Opening ports

If Cloud clients (including Icon) have trouble connecting to the Cloud service, try opening firewall ports to and from your local node.

To determine your local node's IP addresses, ping lifesizecloud.com. Alternately, **sign in** to the web console and click ⚙ (upper right). The node's IP addresses appear in **Node Address**. Consider also whitelisting *.lifesizecloud.com and emails that originate from lifesize.com.

NOTE: Symmetric UDP is required.

For Cloud clients, open these ports:

Protocol	Source IP	Source Port	Destination IP	Destination Port	Description
TCP	Any	Any	Public IP addresses on any Cloud node on **lifesizecloud.com**	80	HTTP: Cloud client download **NOTE**: Redirects to web console download page
TCP	Any	Any	Public IP addresses on any Cloud node on **lifesizecloud.com**	443	HTTPS: Cloud client provisioning
TCP	Any	Any	Public IP addresses on any Cloud node on **lifesizecloud.com**	35060/35061	Cloud client signaling (SIP/TLS)
UDP	Any	Any	Public IP addresses on any Cloud node on **lifesizecloud.com**	10000-16000	RTP media

Read more about Microsoft Lync Federation with Lifesize Cloud.

For SIP systems, open these ports in addition to the ports listed in the first table:

Protocol	Source IP	Source Port	Destination IP	Destination Port	Description
TCP/UDP	Any	Any	Public IP addresses on any Cloud node on **lifesizecloud.com**	5060/5061	SIP/TLS

For H.323 systems, open these ports in addition to the ports listed in the first table:

Protocol	Source IP	Source Port	Destination IP	Destination Port	Description
TCP	Any	Any	Public IP addresses on any Cloud node on **lifesizecloud.com**	1720	H.225: call signaling
UDP	Any	Any	Public IP addresses on any Cloud node on **lifesizecloud.com**	1719	H.225: RAS
TCP	Any	Any	Public IP addresses on any Cloud node on **lifesizecloud.com**	10000-16000	H.225: control channel