



Custom Channels Music Player Firewall Allowances

Updated February 2018

If you have a firewall installed at your location you may need to add allowances to it in order for your player to connect to our servers.

The Custom Channels music player needs the following allowances on your firewall.

Ports:

- Standard HTTP/HTTPS Protocol - **Port 80 and Port 443** are used for all streaming, configuration and monitoring.

Web Domains:

The player will connect to the following web URLs for streaming, configuration monitoring.

- ***.streamit.eu**
- ***.streamguys.com**
- ***.customchannels.net**
- ***.customchannels.rocks**
- ***.amazonaws.com**
- ***.cloudfront.net**

Common Issues:

Web Filtering: Due to the nature of Custom Channels players consistently streaming audio, web filtering for social media such as YouTube and Facebook can interfere with persistent media streaming. Placing restrictions on downloading particular file types can also cause interruptions in service.

Operating Systems: Custom Channels players utilize a proprietary operating system. It has been observed that certain firewall models, most notably Meraki, will recognize the devices as an "Xbox" or gaming console. This bug has been reported to Meraki systems.

If you need additional support or information please contact us at:

support@customchannels.net

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