ATTENTION:
NETWORK ADMINISTRATORS

LSA Client Portal

It is our requirement to whitelist following URLs to access the client portal.

Client Portal Network Requirements			
Address	**Ports**	**Protocol**	
api.powerbi.com	443	TCP	
*.analysis.windows.net	443	TCP	
*.pbidedicated.windows.net	443	TCP	
content.powerapps.com	443	TCP	
*.powerbi.com	443	TCP	
dc.services.visualstudio.com	443	TCP	
appsource.microsoft.com	443	TCP	
*.s-microsoft.com	443	TCP	
bing.com	443	TCP	
platform.bing.com	443	TCP	
*.virtualearth.net	443	TCP	
devlsapowerbips.azurewebsites.net	443	TCP	
lsapowerbips.azurewebsites.net	443	TCP	
* *Power BI URL allow list (*[Add Power BI URLs to allowlist - Power BI	Microsoft Learn](#)*)*			

LSA Interpretation App (Formerly IRIS)

Your facility has chosen to provide Video Remote Interpreting (LSA Interpretation App) and Web Audio services for its patients requiring American Sign Language and / or foreign language support.

To provide optimum service for your staff and patients, the following firewall configurations MUST be set up as stated below. **Please configure your network firewall and any other traffic shaping (e.g., web filtering gateway, wireless access points, QoS devices, etc.) to allow the connections on "ALL" the following Ports and Hosts**.

It is our recommendation to create a dedicated SSID named as "LSA Interpretation" with the specified firewall rules and allocate at least optimum bandwidth (see below). Please ensure that no other devices except LSA Interpretation App devices are using this SSID. This will ensure that you will have an optimal service experience and will also help in troubleshooting.

The table below shows the setup for stateful connection to our LSA Interpretation App Platform. The connection will be initiated from the client/endpoint side. In environments with restrictions on outbound traffic, the network team may require the following information to configure the network to allow LSA Interpretation App to work.

LSA recommends FQDN whitelisting for URLs due to dynamics IP addresses behind them. New resources are constantly added to improve experience.

LSA Interpretation App Network Requirement			
Address	**Ports**	**Protocol**	
app.lsa.inc	443	HTTPS	
lsa-iris.com	443	HTTPS	
lsastreamprodeventhub-ns.servicebus.windows.net	443	HTTPS	
static.vidyo.io	443	TCP	
login.microsoft.com	443	HTTPS	
login.microsoftonline.com	443	HTTPS	
lsab2c.b2clogin.com	443	HTTPS	
lsa.platform.vidyo.io	443	HTTPS	
Audio Only (Twilio) Only FQDN whitelisting supported for the following URL's			
chunderm.gll.twilio.com	443	TCP	Signalling Gateway
chunderw-gll.twilio.com	443	TCP	Signalling Gateway
chunderw-vpc-gll.twilio.com	443	TCP	Signalling Gateway
eventgw.twilio.com	443	TCP	Insights logging Gateway
ers.twilio.com	443	TCP	Registration Server
media.twiliocdn.com	443	HTTPS	
Static IP ranges for Twilio RTP Media			
54.172.60.0/23	10,000 - 60,000	UDP	Allow bi-directional communication
34.203.250.0/23	10,000 - 60,000	UDP	Allow bi-directional communication
168.86.128.0/18	10,000 - 60,000	UDP	Allow bi-directional communication
* *The client will select any available port from the ephemeral range. On most machines, this means the port range 1,024 to 65,535. (*Voice SDKs Network Connectivity Requirements | Twilio*)*			

Video & Audio (Vidyo.io)			
platform.vidyo.io	443	TCP	HTTPS
	17990, 17992	TCP	Vidyo Signaling
	1025 – 2048	TCP	H245, Gatekeeper Discovery and Q.931 Call Setup
	5060 – 5061	TCP	SIP Signaling
	50000 – 65535	UDP	Allow bi-directional communication
If FQDN whitelist is not supported, below are the static IP subnets for platform.vidyo.io			
35.190.112.0/27	35.234.160.0/26		35.235.0.0/28
35.192.192.0/25	35.234.176.0/25		35.235.32.0/26
35.203.232.0/27	35.234.192.0/26		35.235.48.0/27
35.227.0.0/26	35.234.208.0/28		35.243.0.64/26
35.227.128.0/24	35.234.224.0/27		35.243.8.0/26
35.230.240.0/26	35.234.240.0/26		34.74.178.64/26
35.192.195.128/25	35.246.78.224/27		34.90.146.64/26
34.89.234.64/26	34.89.158.64/26		34.101.174.96/27
34.64.138.64/27	34.90.98.192/26		34.105.241.96/27
34.65.86.64/27	34.93.10.64/27		34.105.98.0/24
34.74.234.64/26	34.94.163.0/25		34.106.96.64/26
34.84.74.64/26	34.95.182.64/27		35.228.99.224/27
34.86.227.0/25	34.95.22.64/27		34.87.250.64/27
34.87.177.64/26	34.97.90.96/27		

LSA Interpretation App makes use of Microsoft Azure Active Directory B2C for secure authentication. If your firewall does not accept fully qualified domain name (FQDN), please visit the Microsoft Office Authentication and Identity section of the following website for IP addresses which will need to be added to your firewall to allow traffic:

https://support.office.com/en-us/article/Office-365-URLs-and-IP-address-ranges-8548a211-3fe7-47cb-abb1-355ea5aa88a2?ui=en-US&rs=en-US&ad=US#bkmk_identity

- Media ports are negotiated between the endpoint and the LSA Interpretation App Platform.

- For LSA Interpretation App endpoints, if the ports listed above are not allowed, the endpoint will try falling back to proxy using only 443.

- Some firewall may misclassify the media traffic and apply a UDP default timeout. In these cases, calls will drop at the same time. To avoid call timeouts, change the default (0:02:00-2 minutes) to a time that is longer than the longest potential call.

The more bandwidth you allow for LSA Interpretation App, the better overall service experience your staff will have.

Threshold	Quality Element			
	TCP Bandwidth	UDP Packet Loss	UDP Latency	UDP Jitter
Minimum	4 Mbps			
Optimum	>7 Mbps			
Maximum Acceptable		at or below 1%	150.0 ms	10.0 ms

To contact LSA's Client Experience Department, please call 800-305-9673 (option #7) or e-mail clientexperience@lsa.inc.
To contact LSA Interpretation App Technical Support Team directly, please call 855-874-8555 or e-mail IRIS@lsa.inc

Notes:
In some cases, web filtering appliance configured for domain user could prevent access to non-domain devices.