

# Lifesize Internet Access Requirements

## **Lifesize Cloud IP Address and Port Usage Changes**

As part of Lifesize's new cloud architecture, we are implementing a new mechanism for customers who want to whitelist access to the Lifesize cloud service from their network. The new architecture is designed to scale dynamically to always provide the best video conferencing experience for our customers.

Our previous policy around new public IP addresses used by Lifesize was to give customers 30 days of notice before new public IP addresses are put into production.

To continue improving our service and keep up with the demands of our increasing growth, we are changing our IP address policy. Modern public clouds allow us to deploy infrastructure quickly to meet customer growth and address maintenance needs. We need to be able to take advantage of those capabilities to meet the service level requirements of our customers.

Our new policy allows the Lifesize cloud service to change quickly without requiring customers to make frequent changes to their networking infrastructure.

### Web Service HTTP and HTTPS Traffic

For normal HTTP and HTTPS web traffic on standard ports, the preferred method for whitelisting is by wildcard domain name, specifically allowing outbound traffic to any \*.lifesizecloud.com and \*.lifesize.com URL in your web proxy server or equivalent networking appliance.

Lifesize will continue to list the subdomains it uses. Customers will be notified at least seven (7) days prior to an update of the subdomain list.

### Media and Other Traffic

For any element of the service that requires traffic other than HTTP and HTTPS, Lifesize will maintain a Domain Name Service (DNS) record that contains all of the public IP addresses for that service that have the same port requirements. Lifesize will update these DNS records with IP address changes as they occur. Customers can configure their firewalls once to query the DNS records and update their configuration dynamically as the DNS records are updated. Many firewalls have a different implementation of this capability. For example, Cisco ASA devices can be configured using the [FQDN ACL](#) feature.

The Time-To-Live (TTL) of the DNS records will be configured based on the expected frequency of changes to each service. While various firewalls can set the lifetime of a DNS

record rather than use the TTL, doing so will likely cause connectivity issues with the Lifesize cloud service and is not recommended.

All DNS records for Lifesize are hosted in the Route53 service in Amazon Web Services (AWS). AWS Route53 is deployed worldwide and provides a reliable, secure DNS implementation with excellent performance.

## **General Firewall and Web Proxy Settings**

The following table lists the required firewall and web proxy settings for:

- Lifesize systems and apps connected to the Lifesize cloud service
- Microsoft Skype for Business Online
- On-Premise Microsoft Lync 2013 and Skype for Business
- Third-party guest systems using SIP
- Third-party guest systems using H.323

Please configure your firewall to allow outbound access from your network to the following destinations and ports.

**Note:** The following ports assume a stateful firewall with symmetric UDP enabled.

Source IP	Source Ports	Destination IP	Destination Ports	Description
Any	TCP: any	*.lifesize.com, *.lifesizecloud.com, *.walkme.com, jwpsrv.com, ssl.p.jwpcdn.com, jwpltx.com, twilio.com, and cloudfront.net  <b>NOTE:</b> See <a href="#">Subdomains</a> for more information.	TCP: 80, 443	Lifesize web services and other web services used by Lifesize endpoints
Any	TCP: any UDP: any	fwa.lifesizecloud.com	TCP: 443, 3478 UDP: 443, 3478, 30000-32000	TURN service - point to point support for endpoints on different networks
Any	TCP: any UDP: any	fwb.lifesizecloud.com	TCP: 5060, 5061 UDP: 5060	SIP service
Any	UDP: any	fwc.lifesizecloud.com	UDP: 60000-65000	Media service
Any	TCP: any UDP: any	fwd.lifesizecloud.com	TCP: 40000-50000 UDP: 40000-60000	WebRTC relay service
Any	UDP: any	fwe.lifesizecloud.com	UDP: 10000-30000	Media relay service
Any	TCP: any	fwf.lifesizecloud.com	TCP: 443, 5222	Presence and chat service
Any client	TCP: any UDP: any	fwg.lifesizecloud.com	TCP: 30000-50000 UDP: 30000-50000	Microsoft Lync 2013 and Skype for Business gateway service
Edge server	TCP: 5061 UDP: 50000-59999	fwg.lifesizecloud.com	TCP: 5061 UDP: 30000-50000	Microsoft Lync 2013 and Skype for Business gateway service
Any	TCP: any UDP: any	fwh.lifesizecloud.com	TCP: 80, 443 UDP: 30000-32000	Tunnel service for web apps and desktop apps
Any	TCP: any UDP: any	fwl.lifesizecloud.com	TCP: 1720, 10000-28000 UDP: 10000-28000	H.323 service
Any	TCP: any UDP: any	fwj.lifesizecloud.com	TCP: 443, 1720, 5060, 5061, 10000-16000, 35061 UDP: 5060, 10000-28000	Existing call management node servers

## **Customer Specific Firewall and Web Proxy Settings**

If you have third-party integration for approved Cisco® and Polycom® devices, you will be provided with an H.460 server IP address.

Please configure your firewall to allow outbound access from your network to the following destinations and ports.

**Note:** The following ports assume a stateful firewall with symmetric UDP enabled.

<b>Source IP</b>	<b>Source Ports</b>	<b>Destination IP</b>	<b>Destination Ports</b>	<b>Description</b>
Third-party system	UDP: 1719	Lifesize H.460 server	UDP: 1719	H.460/RAS signaling
Third-party system	TCP: any	Lifesize H.460 server	TCP: 1720	H.460/H.225.0/Q.931 call setup signaling
Third-party system	TCP: any	Lifesize H.460 server	TCP: 20000-20200	H.460/H.245 call control signaling
Third-party system	UDP: any	Lifesize H.460 server	UDP: 6768, 6769	H.460.19 Multiplexed RTP/RTCP media. SRTP will be used if the 3rd party device is configured to use encryption.
Third-party system	TCP: any	ldapexport.lifesizecloud.com	TCP: 389	Authenticated LDAP (non-TLS) directory services
Third-party system	TCP: any	ldapexport.lifesizecloud.com	TCP: 636	Authenticated LDAPS (TLS) directory services
Third-party system	TCP: any	soapexport.lifesizecloud.com	TCP: 80	Authenticated SOAP (HTTP) directory services
Third-party system	TCP: any	soapexport.lifesizecloud.com	TCP: 443	Authenticated SOAP (HTTPS) directory services