

To enable your Smartbox Software to Access the Internet within Organisation's Networks

From Smartbox Knowledge Base

Give this to your IT technician/department

Firewall settings

Our software may require some changes to the configuration of your home network. Your router and device may have a firewall active, which blocks unauthorised access to the internet and your network. Our software requires access to certain ports on your firewall to function correctly. Please refer to your router and operating system guides to find these configuration options.

Installation and Update:

The following domains should not be blocked on port 443:

```
downloads.sensorysoftware.com  
sensoryupdate2.s3-external-3.amazonaws.com
```

Grid Player:

The following domain should not be blocked on port 443:

```
api-grids.sensorysoftware.com
```

Grid 3 and The Grid 2:

The following domains should not be blocked on port 443:

```
*.sensorysoftware.com (sharing and getting grids, remote editing, managing Grid Player)  
*.dropbox.com (remote editing)  
api.cognitive.microsoft.com (web picture search)
```

The following domains should not be blocked on port 80:

```
activate.sensorysoftware.com (activation)
```

Our Windows titles can use proxy settings from Internet Explorer to access these URLs.

Email in Grid 3 and The Grid 2:

Domains and ports are shown when configuring email within the software, except when a built-in email service is being used in Grid 3.

To receive email the following domains should not be blocked on port 993:

```
imap.gmail.com (Gmail)  
imap-mail.outlook.com (Outlook.com/Hotmail)  
imap.mail.yahoo.com (Yahoo!)
```

To send email the following domains should not be blocked on port 587:

```
smtp.gmail.com (Gmail)
smtp-mail.outlook.com (Outlook.com/Hotmail)
smtp.mail.yahoo.com (Yahoo!)
```

Support:

We use a branded client edition of Teamviewer 8. This normally uses port 80 or 443, or port 5938 if these are blocked. To initiate the session Teamviewer needs to access teamviewer.com, then connect to the Smartbox network on 82.71.31.100 (this IP address will not respond to HTTP or other requests).

Additional Information

To allow Smartbox staff to fix problems on the computer, we generally require elevated (admin) access when connecting via Teamviewer.