

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

By default, Live Guide utilizes RTMP over TLS to the liveguidefms01eu.netop.com server and may fall back to using RTMP over HTTPS, depending on the network proxy configuration. Live Guide will always use RTMP over HTTPS if configured as such (under **Settings > Security > Connections**). Depending on configurable security settings (under **Settings > Security > Connections**) Live Guide may also use plain RTMP for audio and video.

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

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**, 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 Europe server.

Domain Name	IP address	Type	Port
liveguidefms01us.netop.com	54.84.75.184	RTMP via TLS, RTMP via HTTPS	443
liveguidefms01us.netop.com	54.84.75.184	RTMP (only for non-encrypted video or audio)	1935

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 for hardware and network setups, so here is a general suggestion to optimize the performance of the Live Guide service:

- For RTMPS packets make sure that the firewall device or gateway is set as TLS proxy.
- If you have set encryption level to **None**, it is recommended to prioritize RTMP packets on port 1935 as well.



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.

Proxy

For backward compatibility with restrictive proxies, Live Guide may also encapsulate RTMP traffic in HTTPS depending on configurable security settings in Live Guide Administration under **Settings > Security > Connections**.