

ON24 Webcasting services

System and Network Requirements

HTML5

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System Requirements – HTML5 – Audience

ON24 integrated a media player which senses the environment in which it is implemented; if the environment is HTML5 video capable, MPD streams are consumed. If not, then Flash (RTMP) streams are accessed. Both of these methods work, if TCP port 80 and port 443 are active.

HTML5 video is delivered via HTTP/HTTPS; media streams are consumed by a “segmenter” process, which builds HTTP packets to deliver the media. HTML5 video is not low delay. The process of segmenting the media into HTTP packets takes on the order of 20 seconds minimum. In practice, the typical delay is approximately 60 seconds. The interactivity commands are synchronized to the stream’s time reference, but elements such as polls make the delay visible.

The main problem which arises with use of HTML5 video is the fact, that users can start consuming the webcast without Flash being enabled. If, then, when they start playing media, Flash is required to support their environment, it is requested – the user may or may not honor the request.

Component	Supported
Operating System / Browser	Windows 7 or newer Running the latest version of: Internet Explorer*, Firefox or Google Chrome
	Mac OS 10.10 or newer Running the latest version of: Safari, Firefox or Google Chrome
	Mobile devices iOS and Android smartphones and tablets using HTTP Live Streaming (HLS) <i>(if accessing the stream from a network within China, the preferred devices to use are either mobile or tablets)</i>
	<i>* Windows 7 with IE11 does not support MPEG-DASH streaming. This configuration will fall back to Flash for streaming media.</i>
Browser Configuration	Must accept cookies and have JavaScript enabled
Connection Speed	500Kbps or greater (160Kbps for audio)

System Requirements – HTML5 – Presenter

Presenter System Requirements

Win OS 7+ running latest version of Internet Explorer, Edge, Firefox, Chrome

Mac OS 10.10+ running latest version of Firefox, Chrome

Presenter Bandwidth Requirements

	MPEG-DASH Console
Dial-in	1MB
PC Microphone	1MB
Webcam	1MB

Protocols and Ports

RTMP-type streams are accessed via calls of the form RTMP://<servername>/<streamname>. Except for the case of RTMPT, each protocol shows as an RTMP protocol type. Thus, if .pac files are used, and HTTP and/or HTTPS are the criteria or selection of a rule, the RTMP streams will not be selected. RTMPS, for example, will not get processed via a CONNECT rule like HTTPS might.

RTMPT, however, is RTMP tunneled in an HTTP connection, so it takes the HTTP path. In many cases, this is actively problematic, as RTMPT is a polled protocol, subject to performance problems where there is significant latency.

To support the use of RTMPS or RTMPE protocols, whose performance is not compromised by latency, it is worthwhile to configure .pac files to route traffic for RTMPE and RTMPS by ip address (see lists above). This will ensure that the traffic is proxied notwithstanding the fact that it's not HTTP/HTTPS.

TCP Ports: 443 / 80 / 1935 (if fallback to Flash)

24/7 Test Streams

[Click here](#) to test html5 compatibility

[Click here](#) to test an html5 stream sample (Do not use for large audiences or load testing. Desktop only.)

Whitelisting - ON24 Application Audience Use Cases

While we strive to keep the list up to date, the CDNs modify their IP ranges without notice. We also update the list of domains in use. Please open a technical support case if you encounter any issues.

* indicates a wildcard and will change depending on the resources (data centers/servers/encoders) being used for your event.

If you whitelist via domain names, below is a list of source domains:

*.on24.com - if you can't whitelist the * case, list of names in on24.com domain is provided below:

cfssl.lvl3.on24.com, china.akamai.cdn.on24.com, china.akamai.dashod.on24.com, china.akamai.ios.on24.com, china.akamai.livempda.on24.com, china.akamai.livempdb.on24.com, event.llnw.on24.com, iosssl.lvl3.on24.com, mpegdashssl.lvl3.on24.com, mpegdashbssl.lvl3.on24.com, ssl.lvl3.on24.com, livehlsa.lvl3.on24.com, livehlsb.lvl3.on24.com

dashod.akamaized.net
 dasha.akamaized.net
 dashb.akamaized.net
 hlsa.akamaized.net
 hlsb.akamaized.net

hls-amd.akamaized.net
 on24static.akamaized.net
 westus-mpdpvta.azetf.com
 westus-mpdpvtb.azetf.com
 westus-mpdpvtod.azetf.com

Whitelisting - ON24 Application Presenter Use Cases

*.on24.com

- pm.on24.com
- turn.fav.on24.com
- vcu.fav.on24.com
- webrtc.fav.on24.com

h5live.nanocosmos.de

For those using ON24 Broadcast Video Module, the encoder will transmit from your venue to ON24's ingress servers. These are listed below:

- fmseosa.on24.com - 199.83.45.71, 199.83.44.226
- fmseosb.on24.com - 199.83.45.72, 199.83.44.227
- The encoder devices require outbound access to these IP addresses on TCP Port 1935; the encoders are not generally proxy aware.

IP Address for ON24 Email Server

If you wish to whitelist email from ON24, email is served from:

199.83.45.18
199.83.45.110
199.83.45.111
199.83.45.19
199.83.45.112
199.83.45.113

Email Server Domain Names

199.83.45.18 = p-smtp-wc.on24.com
199.83.45.110 = p-smtp-wc.on24.com
199.83.45.111 = p-smtp-wc.on24.com
199.83.45.19 = r-smtp-wc.on24.com
199.83.45.112 = r-smtp-wc.on24.com
199.83.45.113 = r-smtp-wc.on24.com

ON24 IP Range

199.83.44.0/22