

Video streaming in security-conscious settings (whitelisting)

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Due to either your own or your customer's IT and security requirements, you may need to take special care to avoid triggering firewalls, by pre-testing your connections and whitelisting IP addresses.

The information below is offered for your convenience and may change as a result of changes to third-party platforms mentioned (e.g. Vonage and Twilio).

AIRCast – Test the connection

To help prepare for trouble-free connection, Vonage offers this general pre-call test to evaluate network latency and bandwidth, and troubleshoot any potential problems: <https://tokbox.com/developer/tools/precall/>;

This Vonage guide is designed to help you allow connection even when either you or your attendees are on strict networks and/or devices: <https://tokbox.com/developer/guides/restricted-networks/>;

Whitelisting

For Vonage, there are recommended ports and domains to whitelist, and a number of other connectivity requirements. This article has more information:

<https://api.support.vonage.com/hc/en-us/articles/11117874324508-What-are-the-Vonage-Video-API-network-connectivity-requirements>;

The OnAIR portal has other domains that should remain unblocked (whitelisted) to help prevent connection problems. These are the minimum firewall access requirements:

*.video.wowza.com

[alias].eventsair.com

azurewebsites.net

cdn3.wowza.com

endpoint.twilio.com

eventlive.eventsair.com

eventsair.com

eventsairmobileaueprod.table.core.windows.net

global.vss.twilio.com

gstatic.com

mobile-endpoint.twilio.com

msecdn.net

onairprod.azurewebsites.net

onairprod.queue.core.windows.net

opentok.com

portalapp.eventlive.eventsair.com

sdkgw.us1.twilio.com

tokbox.com

twilio.com

vonage.com

windows.net

PLUS

Port 1935/1934 for RTMP (only if required)

Otherwise services do not use reserved ports and communicate over 80/443/8080/8443.

If you're using Twilio for meetings or live support, you should ensure the Twilio and Vonage domains listed above are whitelisted, and also use the Twilio network test:

networktest.twilio.com

Find out more about Twilio connectivity and bandwidth requirements here:

<https://help.twilio.com/articles/223180888-Twilio-Voice-JavaScript-and-Mobile-SDK-Network-Connectivity-and-Bandwidth-Requirements >
