Using Polycom Video-Conferencing Systems with Firewalls

Firewalls

A firewall protects an organization's network by controlling data traffic from outside the network.

Unless the firewall is designed to work with H.323 videoconferencing equipment, it will prevent successful videoconferencing because it does not allow unsolicited data to enter the network.

Configuring for Use with Firewalls

The following ports must be opened in the firewall and assigned to the videoconferencing endpoint(s):

- Port 389 (TCP): For ILS registration
- Port 1503 (TCP): Microsoft NetMeeting T.120 data sharing
- Port 1718 (UDP): Gatekeeper discovery
- Port 1719 (UDP): Gatekeeper RAS (Must be bi-directional)
- Port 1720 (TCP) H.323 Call setup (Must be bi-directional)
- Port 1731 (TCP): Audio call control (Must be bi-directional)
- Ports 3230-3235 (TCP/UDP): Signaling and control for audio, call, video and data/FECC
- Port 3603 (TCP): ViaVideo Web interface (ViaVideo users only)

This information can be found on the Polycom.com Website at

http://eknowledge.polycom.com/SRVS/CGI-BIN/WEBCGI.EXE/,/?St=28,E=0000000000001876162,K=2875,Sxi=12,Case=obj(32779)

Using Polycom PVX with Windows XP when the Windows Internet Connection Firewall is enabled

Enabling Windows XP's Internet Connection Firewall can interfere in PVX's ability to place or receive video calls.

Complete the following steps to correct:

1. In Control Panel (**Start** > **Control Panel**) open **Network Connections**.
2. If more than one LAN or High-Speed Internet connection is present, choose the one that is used with the PVX. This will most likely be the same connection that the PC uses for general IP traffic. This process may need to be applied to all connections.
3. In **Local Area Connection Properties**, select **Advanced.**
4. Clear the **Internet Connection Firewall** option.

If a Firewall is still required, an external or software firewall with the ability to open specific ports for H.323 traffic is recommended.

This information can be found on the Polycom.com website at:

http://eknowledge.polycom.com/SRVS/CGI-BIN/WEBCGI.EXE/,/?St=32,E=0000000000001875491,K=2875,Sxi=12,Case=obj(32776)