NETOP™
Live GUIDE™
Rich Media Chat for Your Web Site

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

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	72.233.88.87	RTMPS over HTTPS	443

Live Guide utilizes RTMPS over HTTPS to the liveguidefms01us.netop.com server.

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.

Proxy

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

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