

## e-Bridge App Requirements (Android)

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### 1. Minimum System Requirements

- a. Android device (smartphone or tablet) running Android v5.1 or later (as of e-Bridge v9.2.0.32)
- b. Android device with the Google Play Store installed and must have a Google Account logged in (to receive push notifications for new messages via Firebase Cloud Messaging (FCM))
- c. If any Mobile Device Management (MDM) software is used, access to microphone and camera must be allowed for sending voice, picture or video messages. Android device must also be able to receive push notifications via Firebase Cloud Messaging (FCM).
- d. If using the Location Tracking feature, Android device **MUST** have a built-in GPS receiver.

### 2. Network Requirements

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

Port # (Protocol)	Direction	Destination
443 (TCP)	Outgoing	*.gdserver.net <b>Note:</b> If specific IP addresses are required, contact General Devices Support via <a href="mailto:support@general-devices.com">support@general-devices.com</a> .
5228, 5229, 5230 (TCP)	Outgoing	FCM doesn't provide specific IPs because the IP range changes too frequently. Ideally, whitelist ports 5228-5230 with no IP restrictions. However, if you must have an IP restriction, you should whitelist all of the IP addresses in the IPv4 and IPv6 blocks listed in <a href="#">Google's ASN of 15169</a> . <b>Note:</b> This is used for receiving push notifications on Android devices via Firebase Cloud Messaging (FCM). See <a href="https://firebase.google.com/docs/cloud-messaging/concept-options#ports_and_your_firewall">https://firebase.google.com/docs/cloud-messaging/concept-options#ports_and_your_firewall</a> for more info.
443 (TCP)	Outgoing	*.pubnub.com *.pndsn.com *.pubnub.net *.pubnub.io <b>Note:</b> If specific IP addresses are required, contact General Devices Support via <a href="mailto:support@general-devices.com">support@general-devices.com</a> .
443 (TCP) 3478, 3479, 8801-8810 (UDP)	Outgoing	*.zoom.us <b>Note:</b> This is only for the Live Streaming portion of e-Bridge. <b>Note:</b> For specific IP addresses, see <a href="#">e-Bridge Live Streaming Firewall Settings (Zoom)</a> .

**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.

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### **3. Third Party App Requirements**

The following file types may not open by default on Android (depending on device). GD recommends the following third party apps to open these file types:

- a. TIF files – Fast Image Viewer Free