

VRI DIRECT OPERATIONS NOTICE: Required iOS app upgrade and network config in mid- to late-March 2017

Saved From:

<http://support.vridirect.com/article/vri-direct-operations-notice-required-ios-app-upgrade-and-network-config-in-mid-to>

(Edited 4/6/2017 4:39 PM ET to remove deprecated network requirements)

URGENT: The VRI Direct website is back online as of 4/5/2017 11:30 AM Eastern. Details below.

VRI Direct service is restored. Please place a test call from either Google Chrome or Mozilla Firefox to ensure your calls work. Please also read below for known issues with this release.

VRI Direct Mobile 1.7 for iOS is now available on the App Store. This is a mandatory update for all users wishing to use their iPhones and iPads for VRI service. Please update your devices before trying to place any calls.

Agencies, please inform your clients immediately about this update by sending them a link to this article. Meantime, please have all clients review the new networking requirements, below.

Breaking Features

- The text chat functionality will be disabled temporarily. Text chat tools will reappear in April. We apologize for the inconvenience.

Breaking Changes and Known Issues: Web

- **Apple Safari support is discontinued.** If Apple adds industry-standard WebRTC real-time communications to Safari in the future, we will again be able to support Safari.
- **Internet Explorer will not work with VRI calls.** This is because the plug-in required for the current communications provider will become nonfunctional. We have not officially supported Internet Explorer since 2015; please use Google Chrome or Mozilla Firefox instead.
- **Google Chrome 52 and newer is our preferred browser.** Older Chrome versions are not supported.
- **Mozilla Firefox 48 and newer is supported and does not require a plug-in.** Older Firefox versions are not supported.
- **The speaker and chat icons are removed for now.** Please use your computer's built-in speaker volume controls. Chat will reappear later this month.
- **The "Select Mic and Webcam" pop-up while in a call is removed for now.** Please use your browser's built-in settings tool to select your mic and webcam. More information can be found on our website here:

<http://support.vridirect.com/article/select-your-microphone-and-speakers-from-your-browser-93.html>

- **Some convenience features on the call page, like moving the self-view window around and seeing the other caller's name, are disabled for now.** These will return later this month.
- **The other participant's muted audio/video settings do not display on your screen at this time.**
- **The call duration on the Call Summary page only works if the call came from an iPad.** This should be fixed in the next week.
- **Call reports are missing the call start times for some calls.** This should be fixed this week.
- **Some users are unable to connect their audio/video to the conversation.** We're actively investigating this and will fix as soon as possible.

Breaking Changes and Known Issues: Mobile

- On or after release day, all VRI Direct Mobile for iOS users will need to update their VRI Direct app from the App Store. Any iOS user on an older version of the app will see a pop-up notice on their iPads/iPhones telling them to update.
- Android users will continue to use the latest version of Google Chrome for Android.

Breaking Changes: Network

Below are the network changes and testing instructions. In many cases, agencies and individual users working from home can start by running the tests to see if they pass, as chances are good that their networks

are already properly set up. Hospitals and other organizations will probably need to configure networks first, before the tests will pass.

New IP Address and Port Requirements

To improve video quality, we are using a standard network traversal service called STUN to create direct peer-to-peer calls wherever possible from organizations that have secured their firewalls. This reduces overall latency and improves video quality while preserving our end-users' security settings.

When peer-to-peer calls are not possible (usually because of extremely tight network security restrictions), we will automatically fall back to routing the calls through a global TURN service that pushes the audio and video through a pre-defined and approved set of TURN servers. These servers are geographically distributed to provide the lowest possible call latency between callers around the world. All clients must permit connections to these TURN servers/ports in order to request or provide VRI service.

STEP 1: Enable peer-to-peer media communication

Please open up TCP/UDP port 3478 outbound only. This allows us to use STUN services to establish direct, peer-to-peer calls for the lowest latency and highest quality video calls.

STEP 2: Enable relayed media communication through whitelisted TURN servers

The below TURN server IP addresses and ports need to be whitelisted **NO LATER THAN MONDAY MARCH 27, 2017**:

- 54.172.60.0 - 54.172.61.255
- 54.244.51.0 - 54.244.51.255
- 54.169.127.128 - 54.169.127.191
- 54.65.63.192 - 54.65.63.255
- 54.171.127.192 - 54.171.127.255
- 177.71.206.192 - 177.71.206.255
- 54.252.254.64 - 54.252.254.127
- All IP addresses must allow traffic on ports 443 (TCP), 3478 (TCP/UDP outbound), 5349 TCP

STEP 3: Ensure current network requirements are unchanged per our existing Minimum Requirements

Below is a summary of our current network requirements. You likely already have these in place:

TCP outbound 443: vridirect.com and *.vridirect.com (23.21.189.195) **TCP outbound 80** (Web traffic for www.vridirect.com and support.vridirect.com)
NOTE: Firewall rules for these sites should be URI-based rather than IP address-based in order to support dynamic IP assignment for disaster recovery.

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- To help improve audio/video performance, set firewall QoS rules to increase priority of network traffic to/from UDP ports 3478, 540, 541

STEP 4: TEST YOUR NETWORK!!

To ensure you meet our networking requirements for our end-of-month service update, test your network immediately after completing the above steps. To test your network:

1. Open a Google Chrome web browser and visit <https://networktest.twilio.com>
2. Click "Network".

3. Click "Run" beside TURN UDP Connectivity and review the log messages. If you do not see "Successfully established a UDP connection", please verify that you meet our network requirements as stated above, then retest.
4. Click "Run" beside TURN TCP Connectivity and review the log messages. If you do not see "Successfully established a TCP connection", please verify that you meet our network requirements as stated above, then retest.
5. Click "Twilio Client".
6. Click "Run" beside Bandwidth and review the log messages. We strongly recommend an average bandwidth of at least 2048 kBits/sec, but no less than 1024 kBits/sec. Ideally, you will see "This connection should support 2 simultaneous Twilio Client connections". If you do not meet these minimums, video quality will be reduced and VRI calls may not stay connected.
7. Click "Run" beside Test Call to verify that you can send/receive WebRTC media. The Test Call tool only tests audio, but if you can send/receive audio, your network is also configured to send/receive video. After our service updates, you will still need to test a VRI Direct call to completely ensure your audio and video are properly configured.

Deprecated Network Requirements

The following can be safely removed from any firewall whitelist rules:

- addlive.com and *.addlive.com (107.21.241.7)
- *.addlive.io (130.211.160.95)
- d36pfzlm4aixmv.cloudfront.net (216.137.39.7)
- 104.193.184.0/22