

Instructions on how to fix the issue of the ID not showing on Ultraviewer.

If Ultraviewer doesn't display the ID, you won't be able to connect to the remote computer. To fix this, try the solutions below.

This error prevents users from sending IDs to the other party, which would allow them to connect and access the computer remotely.

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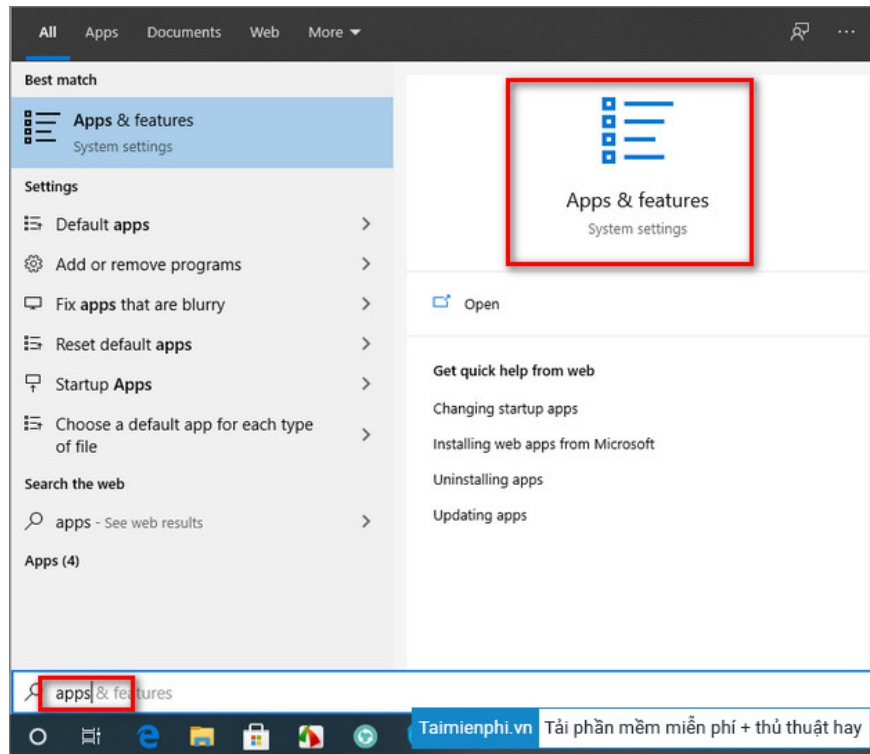
Method 1: Update to the latest version

The error might be caused by an outdated version. Please uninstall, download, and install the latest version to check.

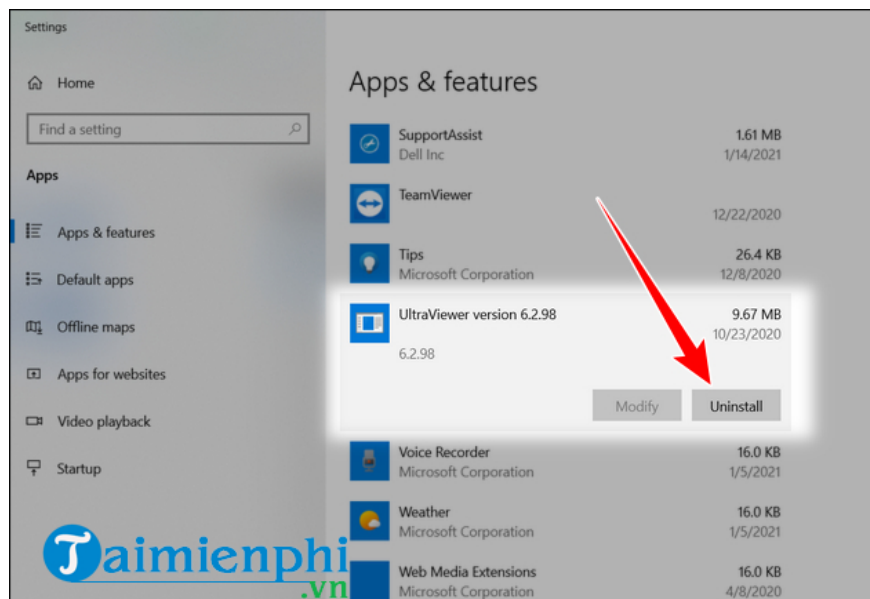
- On Windows 10 and 8:

Step 1: First, type "**Apps**" into the Search box on the Start Menu.

Step 2: In the results window, click to open the Apps & features window.



Step 3: In the Apps & Features window , find UltraViewer in the right-hand pane => **Uninstall** to remove it.

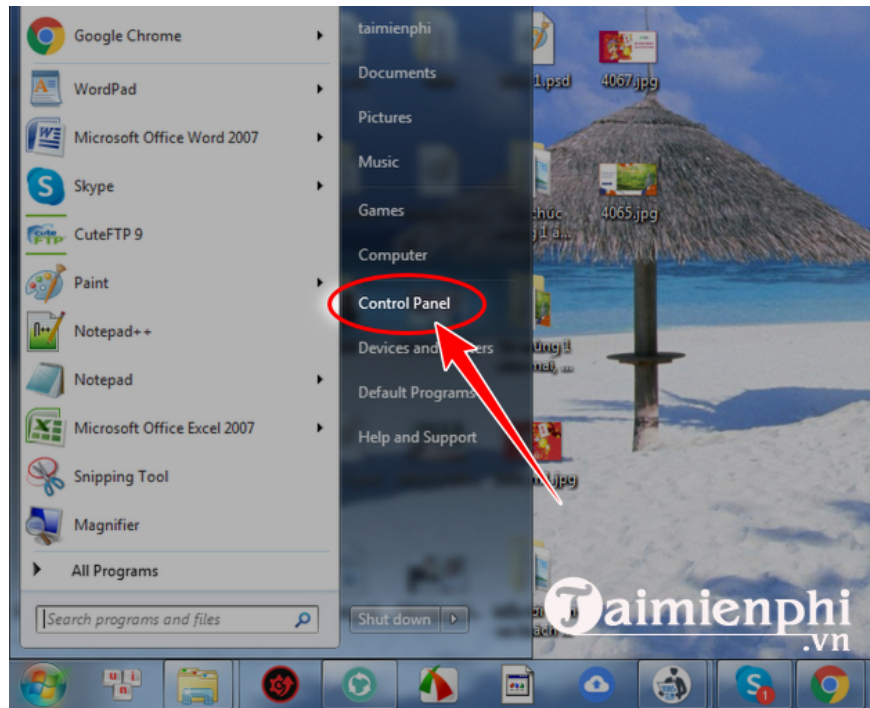


Step 4: Finally, download and install the latest version, and check if the error persists.

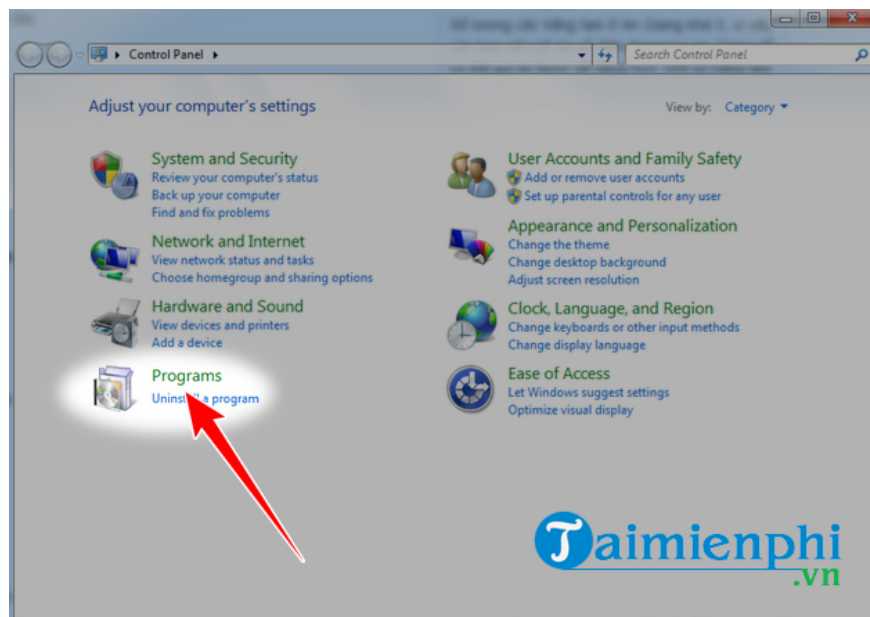
To download the latest version, please visit here:

- On Windows 7:

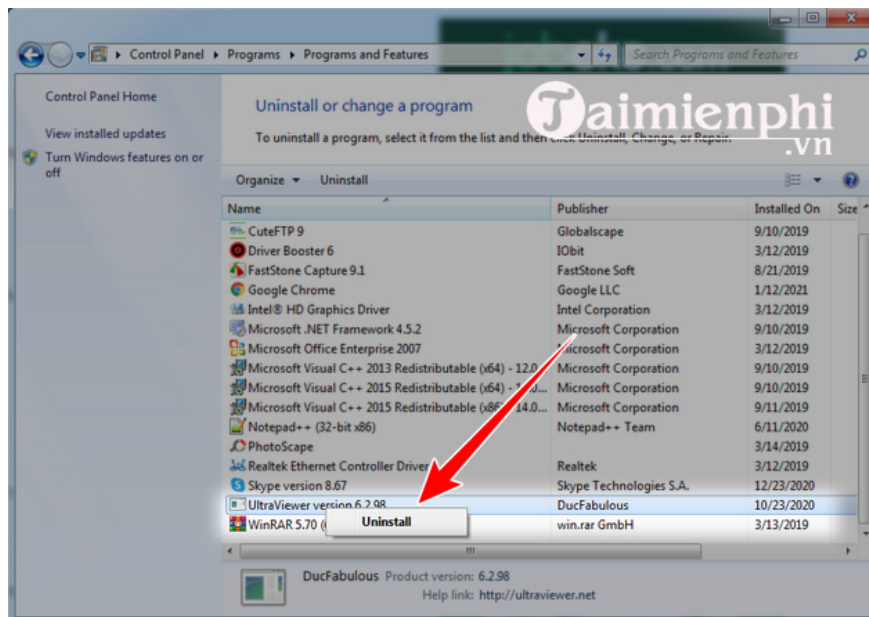
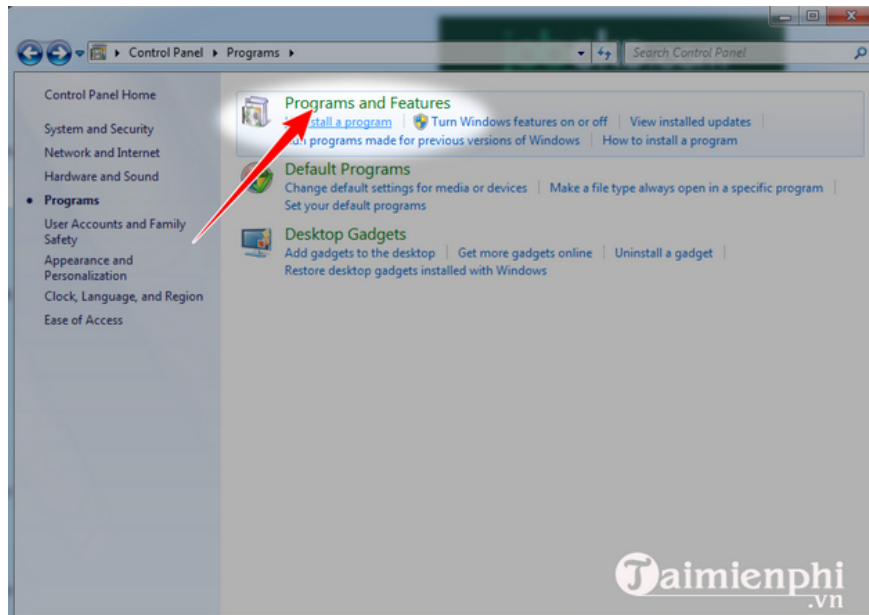
Step 1 : Click the **Start button** , then select **Control Panel**.



Step 2: In the Control Panel window, find and click **Programs**.

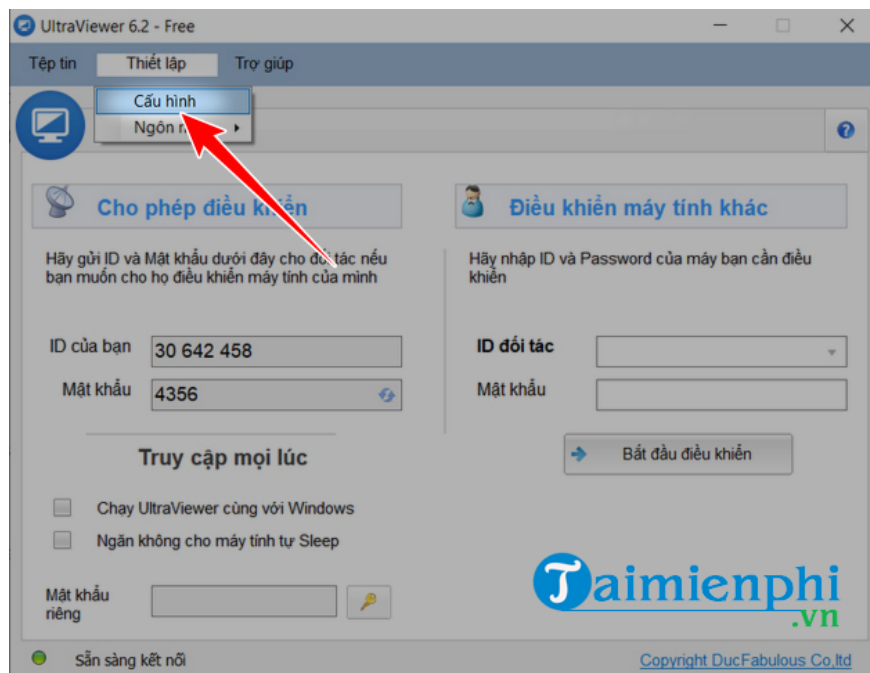


Step 3: In **Programs and Features** , find **UltraViewer** => **Uninstall** to remove it.

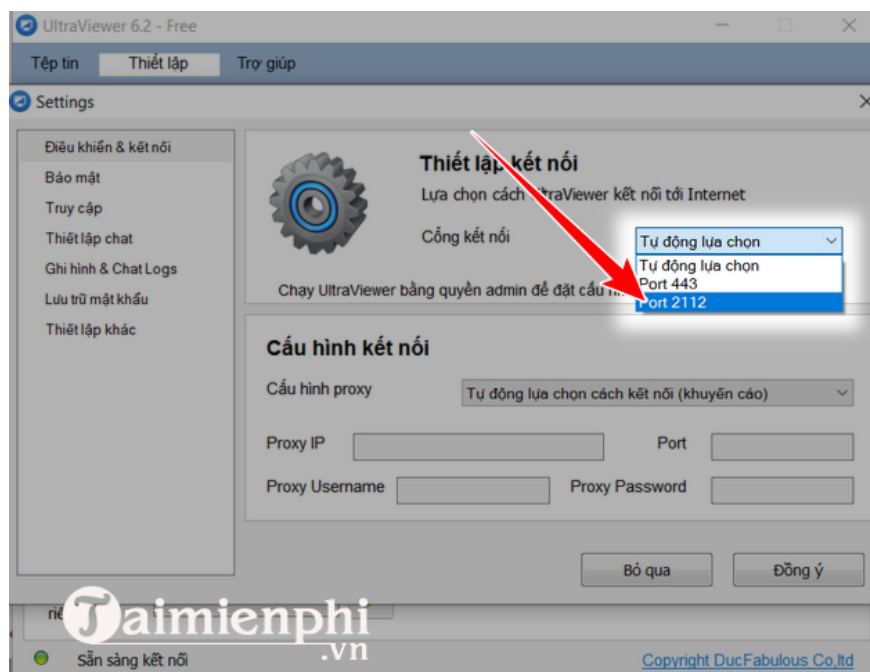


Method 2: Adjust Ultraviewer port

Step 1: On the UltraViewer main interface , click **Settings , then select **Configuration** .**



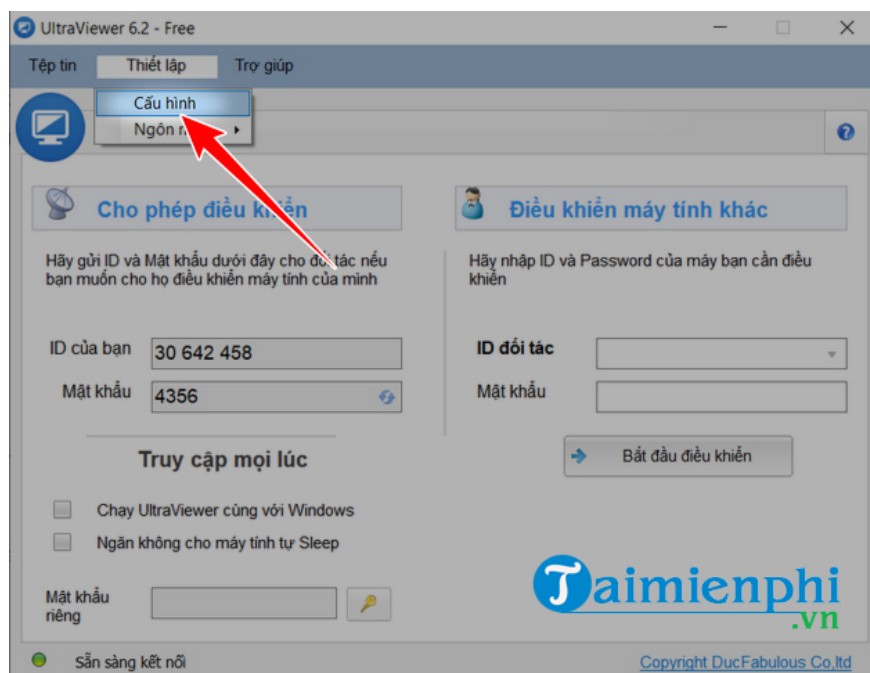
Step 2: In the **Ports** section, select **Port 2112** .



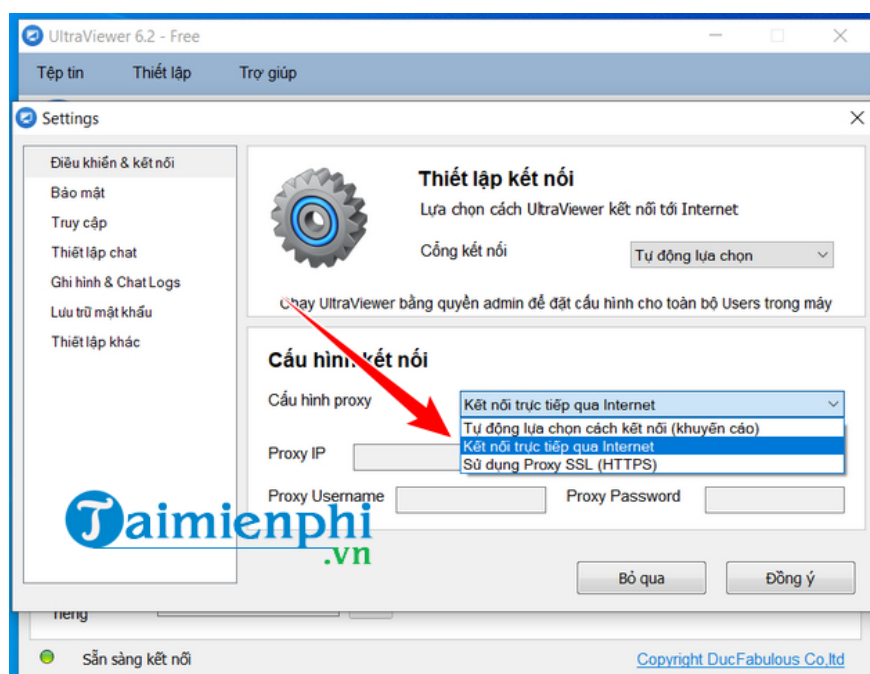
Step 3: After completion, restart the software and check if the ID error persists.

Method 3: Reset the Proxy configuration.

Step 1: On the UltraViewer main interface , click **Settings** , then select **Configuration** .



Step 2: In the menu next to **Configure proxy** in **Configuration** , select **Connect directly to the Internet** .



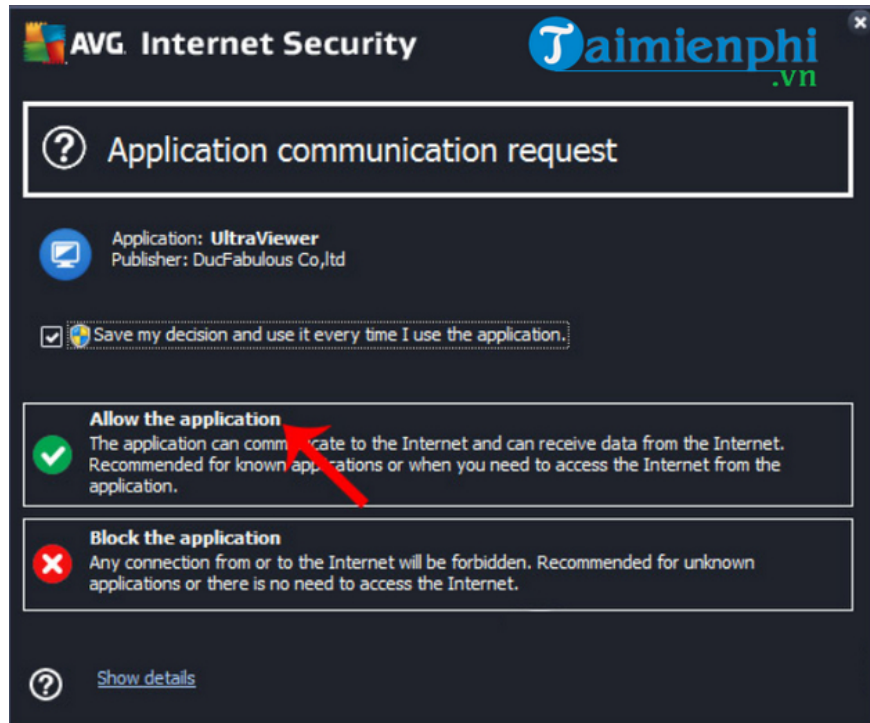
Step 3: Check if Ultraviewer is displaying the ID.

Method 4: Configure security software

Security or antivirus software may consider UltraViewer dangerous and block the network connection, preventing the ID from displaying.

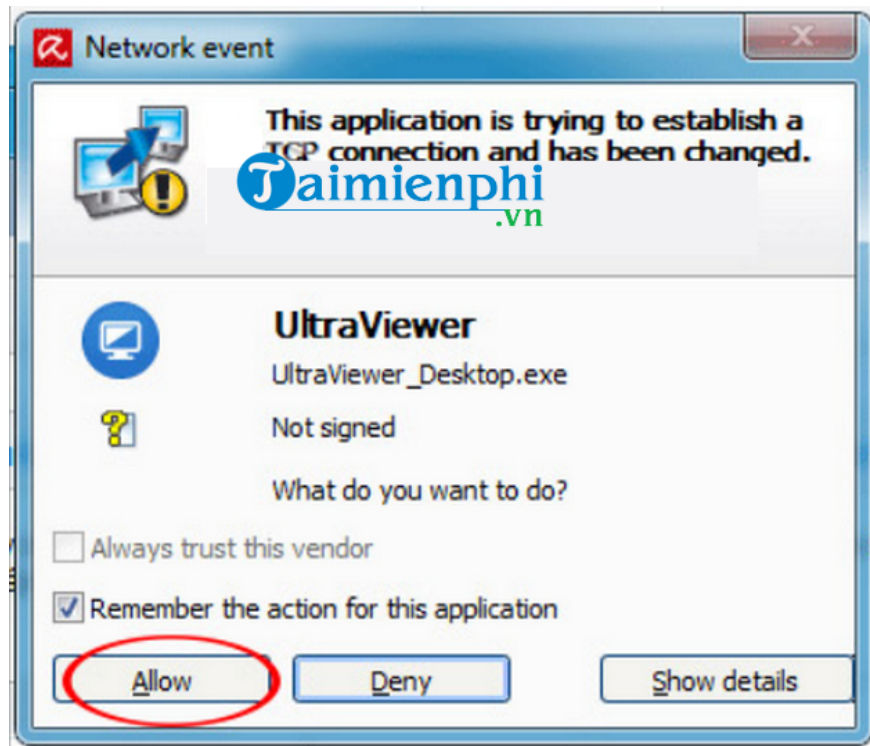
If you are using **AVG Internet Security** , when installing UltraViewer, you may receive a message requesting permission to access the Internet.

Press **Allow** to continue.



If AVG Internet Security doesn't display a notification, you need to open the software and check the settings.

Similarly, with Avira, when a notification appears on the screen, tap **Allow** to enable the internet connection and display the ID.



Above, TipsMake has guided you on how to fix the error where the ID doesn't appear on Ultraviewer. Additionally, if you have any further questions or need clarification, please leave your comments in the section below the article.

Additionally, you can also find more information on how to fix common Ultraviewer errors when remotely connecting to another computer [here](#).

As you know, both Ultraviewer and Teamviewer are fast, secure, and effective software programs for connecting to and controlling computers remotely. If you're using Ultraviewer but haven't tried Teamviewer yet, download it now and compare the two.

You finished reading the article "**Instructions on how to fix the issue of the ID not showing on Ultraviewer.**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.