



## TCP/UDP Ports used by CAREpoint

## I. CAREpoint to Local Network

The following ports need to be open in any switches or firewalls between the CAREpoint Workstation and the user's PC for CAREpoint Desktop Applications to work (also required for CAREpoint to CAREpoint Communications in multi-CAREpoint systems. **Note:** CAREpoint to CAREpoint Communications in multi-CAREpoint systems requires that the CAREpoints MUST be on the same subnet).

- 1) Computer Browser for Windows Explorer including file mapping uses the following ports:
  - a. UDP: 137, 138
  - b. TCP: 139, 445
- 2) Firebird / MySQL (D-Scribe Application) uses the following ports:
  - a. TCP / UDP: 3050
  - b. TCP: 3306
- 3) Remote Monitor uses the following ports:
  - a. UDP Broadcasting: 40005, 40006
  - b. UDP Unicasting: 40015, 40016
  - c. UDP Multicasting: 40025, 40026
- 4) CAREpoint Application uses the following TCP/UDP ports  
**Note:** Only required for CAREpoint to CAREpoint Communications in multi-CAREpoint systems. Not required for user's PC for CAREpoint Desktop Applications:
  - a. 40001 to 40012
- 5) Network Printing from CAREpoint  
**Note:** This only needs to be open from the CAREpoint to any network printers that it accesses. Not required for user's PC for CAREpoint Desktop Applications:
  - a. TCP: 9100

## II. CAREpoint to Internet

The following ports need to be open in any firewalls between the CAREpoint Workstation and the internet.

- 1) Automatic Updates (CAREpoint Update Agent program) use the following ports/sites:
  - a. <http://hq.general-devices.com> (TCP Port 80)
  - b. 96.242.183.10 (TCP Ports 20 and 21 for FTP **OR** TCP Port 80 for HTTP)
- 2) CAREpoint Email Application uses the following ports (one of the following receiving protocols and one of the following sending protocols needed):
  - a. POP3 Protocol (used for receiving email) – TCP: 110 (995 for Gmail Account)
  - b. SMTP Protocol (used for sending email) – TCP: 25 (465 for Gmail Account)
  - c. IMAP Protocol (used for receiving email) – TCP: 143 (993 for Gmail Account)
  - d. HTTPS Protocol (used for receiving email and sending email via MS Exchange Server Outlook Web App (OWA) including Office 365) – TCP: 443
- 3) GoToAssist uses the following ports/sites (used for remote access to CAREpoints from General Devices for troubleshooting purposes):
  - a. (TCP Port 80, 443 **OR** 8200).  
Visit <https://support.logmeininc.com/article/g2m060010> for list of IP Ranges used by GoToAssist

### III. Internet to CAREpoint via VPN (only required if VPN will be used for remote access to CAREpoints from General Devices for troubleshooting purposes)

The following ports need to be open in any firewalls for VPN access (if Citrix GoToAssist is not used) to the CAREpoint Workstation.

- 1) Computer Browser for Windows Explorer including file mapping uses the following ports:
  - a. UDP: 137, 138
  - b. TCP: 139, 445
- 2) RealVNC Remote Desktop Control Software uses the following ports:
  - a. TCP: 5900

### IV. CAREpoint Remote Control iPad Application (only required if using the CAREpoint Remote Control iPad application)

The following ports need to be open in any firewalls between the CAREpoint Workstation and the internet. These ports also need to be open in any firewalls between the iPad and the internet. **Note:** The CAREpoint will be connected to the hospital wired network and the iPad will be connected to the hospital Wi-Fi network. The iPad (Wi-Fi) will need to be able to connect to the CAREpoint (wired) on a few different ports also (listed below). Any routing between the Wi-Fi network and the wired network should be completed to allow this connection.

- 1) Apple Push Notification Service for CAREpoint and iPad uses the following sites / ports:
  - a. gateway.push.apple.com (TCP: 2195, 2196, 5223)
- 2) CAREpoint-RC debug log uploading for the iPad uses the following sites / ports:
  - a. 96.242.183.10 (TCP: 80)
- 3) SIP signaling between iPad and CAREpoint uses the following ports:
  - a. UDP: 5070  
This port needs to be open in both directions (from CAREpoint to iPad as well as iPad to CAREpoint). This port does NOT need to be opened to the internet.
- 4) SIP Streaming Audio between iPad and CAREpoint uses the following ports:
  - a. UDP: 20000 – 20099  
These ports need to be open in both directions (from CAREpoint to iPad as well as iPad to CAREpoint). These ports do NOT need to be opened to the internet.
- 5) VNC connection between iPad and CAREpoint uses the following ports:
  - a. TCP: 5900  
This port needs to be open from iPad to CAREpoint only. This port does NOT need to be opened to the internet.
- 6) CAREpoint-RC messaging between iPad and CAREpoint uses the following ports:
  - a. TCP: 5072  
This port needs to be open from iPad to CAREpoint only. This port does NOT need to be opened to the internet.