
Lifesize Cloud Opening Ports

If Cloud clients (including Icon) have trouble connecting to the Cloud service, ensure your network is configured properly.

If you have configured a **web proxy**, confirm that the following domains are whitelisted:
lifesizecloud.com, jwpsrv.com, jwcdn.com, jwpltx.com, and cloudfront.net.

Note: Symmetric UDP is required.

For a list of IP addresses Lifesize Cloud uses, sign in to the web console and open :
Advanced Settings > Network

IP Adresses Lifesize Cloud

169.57.7.200
192.155.215.197
23.246.195.8
50.97.60.166
169.38.84.49
184.173.213.195
5.153.63.162
159.122.152.111
168.1.68.251
169.55.87.188
169.53.184.72
169.57.160.228
159.122.100.42
169.45.75.100
119.81.134.226
5.10.105.200

Destination Ports

Confirm your firewall allows outbound access from your network to the following destination ports

Protocol	Source IP	Source Port	Destination IP	Destination Port	Description
TCP	Any	Any	Whitelist domain lifesizecloud.com	80	http: App Download and updates NOTE: Redirects to web console download page
TCP	Any	Any	Whitelist domain lifesizecloud.com	443	HTTPS: Cloud desktop, web app, and provisioning
TCP	Any	Any	Whitelist domains jwpsrv.com, jwpcdn.com, jwpltx.com, and cloudfront.net	443	HTTPS: Cloud app streaming and playback
TCP	Any	Any	Whitelist domains primlb.lifesizecloud.com and primpps.lifesizecloud.com	5222	HTTPS: Cloud desktop chat, mobile chat. If 5222 is not available, use 443 (see next line).
TCP	Any	Any	Whitelist domains primlb.lifesizecloud.com, primpps.lifesizecloud.com	443	HTTPS: Cloud desktop chat, mobile chat
TCP	Any	Any	Public IP addresses listed in web console > Advanced Settings > Network	35060/35061	Cloud app signaling (SIP/TLS)
UDP	Any	Any	Public IP addresses listed in web console > Advanced Settings > Network	10000/28000	RTP media

SIP Systems

Confirm your firewall allows outbound access from your network to the following destination ports. Static NAT and inbound ports may also be required. Check the manufacturers specifications.

Protocol	Source IP	Source Port	Destination IP	Destination Port	Description
TCP/UDP	Any	Any	Public IP addresses listed in web console > Advanced Settings > Network	5060/5061	SIP/TLS
UDP	Any	Any	Public IP addresses listed in web console > Advanced Settings > Network	10000/28000	RTP media

H.323 Systems

Confirm your firewall allows outbound access from your network to the following destination ports. Static NAT and inbound ports may also be required. Check the manufacturers specifications.

Protocol	Source IP	Source Port	Destination IP	Destination Port	Description
TCP	Any	Any	Public IP addresses listed in web console > Advanced Settings > Network	1720	H.225 : call signaling
TCP	Any	Any	Public IP addresses listed in web console > Advanced Settings > Network	10000/16000	H.245: control channel
UDP	Any	Any	Public IP addresses listed in web console > Advanced Settings > Network	10000/28000	