

Avoiding Firewall Problems by Correctly Setting Ports

ID: 7

Creation Date: 6/27/00

Product: All

Version: 2.0

Distribution: External

Summary: This technote explains how to set Burstware Conductor and Burstware Server ports to circumvent most firewall problems. Its recommendations supersede those of the 2.0 version of *Burstware User Guide* and *Burstware Quick Start Guide*.

Background

A firewall is security software and/or hardware that restricts the flow of data between the Internet and corporate intranets, typically by blocking traffic based on TCP port numbers. Only data flowing through the firewall via certain port numbers is permitted into and out of the intranet.

Issue

By default, Burstware uses TCP ports 8018 through 8021; in some firewalls, these ports are closed. With these firewalls in place, when an end user attempts to play data delivered over the Internet from a Burstware Server, the firewall blocks the data from coming in and the burst-enabled player reports an error.

Resolution

Firewalls often leave ports 80 and 8080 open because, by default, HTTP data flows through these ports. Therefore, to allow Burstware to deliver video to users behind restrictive firewalls, Burst.Com recommends the following port settings:

- Burstware Conductor—Set **basePort** to 8080
- Burstware Server—Set **basePort** to 80 and **dataPort** to 8080.



NOTE: If you choose to set conductor and server ports as recommended above you *cannot*, due to port conflicts:

- Run a Web server on either the conductor or server machine
- Run a conductor and server on the same machine

Limitations

Although the port settings Burst.Com recommends will enable successful passage through most firewalls, they cannot *guarantee* successful passage for the following two reasons:

- Some firewalls do not permit incoming traffic through TCP ports 80 and 8080
- Even if ports 80 and 8080 are open to incoming traffic, certain firewalls examine the contents of individual data packets to verify that they were sent using the HTTP protocol.