Network Access Guide

ALICE Receptionist

NETWORK ACCESS GUIDE

ALICE Receptionist Registration Service

Port 80 Access

ALICE Receptionist connects with WinTech web services to verify registration license keys and to retrieve settings and configuration information from the Alice Admin Portal. These services are accessed using port 80, the most commonly used port for internet traffic. For most customers this means no extra steps are required to reach these services.

Some corporate customers with tighter security restrictions on internet access may need to create specific security rules to allow the ALICE Receptionist software access to these services over port 80.

Port 80 access rules
You can verify access to these services by opening the following links in your browser:

http://servicesard.alicereceptionist.com/services/registrationService.asmx
http://servicesard.alicereceptionist.com/services/directoryservice.asmx
http://servicesard.alicereceptionist.com/Services/LayoutService.asmx
http://servicesarc.alicereceptionist.com/ClientService.svc

If you receive an access error message, you must add access rules to your firewall in order to provide access to the
http://admin.alicereceptionist.com/services/ domain address.

For ALICE Widgets:
https://widgets.alicereceptionist.com/
For ALICE Check-In
http://ard-checkin.cloudapp.net/

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SIP Communications

Port 5060 & Ports 10,000 through 20,000 Access (UDP)

ALICE Receptionist uses UDP over port 5060 for SIP communications transport. Some customers will find they need to create a rule for their network firewall to allow both Inbound and Outbound UDP traffic on port 5060 to the VoIP Server (IP or URL) Address associated with your ALICE license. This address can be found on the SIP tab of the ALICE Configuration application.

If you are using the ALICE Cloud Communications Service you will need to create inbound and outbound rules on **port 5060** and for **ports 10,000 through 20,000** for SIP communications to the ALICE Cloud Communications servers.

ALICE Cloud Communications Server addresses include:
na.sip01.alicereceptionist.com
na.sip02.alicereceptionist.com
outbound1.vitelity.net

If you are utilizing your internal PBX instead of the ALICE Cloud Service, you **do not** need to open these ports to the ALICE Cloud servers but they will still need to be open on your internal network for UDP traffic.

CounterPath License Server

Port 443 Access

ALICE Receptionist verifies licenses with its partner CounterPath. The ALICE Directory and ALICE Client software must be able to reach **https:\\secure.counterpath.com** on port **443** for license validation. You will need to create a rule for their network firewall to allow the ALICE Directory and ALICE Client software access to the license server.