

NETOP®

Live GUIDE™

Live Chat for Customer Engagement

This document aims to help Live Guide system or network administrators ensure optimal Live Guide performance; the document briefly explains why Quality of Service is essential for audio and video optimization as well as connections to the Live Guide server and suggests how to enable it.

Following the recommendations below will ensure that Live Guide performs as well as your network allows.

Live Guide Services

Your firewall or other hardware/software defense should be configured to allow two-way communications to Live Guide servers on port 443. If you have audio and video configured to run with encryption set to **None** or **Low**, you need to have port 1935 open as well.

No other ports are required by the Live Guide services.

The exact domain name and IP address are listed below. These should be white-listed on your firewall settings to allow communication with the Live Guide US server.

Domain Name	IP address	Type	Port
liveguidefms01us.netop.com	67.222.143.193	RTMPS over HTTPS	443
liveguidefms01us.netop.com	67.222.143.193	RTMPE or RTMP	1935

Live Guide utilizes RTMPS over HTTPS to the liveguidefms01us.netop.com server. Depending on configurable security settings (under **Settings** > **Security**) Live Guide may also use RTMP or RTMPE.

You can read more here: http://en.wikipedia.org/wiki/Real_Time_Messaging_Protocol

Enabling Quality of Service

Netop highly recommends that Quality of Service is enabled to the Live Guide server. This will ensure that the Live Guide traffic is prioritized above regular traffic like website surfing and will increase the performance on audio and video plus minimize the risk of getting disconnected. It will not be prioritized outside of the network.

How to enable Quality of Service differs from hardware and network setups, so here is a general suggestion:

To optimize the performance of the Live Guide service, it is recommended to prioritize RTMPS packets on port 443 to liveguidefms01us.netop.com. If you have set encryption level to **None** or **Low**, it is recommended to prioritize RTMPE and RTMP packets on port 1935 as well.

Proxy

As the nature of the Live Guide product is to deliver real-time communications, the use of a proxy is not recommended.



Netop is the leading provider of secure remote engagement tools for global communication, teaching, customer service and e-commerce in over 80 countries. For more information, see www.netop.com.