

## e-Bridge Program Requirements (PC)

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- I) The minimum system requirements for e-Bridge are:
- a. Intel Core 2 CPU or faster
  - b. 4GB RAM
  - c. 1024x768 or higher Display Resolution
  - d. Microsoft Windows 7 or Windows 10 (limited compatibility testing done with Windows 8)
  - e. Microsoft .NET Framework 4.5.2 or higher
  - f. Speakers and/or headset
  - g. Microphone (Can be built in to Webcam) and/or headset
  - h. USB Webcam or analog camera with GD provided video capture device
- Note:** Pan Tilt Zoom (PTZ) cameras available. Check with GD for specific makes/models that have been tested.
- II) The following ports need to be open in any firewalls between the PC and the internet for e-Bridge to communicate with the server:

Port # (Protocol)	Direction	Destination
443 (TCP)	Outgoing	<a href="https://www.gdserver.net">https://www.gdserver.net</a> & <a href="https://messaging.gdserver.net">https://messaging.gdserver.net</a> <b>Note:</b> This is for the Secure Messaging portion of the app.
5060 (UDP/TCP)	Both	66.227.100.0 Netmask 255.255.255.0 199.7.172.0 Netmask 255.255.255.0 199.7.173.0 Netmask 255.255.255.0 199.7.174.0 Netmask 255.255.255.0 199.7.175.0 Netmask 255.255.255.0 <b>Note:</b> CIDR Notation for above: 66.227.100.0/24, 199.7.172.0/22 <b>Note 2:</b> This is for the Live Streaming portion of the app.
5061 (UDP/TCP)	Both	66.227.100.0 Netmask 255.255.255.0 199.7.172.0 Netmask 255.255.255.0 199.7.173.0 Netmask 255.255.255.0 199.7.174.0 Netmask 255.255.255.0 199.7.175.0 Netmask 255.255.255.0 <b>Note:</b> CIDR Notation for above: 66.227.100.0/24, 199.7.172.0/22 <b>Note 2:</b> This is for the Live Streaming portion of the app.
20000-20099 (UDP)	Both	66.227.100.0 Netmask 255.255.255.0 199.7.172.0 Netmask 255.255.255.0 199.7.173.0 Netmask 255.255.255.0 199.7.174.0 Netmask 255.255.255.0 199.7.175.0 Netmask 255.255.255.0 <b>Note:</b> CIDR Notation for above: 66.227.100.0/24, 199.7.172.0/22 <b>Note 2:</b> This is for the Live Streaming portion of the app.

**Note:** For e-Bridge Live Streaming, only networks with a single Network Address Translation (NAT) layer are supported. If using Verizon Wireless hotspots they must be configured with a static, public IP address to eliminate a double NAT.

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- III)** Additionally, the main user account needs full access (Read, Write and Delete) to the following folders:
  - a. C:\ProgramData\General Devices\ and all subfolders
  
- IV)** If e-Bridge will be running on a standard PC instead of a CAREpoint Workstation, this PC should not be set to automatically log off of Windows. If the machine auto logs off, messages and/or video calls will not be received.