

e-Bridge App Requirements (iOS)

1. Minimum System Requirements

- a. iOS device (iPhone or iPad) running iOS v13.0 or later (as of e-Bridge v17.23)
Note: iPod Touch not recommended. GD has observed issues receiving push notifications for new messages if iPod is left idle for an extended period of time.
- b. If any Mobile Device Management (MDM) software is used, access to microphone and camera must be allowed for sending voice, picture, video messages and/or live streaming video. iOS device must also be able to receive push notifications from Apple Push Notification service (APNs).
- c. If using the Location Tracking feature, iOS device MUST have a built-in GPS receiver. As of the time of this writing, all iPhones have GPS, but only iPads with Cellular Data capability have GPS. WiFi only iPads do NOT have GPS and therefore cannot be used for the Location Tracking feature of e-Bridge.

2. Network Requirements

The following ports need to be open in any firewalls between the iOS device and the internet for e-Bridge to communicate:

Port # (Protocol)	Direction	Destination
443 (TCP)	Outgoing	*.gdserver.net Note: If specific IP addresses are required, contact General Devices Support via support@general-devices.com .
5223 (TCP)	Outgoing	17.0.0.0 Netmask 255.0.0.0 Note: CIDR Notation for above: 17.0.0.0/8 Note: This is the entire address block registered to Apple. This is used for receiving push notifications on iOS devices. See https://support.apple.com/en-us/HT203609 for more info.
443 (TCP)	Outgoing	*.pubnub.com *.pndsn.com *.pubnub.net *.pubnub.io Note: If specific IP addresses are required, contact General Devices Support via support@general-devices.com .
443 (TCP) 3478, 3479, 8801-8810 (UDP)	Outgoing	*.zoom.us Note: This is only for the Live Streaming portion of e-Bridge. Note: For specific IP addresses, see e-Bridge Live Streaming Firewall Settings (Zoom) .

Note: If any Web Security Gateways are used (such as Websense, Zscaler, McAfee Web Gateway, Bluecoat, Barracuda, etc), the above sites must be whitelisted in them as well.