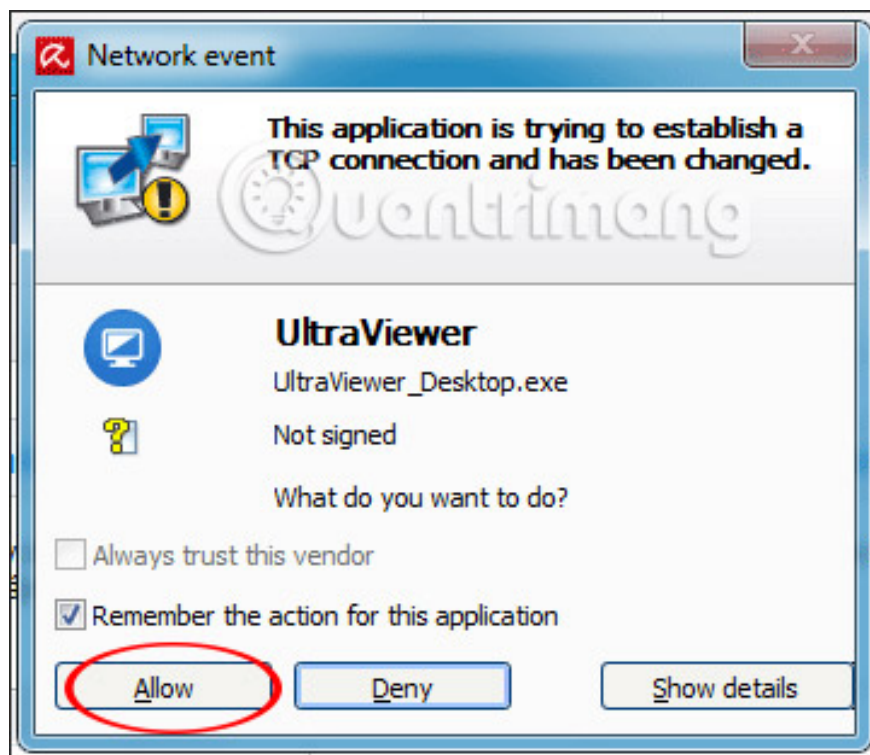
### Method 3: Fixing security software errors

Some security and antivirus software installed on computers can also cause ID loss errors when using Ultraviewer. In this case, the software considers Ultraviewer a dangerous component and blocks the network connection, resulting in the ID not being displayed.

If your computer **has AVG Internet Security installed**, installing Ultraviewer will display a message asking if you want to allow the software to use the internet, as shown in the image below. Users need to **select "Allow"** to agree. Note that you must access AVG Internet Security directly to see this message, as the software itself does not display it.



If using Avira, a message like the one below will appear; click on "Allow" to grant UltraViewer permission to connect to the internet.



Additionally, if you are using IP spoofing software or VPN software on your computer, you should turn it off and then restart Ultraviewer. A computer infected with a virus can also cause errors when using Ultraviewer. Use antivirus software to scan your computer, then restart Ultraviewer.

## Several reasons can cause the Ultra Viewer ID to fail to be retrieved.

1. **Unstable internet connection:** Like many other software programs, Ultra Viewer requires a stable internet connection to function properly and accurately. Only then will the ID be displayed.
2. **Outdated version:** Your Ultra Viewer version needs to be regularly updated to the latest version. This will help avoid many errors, including the error where the ID is not displayed.
3. **Application conflicts:** Similar to many other software programs, Ultra Viewer can also encounter problems if you have installed a program that conflicts with it. Usually, you will need to review your most recently installed software, uninstall it, and restart Ultra Viewer to see if the conflict is resolved. Additionally, firewalls can also conflict with this software, so if the conflict persists after uninstalling the program, try disabling your firewall.
4. **Software error:** This error, while rare, is not impossible and is usually caused by the software developer. If it's minor, you just need to uninstall and reinstall Ultra Viewer; if it's serious, you'll have to wait for the Ultra Viewer developers to fix it.
5. **Due to Ultra Viewer's server issues:** Server errors are something many people will encounter, and if you experience this, you just have to wait for the application developers to fix the bug.

If the above measures don't resolve the issue, you can contact Ultraview support for further assistance.

Above are some ways to fix the issue of the ID code not displaying when you install Ultraviewer. Ideally, when using Ultraviewer, you should disable antivirus software and firewall bypass programs, and use the latest version of the software.

Good luck with your project!

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