

MeetingPlay Virtual Platform Firewall Requirements

Please verify that the following URLs are allowed to be requested from within your company's network/VPN/firewall. If any are unreachable, add the URLs to your company's whitelist to allow the URL to be requested. We also include the ports that will be used, these likewise need to be set to allow or approved to prevent any portion of the platform from being blocked.

Event app:

*.mpeventapps.com (ports 80 and 443)

Please try <https://demo.mpeventapps.com> to verify that the firewall is configured properly.

Video:

The following URLs will return "Not found" in the browser if firewall is configured properly:

<https://mr-meetingplay-amd.akamaized.net> (port 443)

<https://mr-a.akamaihd.net> (port 443)

Images and Assets:

The following will return a JSON-formatted that will indicate that Access is Denied if firewall is configured properly:

<https://mplay-cdn.s3.amazonaws.com> (port 443)

Video Chat:

Add the following destination domains and the corresponding ports to the firewall whitelist:

.agora.io

.edge.agora.io

.agorao.cn

.edge.agorao.cn

Destination ports	Port type	Operation
80; 443; 3433; 4700 - 5000; 5668; 5669; 6080; 6443; 8667; 9667; 30011 - 30013 (for RTMP converter)	TCP	Allow
3478; 4700 - 5000	UDP	Allow

Testing Agora Connectivity

To test connectivity and quality of Video Chat for event speakers, visit the following URL from their browser. There are two options to select before starting the test:

- Cloud Proxy: Disable
- Proxy Mode: Default

https://webdemo.agora.io/agora_webrtc_troubleshooting_mp4stream/

If the connectivity piece of that is successful, everything is good. Stop here.

If the connectivity piece of that is NOT successful, please verify the whitelist in the firewall and the ports for both TCP and UDP.

After verifying the setup, if the connectivity is still not good, retry the test URL with the following settings:

- Cloud Proxy: Enable
- Proxy Mode: Default

If connectivity is good in that scenario, please notify MeetingPlay so we can adjust the application to use Agora's Cloud Proxy.

NOTE: Using Cloud Proxy should be a last resort after double/triple checking the firewall rules. Using Cloud Proxy will likely result in lower quality video and higher latency.