

Ports and Firewall Requirements

Addressing Ports & Firewalls

On both the logger and client computers the Windows and third party firewalls should be disabled or configured to allow ports:

80, 2002, 4520, 8970, 9876, 4510, 10000 and 10999 in both UDP and TCP.

For Silverlight - TCP Port 943

If you are using SIP Invite or VoIP, the following ports should be made available:

This Information is from the following reference.

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_tech_note09186a00801a62b9.shtml

Primary: UDP/TCP 5060

Dst Port: 5555 UDP/TCP

RTP: 16384-32767 UDP

HTTPS and LOGMEIN: 443 TCP

SRC Port: 1111, 2222, 3333 UDP/TCP

RVAgent Ports

1- 1433 (SQL port)

2- 10999 (FT Server, file transfer)

3- 4530(recorder port)

4- 11000

5- 10998

These are some additional ports that may be required:

Port 5004 (UDP) – SIP signaling

Ports 8000-8019 (UDP) – for voice communication.

If using STUN, Port 10000 (UDP) – for communication and Port 3478 (TCP and UDP)

TeamViewer ITBrain is used to monitor the health of your system 24x7 by Revcord Support.

In general, TeamViewer will always work if surfing on the Internet is possible. Hence, no firewall configuration is required.

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As an alternative to port 80 HTTP, port 443 HTTPS is also being checked. In addition, it is also possible to open only port 5938 TCP on the outgoing side (required for mobile connections). Data traffic should then be able to pass through on this port without any problems.

You should also white list the domain for TeamViewer ITBrain, which is

<https://upload1tv.systemmonitor.eu.com>