

Network firewall or proxy server settings for Aventri Virtual Events

Overview

Aventri takes a standards-based approach to its use of technologies. While our Virtual Events product is no exception, it does leverage more modern web standards than simple HTTP/S.

Users attending Presentation sessions are the most common and therefore we've taken great care to ensure the requirements for these users are the least demanding. Users participating in a Collaborative meeting or that are a Speaker in a Presentation may sometimes encounter audio, microphone, camera sharing, and desktop sharing connectivity issues if they are behind restrictive firewalls. We are mitigating this through the use of STUN (<https://en.wikipedia.org/wiki/STUN>) and TURN (https://en.wikipedia.org/wiki/Traversal_Using_Relays_around_NAT) servers. Industry metrics show that about 14% of users are behind more restrictive firewalls. The use of STUN and TURN servers allows many of those users to work around their firewalls, however we should expect that 1-2% of all users will still face this issue. Unfortunately there is very little we can do to "fix" these user connections other than asking them to connect using a device (such as a mobile phone) outside of their restrictive firewall or to change their firewall and network configurations.

If a user is on a VPN, then they must enable split tunneling to make connections to our platform directly from their workstations via the browser. If this isn't possible, then the user's IT support will need to troubleshoot the connectivity issues within their own private network. As a last resort, we can try asking the user's network administrator to explicitly allow clients to initiate UDP connections through an ephemeral port in the range of 16,384 - 32,768 to any subdomain under the eventscloud.com domain.

Network Firewalls

To configure your network firewall, please see the following table. All rules should be applied both inbound and outbound.

Protocol	Port(s)	Source /Destination	Description	Requirement	Usage
TCP	80, 443 (TLS 1.2)	*.eventscloud.com	HTTP Access to Web Interface [RFC2818]	Strictly Required	Attendees, Speakers, Presenters
TCP & UDP	3478	*.eventscloud.com	Session Traversal Utilities for NAT (STUN) [RFC5389]	Optional based on end-user network, VPN, and firewall rules	Speakers, Presenters
TCP & UDP	16384 - 32768	*.eventscloud.com	Ephemeral WebRTC Connectivity [RFC7742]	Optional based on end-user network, VPN, and firewall rules	Speakers, Presenters
TCP & UDP	443 (TLS 1.2)	*.eventscloud.com	TURN over TCP, TURN over UDP [RFC5766]	Optional based on end-user network, VPN, and firewall rules	Speakers, Presenters