

ScreenScape Networks

Service Requirements for Restricted Networks

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Introduction

This information is provided to allow Network Security resources to understand and configure Network policies to allow access to ScreenScape Services over restricted networks. This information is subject to change without notice. It is recommended to configure whitelists by url names over IP address to limit the risk of changes impacting functionality.

Whitelisting

We recommend that a whitelist rule be configured for *.screenscape.com for both http/https protocol to allow access to the full suite of ScreenScape services.

ScreenManager Service

The ScreenManager application should be open to *.screenscape.com for both http/https

Specific URL

- http://screenscape.com
- http://manage.screenscape.com
- https://manage.screenscape.com
- http://hostedvideo.screenscape.com
- http://cdn.screenscape.com
- http://support.screenscape.com

SmartPlayer devices all platforms

The ScreenScape Connect or Smartbox should be open to *.screenscape.com for both http/https

Specific URL

- http://manage.screenscape.com
- https://manage.screenscape.com
- http://hostedvideo.screenscape.com
- http://cdn.screenscape.com
- http://deploy.screenscape.com
- http://messagingstorage.screenscape.com
- http://google.com

*ntp will be from *.pool.ntp.org or time.windows.com depending on the device*

Customer Support Remote Support and Management Access

The ScreenScape Connect or Smartbox should be open to *.screenscape.com for both http/https

- http://help.logmein.com/articles/en_US/FAQ/Whitelisting-and-LogMeIn

IP and Ports

If IP Port based rules are required, use the following:

ScreenManager Service

IPv4 Range	Port
65.17.211.192/26	TCP/80
65.17.211.192/26	TCP/443
Please add IP Address for AWS CloudFront and S3 http://docs.aws.amazon.com/general/latest/gr/aws-ip-ranges.html#aws-ip-download	TCP/80

SmartPlayer Devices All Platforms

IPv4 Range	Port
65.17.211.192/26	TCP/80
65.17.211.192/26	TCP/443
Please add IP Address for AWS CloudFront and S3 http://docs.aws.amazon.com/general/latest/gr/aws-ip-ranges.html#aws-ip-download	TCP/80
*	UDP/123

*ntp will be from *.pool.ntp.org or time.windows.com depending on the device*

Customer Support Remote Support and Management Access

http://help.logmein.com/articles/en_US/FAQ/Whitelisting-and-LogMein

Third Party Control

The ScreenScape service includes support for third party content services, such as YouTube and Webview. These services are available through ScreenScape on devices with unrestricted Internet access. Customers operating restricted networks who nevertheless wish to access third party content will need to add the necessary network rules, as determined by them for the content they wish to access, for third party content to function normally.