

## e-Bridge Program Requirements (PC)

---

I) The minimum system requirements for e-Bridge are:

- a. Intel Core i3 CPU or faster
- b. 4GB RAM
- c. 1024x768 or higher Display Resolution
- d. Microsoft Windows 10 (limited compatibility testing done with Windows 8)
- e. Microsoft .NET Framework 4.7.2 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	*.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> .
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.**

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) The PC e-Bridge is running on should not be set to automatically lock or log off of Windows. If the machine auto locks or logs off, messages, cases and/or video calls will not be received.

## **e-Bridge Program Requirements (PC)**

---

- V) The following paths should be excluded in any anti-virus/anti-malware software:
- a. C:\ProgramData\General Devices\ and all subfolders
  - b. C:\Program Files (x86)\General Devices\ and all subfolders