ONSIGHT NOW

Onsight NOW
Firewall, Proxy & Security Settings
Configuration Guide

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Onsight NOW Firewall & Proxy Configuration Guide

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Table of Contents

1. Introduction

This guide provides instructions for configuring the firewall and proxy to allow Onsight Client devices to access Onsight NOW services through the service infrastructure. The guide specifies the required ports and whitelisting that must be configured, the individual network endpoints Onsight NOW communicates with and why, and additional considerations for specific regions.

Related information
Microsoft's Network recommendations

2. Network Recommendations

[1]Many factors can affect the quality of *Azure Communication Services (ACS)* when using real-time media, including audio, video, and application sharing. These factors include network quality and bandwidth, firewall, host, and device configurations.

Note: For the latest up-to-date information from Microsoft regarding network recommendations, please refer to Network recommendations.

Table 2-1 Web/HTTPS Proxy and SSL Inspection White Listing

Web/HTTPS Proxy and SSL Inspection	TCP, 443, HTTPS
1. Allow HTTPS traffic to *.onsightnow.com 2. Disable SSL inspection on the above traffic.	TCP, 443, HTTPS

2.1. Network Quality

[1]The quality of real-time media over *Internet Protocol (IP)* is impacted by the quality of the network connectivity that underlies it. The network connectivity is affected by the amount of:

- Latency
- Packet loss
- Inter-packet arrival jitter

Note: For the latest up-to-date information from Microsoft regarding network recommendations, please refer to Network recommendations > Network quality.

2.2. Network Bandwidth

[1] Please ensure your network is configured to support the bandwidth for concurrent media sessions of communication services and other business applications. Testing the end-to-end network path for bandwidth bottlenecks is critical to successfully deploying your multimedia communication services solution.

Table 2-2 JavaScript Software Development Kit (SDK) Bandwidth Requirements

Bandwidth	Use Case Scenarios
40 Kbps	Peer-to-peer audio calling.
500 Kbps	Peer-to-peer audio calling and screen sharing.
500 Kbps	Peer-to-peer quality video calling 360 pixels at 30 Frames per second (FPS).
1.2 Mbps	Peer-to-peer High Definition (HD) quality video calling with a resolution of HD 720 pixels at 30 FPS.
500 Kbps	Group video calling 360 pixels at 30 FPS.
1.2 Mbps	HD group video calling with a resolution of HD 720 pixels at 30 FPS.

1. **Microsoft**. (2023, March 9). Learn > Azure> Communication Services > *"Network recommendations"*. [1]This article summarizes how the network environment affects voice and video calling quality.

Table 2-3 Windows Android, and iPhone Operating System (iOS) SDK Bandwidth Requirements

Bandwidth	Use Case Scenarios
30 Kbps	Peer-to-peer audio calling.
130 Kbps	Peer-to-peer audio calling and screen sharing.
500 Kbps	Peer-to-peer quality video calling 360 pixels at 30 FPS.
1.2 Mbps	Peer-to-peer HD-quality video calling with a resolution of HD 720 pixels at 30 FPS.
1.5 Mbps	Group video calling 1080 pixels at 30 FPS.
500 Kbps/1 Mbps	Group video calling.
1 Mbps/2 Mbps	HD group video calling with a resolution of 540-pixel videos on a 1080-pixel screen.

Note: For the latest up-to-date information from Microsoft regarding network bandwidth recommendations, please refer to Network recommendations > Network bandwidth.

2.3. Firewall Configuration

[1]Communication Services connections require internet connectivity to specific ports and IP addresses to deliver high-quality multimedia experiences. Without access to these ports and IP addresses, Communication Services can still work. Ensuring the suggested ports and IP ranges are open will provide the best experience.

Important: Please consider adding *.onsightnow.com to your whitelist during validation. If not, kindly advise your users to disable their local machine firewalls, proxies, etc.

Public Cloud Firewall Configuration

Category	IP Ranges or Fully Qualified Domain Name (FQDN)	Ports
Media traffic	Range of Azure public cloud IP addresses 20.202.0.0/16. The above range is the IP address range on either the Media processor or ACS TURN service.	UDP 3478 through 3481, TCP ports 443
Signaling, telemetry, registration	*.skype.com, *.microsoft.com, *.azure.net, *.azure.com, *.office.com	TCP 443, 80

U.S. Government Community Cloud (GCC) High Customers

Category	IP Ranges or FQDN	Ports
Media traffic	52.127.88.0/21, 52.238.114.160/32, 52.238.115.146/32, 52.238.117.171/32, 52.238.118.132/32, 52.247.167.192/32, 52.247.169.1/32, 52.247.172.50/32, 52.247.172.103/32, 104.212.44.0/22, 195.134.228.0/22	UDP 3478 through 3481, TCP ports 443
Signaling, telemetry, registration	*.gov.teams.microsoft.us, *.infra.gov.skypeforbusiness.us, *.online.gov.skypeforbusiness.us, gov.teams.microsoft.us	TCP 443, 80

Note:

1. This information is subject to Microsoft and can change.
2. For the latest up-to-date information from Microsoft regarding network firewall configuration, please refer to Network recommendations > Firewall configuration.

Onsight NOW Endpoints by Component

The table below lists every individual endpoint that an Onsight NOW client may contact, organized by the component that uses it and the purpose it serves. This supplements the wildcard ranges above with the specific hosts observed in the product today, so that a firewall or proxy administrator can make an informed decision about what to allow, rather than allowing broad wildcard ranges.

Endpoint	Component	Purpose
Onsight NOW Application & Login		
app.onsightnow.com (HTTP, redirect only)	Onsight NOW client	Redirects insecure HTTP requests to the secure HTTPS application URL.
app.onsightnow.com	Onsight NOW client	Primary web application endpoint used by the Onsight NOW client.
login.onsightnow.com	Onsight NOW client	User sign-in / authentication endpoint for Onsight NOW.
<brand>-app.onsightnow.com (e.g. iveco-app.onsightnow.com)	Onsight NOW client	Branded application URL used for customers with a co-branded deployment.
ls-prd-eastus-onsightnow-outlook-addin-svc.azurewebsites.net	Onsight NOW client	API service supporting the Onsight NOW Outlook add-in.
api64.ipify.org	Onsight NOW client	Public IP address detection service, used only for network diagnostics reporting.
Authentication & Identity (Microsoft)		
login.live.com	Microsoft identity platform	Standard Microsoft consumer sign-in endpoint.
login.microsoftonline.com	Microsoft identity platform	Standard Microsoft Entra ID (Azure AD) sign-in endpoint.
aadcdn.msauth.net / aadcdn.msauthimages.net / aadcdn.msftauth.net	Microsoft identity platform	Static assets (styling, images) used by the Microsoft sign-in experience.
appsforoffice.microsoft.com	Microsoft identity platform	Standard Microsoft Office add-in platform endpoint.
Real-Time Communication (Azure Communication Services / Microsoft Teams infrastructure)		
global.mtgw.prod.communication.microsoft.com	Azure Communication Services (ACS)	Media/gateway routing for real-time audio, video, and screen sharing.
go.trouter.communication.microsoft.com / go.trouter.teams.microsoft.com	ACS	Signaling relay ("trouter") used to establish and maintain real-time sessions.
pub-ent-usea-09-t.trouter.teams.microsoft.com and similar pub-ent-*-t.trouter.teams.microsoft.com hosts	ACS	Regional signaling relay endpoints; the specific hostname used depends on which datacenter region serves the session.
registrar.communication.microsoft.com	ACS	Registers the client with the communication service.
auth.relay.communication.microsoft.com	ACS	Authentication relay for communication sessions.
ecs.communication.microsoft.com	ACS	Experimentation/configuration service used to deliver service configuration to the client.
ls-prd-eastus-onsightnow-commsvc.communication.azure.com	ACS	Librestream's dedicated Azure Communication Services resource for Onsight NOW calling.
api.flightproxy.skype.com / api.flightproxy.teams.microsoft.com	ACS	Standard Microsoft calling infrastructure endpoints.

config.teams.microsoft.com	ACS	Delivers Microsoft Teams platform configuration used by the calling SDK.
teams.microsoft.com / teams.events.data.microsoft.com	ACS	Microsoft Teams infrastructure and event telemetry used by the calling SDK.
canadaeast1-mediap.svc.ms and other <region>-mediap.svc.ms hosts	ACS	Location-dependent media processing endpoint; the specific hostname depends on session region.
Embedded Analytics & Reporting (Power BI)		
api.powerbi.com / app.powerbi.com / appsource.powerbi.com / pbivisuals.powerbi.com	Embedded Power BI	Standard Microsoft Power BI service endpoints used to render embedded analytics dashboards.
<tenant-id>.pbidedicated.windows.net	Embedded Power BI	Dedicated Power BI capacity endpoint for the tenant hosting embedded reports.
content.powerapps.com	Embedded Power BI	Supporting Power Platform content endpoint used by embedded reports.
content.appanalytics.librestream.com / data.appanalytics.librestream.com	Librestream analytics	Librestream-hosted analytics endpoints used to display in-app usage dashboards.
wabi-canada-central-redirect.analysis.windows.net	Embedded Power BI	Standard Microsoft Power BI redirect endpoint.
Telemetry & Diagnostics		
dc.services.visualstudio.com	Application Insights	Standard Microsoft Application Insights telemetry ingestion endpoint.
eastus-1.in.applicationinsights.azure.com	Application Insights	Regional Application Insights telemetry ingestion endpoint.
js.monitor.azure.com	Azure Monitor	Delivers the Azure Monitor JavaScript SDK used for client-side telemetry.
<project-id>.ingest.us.sentry.io	Sentry	Error/crash reporting telemetry endpoint.
Deep Linking Services		
app.link	Branch (deep linking)	Generates and resolves deep links that open a specific screen in the Onsight NOW mobile app (for example, from an emailed invitation).
api2.branch.io / cdn.branch.io	Branch (deep linking)	Supporting API and content-delivery endpoints for the deep-linking service above.
Some corporate and national firewalls classify app.link and branch.io as suspicious because the domains are shared across many software vendors' deep-linking traffic. If your organization blocks these domains by reputation/category rather than by explicit rule, add an explicit allow entry for the FQDNs above.		
Fonts & Content Delivery Networks		
fonts.googleapis.com / fonts.gstatic.com	Google Fonts	Loads web fonts used by the Onsight NOW web application's user interface.
cdn.jsdelivr.net	Open-source CDN	Delivers open-source JavaScript libraries used by the web application.
Customer-Specific / Optional Endpoints		
librestream.sharepoint.com	Customer integration	Present only for specific customer integrations (for example, SharePoint-based document access for a named customer).

2.4. Regional Requirements

In addition to the general firewall configuration above, the following region-specific considerations apply.

Mainland China

Onsight NOW currently depends on a small number of external content-delivery endpoints that are not consistently reachable from within mainland China due to national network restrictions. Specifically:

- fonts.googleapis.com and fonts.gstatic.com (Google Fonts) – used to load web fonts for the Onsight NOW user interface.
- cdn.jsdelivr.net (open-source CDN) – used to deliver open-source JavaScript libraries.

If these domains cannot be reached, the Onsight NOW web application will still function, but may fall back to a default system font and could experience longer initial load times. Customers deploying Onsight NOW in mainland China should confirm with their network administrator whether these domains are reachable, and should contact Librestream Support if they require guidance for their specific network environment.

Other Regions

For deployments in the European Union, United Kingdom, and other regions not called out above, the Public Cloud firewall configuration above applies without modification. Customers subject to data residency or sovereign-cloud requirements should contact Librestream Support to confirm which service region will host their deployment.

3. Push Notifications

When Onsight NOW is running in the background on Android and *iOS* devices, it utilizes push notifications to deliver notifications of an Incoming call.

Apple push notifications require that your firewall allow outbound connections to *Transmission Control Protocol - Internet Protocol (TCP-IP)* ports 5223, 2197, and 443 on the entire 17.0.0.0/8 address block. If this is not enabled, Onsight Connect won't receive push notifications and calls when the app is in the background or isn't running. For more information, please visit:

https://support.apple.com/en-ca/HT203609

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Google's Firebase Cloud Messaging (push notifications) uses *TCP* ports 443, 5228, 5229, and 5230 for incoming messages. For details, refer to https://firebase.google.com/docs/cloud-messaging/concept-options

4. Full URL Reference

The following table lists every endpoint referenced in this guide, in a single flat list, for convenience when configuring an allow-list.

URL	Comment
http://app.onsightnow.com	For redirect only
https://app.onsightnow.com	Standard URL
https://login.onsightnow.com	Login
https://iveco-app.onsightnow.com	Branded URL (example)
https://ls-prd-eastus-onsightnow-outlook-addin-svc.azurewebsites.net	API service
https://api64.ipify.org	Public IP detection service for reporting
https://login.live.com	Standard MS
https://login.microsoftonline.com	Standard MS
https://aadcdn.msauth.net	Standard MS
https://aadcdn.msauthimages.net	Standard MS
https://aadcdn.msftauth.net	Standard MS
https://appsforoffice.microsoft.com	Standard MS
https://global.mtgw.prod.communication.microsoft.com	ACS
https://go.trouter.communication.microsoft.com	ACS
https://go.trouter.teams.microsoft.com	ACS
https://pub-ent-usea-09-t.trouter.teams.microsoft.com	ACS
https://pub-ent-usea2-18-t.trouter.teams.microsoft.com	ACS
https://pub-ent-usnc-08-t.trouter.teams.microsoft.com	ACS
https://pub-ent-ussc-14-t.trouter.teams.microsoft.com	ACS
https://registrar.communication.microsoft.com	ACS
https://auth.relay.communication.microsoft.com	ACS
https://ecs.communication.microsoft.com	ACS
https://ls-prd-eastus-onsightnow-commsvc.communication.azure.com	ACS
https://api.flightproxy.skype.com	Standard MS
https://api.flightproxy.skype.com/api	Standard MS
https://api.flightproxy.teams.microsoft.com	Standard MS
https://config.teams.microsoft.com	Standard MS
https://teams.microsoft.com	MS Teams
https://teams.events.data.microsoft.com	MS Teams
https://canadaeast1-mediap.svc.ms	Standard MS (location dependent)
https://api.powerbi.com	Standard MS
https://app.powerbi.com	Standard MS
https://appsource.powerbi.com	Standard MS
https://pbivisuals.powerbi.com	Embedded Power BI
https://9576051adee04014a2f619ba6bfbea09.pbidedicated.windows.net	Embedded Power BI (example tenant ID)
https://content.powerapps.com	Embedded Power BI
https://content.appanalytics.librestream.com	Embedded Power BI
https://data.appanalytics.librestream.com	Embedded Power BI
https://wabi-canada-central-redirect.analysis.windows.net	Standard MS
https://dc.services.visualstudio.com	Telemetry
https://eastus-1.in.applicationinsights.azure.com	Standard MS

https://js.monitor.azure.com	Azure Monitoring JS SDK
https://o4509323319967744.ingest.us.sentry.io	Telemetry (example project ID)
https://app.link	Deeplinking
https://api2.branch.io	Deeplinking
https://cdn.branch.io	Deeplinking
https://fonts.googleapis.com	Google Fonts
https://fonts.gstatic.com	Google Fonts
https://cdn.jsdelivr.net	Open-source CDN
https://librestream.sharepoint.com	Customer-specific SharePoint integration

This list reflects the endpoints in use at the time of publication and may change as the product evolves. Refer to the Firewall Configuration section above for the endpoints grouped by component and purpos

5. Contact Support

If you require help, please contact Librestream's technical support team, access our support portal, and access our support site for documentation and software updates.

Related information
Just-in-Time Training Materials
Support

Appendix

Glossary

Application Programming Interface

An Application Programming Interface (API) represents a set of rules that define how applications and devices can connect and communicate with each other.

Application Programming Interface (API)

API

Azure Communication Services

Azure Communication Services (ACS) represent cloud-based services that utilize REST *Application Programming Interface (API)*s and client library Software Development Kits (SDKs) to integrate voice, video, chat, and Short Message Service (SMS) across all of your applications.

Azure Communication Services (ACS)

ACS

Domain Name Server

A Domain Name Server (DNS) translates a computer's hostname into a unique *IP* address.

Domain Name Server (DNS)

DNS

Frames per Second

The rate at which consecutive images (frames) appear on a video screen or stream.

Frames per Second (FPS)

Frame Rate

FPS

Fully Qualified Domain Name

A Fully Qualified Domain Name (FQDN) is the complete address and exact location of an internet host or computer within a *Domain Name Server (DNS)*.

Fully Qualified Domain Name (FQDN)

FQDN

High Definition

High Definition (HD) refers to the amount of image detail in pixels (px) for television, film, and video images and is typically delivered within a 16:9 aspect ratio. HD resolution is considered 720 to 1080 px at 30 frames per second (FPS).

High Definition (HD)

HD

Internet Protocol

Internet Protocol (IP) represents a unique string of characters that identifies each device on a network using an Internet Protocol address.

Internet Protocol (IP)

IP

iOS

The operating system for Apple mobile devices such as an iPhone and iPad.

iOS

Media

Video, audio, and data content which is delivered via streaming in an Onsight session.

Network Address Translation

Network Address Translation (NAT) is a method for mapping multiple local private addresses to a public address before transferring information.

Network Address Translation (NAT)

NAT

Software Development Kit

A Software Development Kit (SDK) is a package that includes all the necessary software development tools for third-party developers to write applications for a specific platform or programming language.

Software Development Kit (SDK)

SDK

Transmission Control Protocol

Transmission Control Protocol (TCP) - Internet Protocol (IP) is a communications standard that enables computers to communicate by sending and receive messages over a network such as the internet.

Transmission Control Protocol - Internet Protocol (TCP-IP)

TCP

Traversal Using Relays around NAT

Traversal Using Relays around *Network Address Translation (NAT)* (TURN) is a protocol for sending and receiving data through an intermediary server.

Traversal Using Relays Around NAT (TURN)

TURN

User Datagram Protocol

User Datagram Protocol (UDP) is a light-weight protocol that runs on top of the Internet Protocol (IP) and transmits datagrams (Independent, self-contained messages) over a network.

User Datagram Protocol (UDP)

UDP