

#### **Installation Guide**

# **CONVERGENCE™ Enterprise AV Manager**

**Software Version: 3.0** 

# **Notices**

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# 1. Introduction

CONVERGENCE Enterprise AV Manager is single tenant software for an organization to centrally monitor, audit, and control their ClearOne Pro Audio and Video devices worldwide.

Related documents that help you set up and use this application, based on your user role, are found in the Web application's Help view.

# 1.1 Product Features

#### **Enterprise Special Features**

- Self-maintained and hosted on-premises or privately in the cloud by an organization, for complete control and security.
- License any Internet-accessible server, or for an isolated network, license a specific machine.
- Provide better online availability and performance by using multiple server instances for redundancy.
- The Enterprise portal shows the name of your organization as "Branding".

#### **Unified Software Platform**

- Available as a Cloud AV Manager service, or Enterprise AV Manager software, either supported by Local Agent AV Manager servers.
- Scales to support organizations of any size large or small.
- Organize AV devices and user permissions by any location hierarchy, such as city, building, and room.
- Assign access rights by organization, location, user, and customized roles.
- Communicate using integrated video, audio, and chat tools.
- Convenient single-sign-on access through LDAP connectivity.
- End-to-end security with HTTPS, encrypted cloud servers, and 256-bit encrypted password management for both users and devices.
- Access from any device, desktop to mobile, with a powerful and elegant browser interface.
- Integrates with third-party management systems via a RESTful web interface.

#### Monitor

- Remote real-time access provides at-a-glance and all-inclusive powerful dashboard views.
- Stay informed with email and SMS text alerts.

#### Control

- Remotely configure, backup, restore, and update CONVERGE® DSP Mixers and P-Link peripherals systemwide and simultaneously.
- Provision CONVERGE Pro 2 VoIP lines and view VoIP registration status.

#### Audit

- Get up and running quickly with auto discovery of Pro Audio devices.
- Download device logs and data for troubleshooting, auditing, and reports.

# **1.2 Supported ClearOne Products**

- CONVERGE® Pro 2 DSP Mixers and associated peripheral devices (minimum firmware: 5.0.x)
- CONVERGE Huddle DSP Mixer and associated peripheral devices (minimum firmware: 1.0.x)
- DIALOG® UVHF (minimum firmware: 0.3.4.x)
- BMA 360D (minimum firmware: 1.0.4.x)
- BMA 360DX (minimum firmware: 9.0.6.x)
- Audio Expander (minimum firmware: 1.0.1.x)

- HDMI Expander (minimum firmware: 1.0.1.x)
- CHAT® Speakerphones (monitoring only)
- DIALOG® Aero (minimum firmware: 1.0.x)
- VERSA® Devices (monitoring only)
- UNITE® IPC Cameras (minimum firmware: 6.2.x)
- UNITE® USB Cameras (monitoring only)

# **1.3 Example Deployment**

Install an instance of CONVERGENCE<sup>™</sup> Enterprise AV Manager on a Windows server on premises or on an Infrastructure as a Service. The server must be accessible by the remote CONVERGENCE Local Agent AV Managers and by supporting users, such as over the Internet. Install using HTTPS with a keystore file made from a security certificate.



If the CONVERGENCE Enterprise license is not tied to the MAC address of its server, it must have access to ClearOne's CONVERGENCE Cloud server at cx.clearone.com on the Internet. A CONVERGENCE Local Agent server must be able to access ClearOne Pro Audio devices on premises over an IP network and sign into the CONVERGENCE Enterprise server whether it is also on premises or on a private cloud infrastructure as a service (IaaS). Supported ClearOne video devices may also be accessed over the Internet through Enterprise.

After you set up a Local Agent Server Account for your organization on CONVERGENCE Enterprise AV Manager, you can connect your CONVERGENCE Local Agent servers to it. Then users of your organization can remotely and securely monitor and control the ClearOne CONVERGE® audio devices behind your firewall through Enterprise AV Manager without the need of VPN. Users sign in through the web browser on their laptops or other computing devices.

You can connect multiple Local Agent servers of your organization to Enterprise AV Manager, aggregating all of them together into a single dashboard, device list, and alert.

# 2. System Requirements

- Disk space: 3 GB free
- Processor: 1 GHz Intel Pentium processor (dual core or more recommended)
- RAM: 1 GB RAM free (to serve over 2,000 devices)
- Operating System: Windows 7 and above, or Windows Server 2012 R2 and above (Windows 10 Pro or Windows Server 2019 recommended)
- A CONVERGENCE Enterprise server must reach the Internet to connect to:
  - ClearOne's update server
  - CONVERGENCE Cloud for license verification (unless licensed with a specific machine's MAC address)
- Supported browsers:
  - Firefox
  - Chrome
  - Edge
  - Safari
  - Internet Explorer works for the most part, but may have a few minor issues.
- The Web server, database, and application are 100% pure Java (8 and above). Installations are currently available for the following operating systems:
  - Microsoft Windows 7, 8, and 10
  - Microsoft Windows Server 2012 R2 and above

# 3. Known Issues

- User interface translations of CONVERGENCE have been temporarily disabled.
- To update CONVERGENCE Enterprise AV Manager, you must first uninstall the previous version and restart the server machine.
- The Help documentation is in English only.
- CONVERGENCE only changes live values of DSP audio mixers and cannot save them to CONSOLE AI project files, or read them.
- Unless all CP2s of the stack are already in the database, CONVERGENCE does not correctly identify an incomplete stack.
- CONVERGENCE does not recognize when a CONVERGE Pro 2 supporting VoIP is registered to Skype for Business.
- The Windows service "Clearone Convergence Dashboard" may not restart on Windows Server without restarting the host machine.

# 4. Network Ports

# **Required Network Ports**

The following network ports are required for your machine to act like a Web server, or for CONVERGENCE Enterprise to have access to updates:

Ports that should not be used by other applications (such as other Web applications; depends on protocol and port chosen during installation):

- HTTP: 80 or 8080, 9990 for database
- HTTPS: 443 or 8443, 9993 for database

Open server firewall inbound ports (depends on protocol and port chosen during installation):

- HTTP (not secure): 80 or 8080
- HTTPS (secure, but requires a keystore certificate): 443 or 8443
- FTP: 21
- CFS (Configuration File Service access new): 8888
- **Note:** Needed firewall rules are now added and removed automatically as part of installation and uninstallation respectively. (<u>See Appendix section 7.3</u> on how to manually inspect, add, or change network ports on Windows.) However, if using an IaaS (Infrastructure as a Service) for Enterprise AV Manager, such as AWS, then with the exception of FTP, you will need to add the HTTPS and CFS ports manually to the security group inbound rules applied to the server instance (EC2 in AWS).

# 5. Un-install Before You Update

If you have a previously installed version of CONVERGENCE on your machine, you must complete the steps in this section. If not, proceed to <u>section 6. Installation</u>.

5.1 From your Windows menu, <b>navigate to</b> Settings > Apps > Apps & Features.	Apps & features
	Choose where to get apps
	Installing apps only from Microsoft Store helps protect your device.
5.2 Scroll down to "CONVERGENCE™	Apps & features
Enterprise AV Manager" or type part of it in the Search field.	Optional features
Then click the CONVERGENCE™ Enterprise AV Manager entry.	App execution aliases
	Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.
	CONV ×
	Sort by: Name $\checkmark$ Filter by: All drives $\vee$
The icon expands to show Modify and	1 app found
Uninstall options.	CONVERGENCE <sup>™</sup> Enterprise AV Manager ver 1.54 GB 9/26/2021
5.3 Click Uninstall.	CONVERGENCE <sup>™</sup> Enterprise AV Manager 1.54 GB version 2.0.4.5

2.0.4.5

A popup dialog box appears.

5.4 On the popup dialog box, **click Uninstall.** 





Modify

9/26/2021

Uninstall

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5.5 Click Yes.		CONVERGENCE <sup>™</sup> Enterprise AV Manager Uninstall ×			
N si ye	Vindows presents a dialog window (not hown here) that asks for permission to alter our computer.	Are you sure you want to completely remove CONVERGENCE™ Enterprise AV Manager and all of its components, except its database?			
		Yes No			
5.6 <b>Click Yes</b> to allow Windows to remove CONVERGENCE Enterprise AV Manager.		CONVERGENCE <sup>™</sup> Enterprise AV Manager Uninstall X Uninstall Status			
		Uninstalling CONVERGENCE <sup>™</sup> Enterprise AV Manager is removed from your			
N C	Vindows begins the process to uninstall CONVERGENCE Enterprise AV Manager.				
		Cancel			

After the uninstall process is complete, a pop-up window appears that asks if you want to restart your computer.

- 5.7 Click Yes. CONVERGENCE™ Enterprise AV Manager Uninstall × ? To complete the uninstallation of CONVERGENCE™ Enterprise AV Manager, your computer must be restarted. Would you like to restart now? Your computer restarts. Yes No
- 5.8 **Navigate to the folder** where you downloaded the most recent version of the CONVERGENCE Enterprise AV Manager installer.

#### 5.9 Open the CONVERGENCE installer (.exe) file.



- The uninstall process does not delete all folders and files that the install process loaded onto your computer.
- During reinstall, when you select a destination location (<u>see step 6.5</u>), if you select the same location for CONVERGENCE, the installer displays the following dialog window:



• You may click Yes.

# 6. Installation

Important: If CONVERGENCE Enterprise is already on your machine and you are re-installing, you must first uninstall it.

To download and install CONVERGENCE, complete the following steps:

6.1 Navigate to the folder where you downloaded the CONVERGENCE Enterprise installer (.exe). Open the installer.

<b>↓</b> >	Downloads	~	ē	0	Search Downloads	
^	Name					
	✓ Today (2)					
	👸 Setup_CHAT_Console	e_V3.1 iseSet	.0.6.ex up-2.0	e .4.5.exe		

6.2 If your system displays a window that asks if you want to allow this app to make changes to your device, click Yes.

The License Agreement window opens.

6.3	Carefully read the license agreement. Then of the I accept the agreement radio button.	Icck       Setup - CONVERGENCE™ Enterprise AV Manager version 2.0.4.5       —       —       ×         License Agreement Please read the following important information before continuing.       Image: Control of the set of the s
	The Next button activates.	Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.  ClearOne CONVERGENCE™ Enterprise AV Manager End User License Agreement  PLEASE CAREFULLY READ THIS LICENSE AGREEMENT BEFORE OPENING ANY MEDIA ENVELOPE OR USING THE SOFTWARE. RIGHTS IN THE SOFTWARE ARE OFFERED ONLY ON THE CONDITION THAT THE CUSTOMER AGREES TO ALL TERMS AND
6.4	Click Next.	CONDITIONS OF THE LICENSE AGREEMENT. OPENING ANY MEDIA ENVELOPE OR USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS. IF YOU DO NOT AGREE TO THE LICENSE AGREEMENT, YOU MAY RETURN THE UNOPENED PACKAGE. DEFINITIONS AND LICENSE GRANT. CLEARONE, INC grants to you a license to Use the
	The installer displays the Select Destination Location window.	Software as eat forth herein "Software" means the object code versions of the ClearOne Pro
6.5	If you want the installer to use the folder location indicated, <b>click Next</b> .	Setup - CONVERGENCE <sup>**</sup> Enterprise AV Manager version 2.0.4.5 — X Select Destination Location Where should CONVERGENCE <sup>***</sup> Enterprise AV Manager be installed?
	or	
	To use a different folder:	Setup will install CONVERGENCE™ Enterprise AV Manager into the following folder.
	Click Browse, navigate to the folder, select it, then on the Browse for folder window, click OK.	To continue, click Next. If you would like to select a different folder, click Browse.  C:\ClearOne\Convergence Browse
	<b>Caution:</b> If you select an existing folder, the installer overwrites the folder's contents.	At least 1,643.8 MB of free disk space is required.           < Back
	The target directory path must <b>not</b>	

On the installer's destination location window, click Next.

contain a blank space.

The installer displays the Select Convergence Web server protocol window.

# CONVERGENCE<sup>™</sup> Enterprise AV Manager

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6.6 From the dropdown, <b>select</b> either <b>HTTP</b>	Setup - CONVER	GENCE™ Enterprise AV Manager version 2.0.4.5 — □ ×		
protocol or HTTPS protocol.	Select CONVERGENCE™ Web server protocol			
Then <b>click Next</b> .	Select the proto	col you want to use. Click Next when you are ready to continue.		
<b>Do</b> either <b>a</b> or <b>b</b> below:	HTTPS protocol HTTP protocol HTTPS protocol	~		
a. If you selected <b>HTTP</b> protocol:				
CONVERGENCE displays the Custom		< Back Next > Cancel		
HTTP port dialog window.				
Replace "localhost" with the network	Setup - CONVER(	SENCE™ Enterprise AV Manager version 2.0.4.5 — □ ×		
address or domain name to be accessed from the machine on which	CONVERGENCE™ S Enter CONVERGE	erver address ENCE™ server address k address or domain name that is NOT being used by other		
you are installing.	applications, the Server address:	n dick Next		
Click Next.	localhost			
port dialog window.		< Back Next > Cancel		
Enter the port number.	Setup - CONVER	RGENCE <sup>™</sup> Enterprise AV Manager version 2.0.4.5 - □ ×		
Now <u>go to Step 6.12</u> .	Custom HTTP po Enter the HTTP	port that the server runs on		
	Input the HTTP HTTP port:	port that is NOT being used by other applications, then click Next		
	8080			
b. If you selected <b>HITPS</b> protocol (recommended):		< Back Next > Cancel		
CONVERGENCE displays the Custom HTTPS port dialog window.				
Proceed to step 6.7.				
6.7 8443 is the default HTTPS port.	Setup - CONVER	CGENCE™ Enterprise AV Manager version 2.0.4.5 — □ ×		
To change, enter another port number.	Custom HTTPS p Enter the HTTP	Nort S port that the server runs on		
The recommended ports for HTTPS are 443 or 8443	Input the HTTP:	S port that is NOT being used by other applications, then click Next		
Click Next.	HTTPS port: 8443			
The system displays the Server keystore				
information dialog window.				
		< Back Next > Cancel		
6.8 <b>Do</b> either <b>a</b> or <b>b</b> below:				
a. To Import an existing keystore, click that	radio	Server keystore information		
button, then click Next.		Please chose the way to generate the keystore for enabling SSL protocol		
CONVERGENCE displays the Select Keyst	ore	Please chose the way to generate the keystore for enabling SSL protocol		
<u>Go to step 6.10</u> .	<ul> <li>Import existing keystore</li> <li>Generate a keystore and self-signed certificate</li> </ul>			

b. To have the installer generate a keystore and selfsigned certificate, **ensure that the radio button is selected**, then **click Next**.

CONVERGENCE displays the Server keystore self signed certificate generation dialog window.

#### Proceed to step 6.9.

Cancel

< Back Next >

6.9 For each of the input boxes, **enter information**.

Then click Next.

=	Note: To proceed with the install,
	you must enter information in every
	input box

Go to step 6.12.

erver keystore self-signed Required information that nee generation	<b>certificate g</b> d to be used f	eneration or server keys	tore and CS	SR	<u>1</u> 2
Please specify the following inf	formation, the	n dick Next.			
Organization:					
Acme High Tech					
Department:					
Π					
City:					
Anytown					
State / Province:					
AnyCountry					
Country code:					
123					
				_	

# If you selected Import on step 6.8, then complete steps 6.10 and 6.11.

6.10 On the Select Keystore Location dialog window, **enter** the **location** of the keystore file, or **click Browse**, **navigate** to the keystore file, and **click OK**.

Then click Next.

CONVERGENCE displays the Enter keystore password dialog window.

6.11 Enter the password, then click Next.

CONVERGENCE displays the Select Database Type for CONVERGENCE Application dialog window.

X Setup - CONVERGENCE™ Enterprise AV Manager version 2.0	.4.5	_		$\times$
Select Keystore Location Where is Keystore located?				
Select where Keystore is located, then click Next.				
Location of convergenceServer.keystore:				
			Browse	
	< Back	Next >	Cano	:el

Setup - CONVERGENCE™ Enterprise AV Manager version 2.0.4.5	_	
Enter keystore password		
Enter the password to access your existing keystore		è
Input the password, then dick Next		
Password:		
The password must not contain a single quote symbol		
< Back	Next >	Cancel

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6.12	Click the appropriate radio button.	Setup - CONVERGENCE™ Enterprise AV Manager version 2.0.4.5 — □ ×
	If needed, <b>enter information</b> in the displayed entry boxes. Then <b>click Next</b> .	Select Database type for CONVERGENCE <sup>IM</sup> Application Select the database type you want to use  Image: H2 Database (local server) Image: MySQL Database (local server) Image: MySQL Database (separate server)
	CONVERGENCE displays the Add FTP port to server firewall rules dialog window.	Username: Password: Cancel
6.13	To change from the default (Yes), <b>click</b> the <b>No radio button</b> . Note: ClearOne recommends that you select Yes. Click Next.	<ul> <li>Setup - CONVERGENCE™ Enterprise AV Manager version 2.0 – </li> <li>Add FTP port to server firewall rules Open the server's FTP port to allow CONVERGENCE to automatically check for new firmware and software?</li> <li>              • Yes             ○ No             (If you select No, CONVERGENCE can't check for new firmware or software. It will be more difficult to keep your AV system up to date.)      </li> </ul>

CONVERGENCE displays the Automatic update CONVERGENCE dialog window.

6.14 **Click** the **radio button** of your preferred method to update software.

CONVERGENCE displays the Ready to Install dialog window.



< Back

Next >

Cancel

## **CONVERGENCE<sup>™</sup> Enterprise AV Manager**

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6.15	Click Install.	Setup - CONVERGENCE™ Enterprise AV Manager version 2.0 − □ ×
		Ready to Install         Setup is now ready to begin installing CONVERGENCE™ Enterprise AV Manager on your computer.         Click Install to continue with the installation, or click Back if you want to review or change any settings.         Destination location:         C:\ClearOne\Convergence         Setup protocol:         HTTPS protocol         Selected Components:         HTTPS Component         CONVERGENCE™ web server port:8443
	The installer displays the Installing window.	< >
	After the installation is complete, the installer displays the Information window which includes release notes and usage notes.	< Back     Install     Cancel       Setup - CONVERGENCE™ Enterprise AV Manager version 2.0     —     —     ×       Installing     Please wait while Setup installs CONVERGENCE™ Enterprise AV Manager on your computer.     Image: Computer installs CONVERGENCE™ Enterprise AV Manager on your computer.     Image: Convergence installs CONVERGENCE™ Enterprise AV Manager on your computer.       Extracting files     C: \ClearOne \Convergence \mysql-8.0.23-winx64\bin \mysqld.pdb
		Cancel
6.16	Read the release and usage notes.	Setup - CONVERGENCE™ Enterprise AV Manager version 2.0 — □ ×
	Then Click Next.	Information Please read the following important information before continuing.
	The installer displays a different window based on whether or not this is the first installation or a reinstallation.	When you are ready to continue with Setup, dick Next. CONVERGENCE <sup>TM</sup> Enterprise AV Manager 2.0.4.5 Release date: 09/24/2021 USAGE NOTES:
		Make sure that the port input during installation is unused.

If this is the first installation, **proceed to step 6.17**.

If this is a reinstallation, go to step 6.21.

# Make sure that the port 9993 or 9990 is unused. In the browser's web address field, If you installed using HTTP, type http://<your server's IP address>:<your installed port>

Next >

6.17 On the Setup Wizard window, click Sign In.

Setup - CONVERGENCE™ Enter	prise AV Manager version 2.0 $ \Box$ $ imes$
	Completing the CONVERGENCE™ Enterprise AV Manager Setup Wizard Setup has finished installing CONVERGENCE™ Enterprise AV Manager on your computer.
	Click Finish to exit Setup.
	< Back Finish Sign In

CONVERGENCE Enterprise displays the Register Initial Owner Account window.

6.18 **Enter the information requested** in the input boxes.

**Take note** of your username and password.

CONVERGENCE Enterprise displays a **Username and Password Registered** 

Then click Register.

Register Initial Owner Account	
Enter your username:	
Username	
Enter your password for CONVERGENCE:	
New password	O
(Must be at least & characters long, contain a letter, a digit, and a s such as from: ~?@#\$%^&*()+=()川い:*,?.)	pecial character,
Password Strength:	Weak
Confirm the password by entering it again:	

6.19 Click OK.

window.

Username and Password Registered ×

Your username and password are now registered. Sign in right away and enter your email address so you can recover your password later, receive notifications, and add users.

CONVERGENCE Enterprise displays the User Sign In portal.

OK

#### **Installation Guide**



Then click Sign In.

CONVERGENCE Enterprise displays the Settings > My Account view.

Notice any red alarm symbols 🥭.

They indicate areas where **you may need to take further action**.

For detailed instructions about Settings see the online Help, available when you sign in. Under the navigation bar's SUPPORT section, **click Help**. The Help page appears. In the navigation bar under OWNER, **click Setting Up the Enterprise Organization**.

ClearOne.	CONVERCENCE		
OVERVIEW	CONVERGENCE	" ENTERPRISE AV MANAGER	
m Dashboard	Settings		jdhopkins ~
+ Locations	Cottingo		
ர் Systems	My Account 🌔 🛛 🛛	ly Organization 🌔	
1 Users			
Mistory	Username:	Email Address: 🅭	
🌣 Settings 🕭	Junopkins	Address not defined	Change Email
DEVICES	First name:	Password:	Change Decouverd
S Pro Audio	Last name:	Password set at Apr 26, 2022, 11:40 AM	Change Password
SUPPORT		COLLABORATE® Space (CS):	
<i>i</i> About	Role: Owner	You are signed out of CS	Sign In Sign Out
? Help		Do	on't have a CS account? Sign up.
🕹 Downloads		SMS text mobile phone number:	
Updates		Phone number not defined	Change Number



#### Note the following:

- If after an update your browser displays a blank web page, click your browser's refresh icon.
- If the browser is running on the server, you can type "localhost" for your server's IP address.
- If during the installation process you selected **HTTPS** and you did **not** use a valid certificate, your browser displays a security warning page. Regardless, you can "push through" to the server's webpage.

ClearOne.				Аб 🗸
CONVER	GENCE™ ENT <sup>Version</sup> for Acr	ERPRISE AV n 3.0.0.9 me, Inc.	MANAGER	
	User	Sign In		
	Username or Email Addr	ess:		
	Username or Email Address	3		
	Password:			
	Password		•	
	Stay Signed in	Forgot your passw		

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6.21 If this is a reinstallation: Click Finish or Sign In.

If you click **Sign In**, the Setup Wizard window closes.

The system then displays the User Sign In window.

If you click Finish, the Setup Wizard closes.

When you want to sign in to CONVERGENCE Enterprise, **complete step 6.22**.

🔀 Setup - CONVERGENCE™ Enterj	orise AV Manager	version	2.0 —	
	Completin CONVERG Manager	g the ENC Setu	e E™ Enter p Wizard g CONVERGENG uter.	rprise AV I CE™ Enterprise
	Click Finish to exit	Setup.		
	< 6	Back	Finish	Sign In

6.22 Open an HTML browser, such as Edge, Safari, or Chrome.In the browser's web address field, do either a or b below.

- a. If you selected HTTP, type the following:
   http://<your server's IP address or domain name>:<port number>
- b. If you selected HTTPS, type the following:

https://<your server's IP address or domain name>:<port number>

Use the port number you entered in the previous steps.

**Note:** You do **not** need to type the colon and port number if you chose the default ports 80 or 443.

#### Press Enter.

Your browser displays the User Sign In portal.



- If you forgot the password, and you configured an email address for your account, you can click "Forgot your password?" to reset it.
- Otherwise you will have to delete or move out the files in the database folder identified in the Appendix at the end of this guide, and restart the server.
- Then you can enter a new username and password as an initial owner. All previously entered data will be lost.



# 7. Appendix

# 7.1 Important Folders

Here are some folders used by CONVERGENCE that you, as a system administrator, might find useful:

Folder	Location
H2 Database	C:\Windows\System32\config\systemprofile\h2
MySQL Database	<install_folder>\Convergence\mysql-8.0.23-winx64\data</install_folder>
Server's log	<install_folder>\Convergence\wildfly-x.x.x.x\standalone\log</install_folder>
Configuration backup	C:\Windows\System32\config\systemprofile\Convergence\ConfigurationBackup
Downloaded firmware	C:\Windows\System32\config\systemprofile\Convergence\Firmwares

# 7.2 ClearOne Contacts

#### Headquarters

5225 Wiley Post Way Suite 500 Salt Lake City, UT 84116

#### Sales

**Tel:** +1.801.975.7200 sales@clearone.com

# Headquarters

Tel: +1.801.975-7200

Technical Support Tel: +1.801.974.3760 audiotechsupport@clearone.com

# 7.3 How to Add Network Port Firewall Rules in Windows

To open needed Web and FTP ports on the server's firewall (Windows), complete the following steps:

1. Open the following location:

Windows Control Panel >

System and Security >

Windows Defender Firewall >

Advanced Settings >

Inbound Rules

Image: Windows Defender Firewall with Advanced Security			—	×		
File Action View Help						 
Windows Defender Firewall with	Inbound Rules			Actions		
Cuthound Rules	Name	Group	^	Inbound Rules		-
Subound Rules	🔮 Firefox (C:\Program Files\Mozilla Firefox)			🚉 New Rule		
> 賬 Monitoring	Sirefox (C:\Program Files\Mozilla Firefox)			Filter by Profile		•
	HP Device Setup (HP OfficeJet 4620 series) HP Device Setup (HP OfficeJet Pro 8710)			🝸 Filter by State		•
	W HP Network Communicator (HP Officeje)			Filter by Group		•
	HP Network Communicator COM (HP 0			View		•
	🛛 🐼 HP Network Communicator COM (HP O					

#### 2. Under Actions, click New Rule.

A New Inbound Rule Wizard window opens.

3. Select Port. Then click Next.	What type of rule would you like to create?
	Program Bule that controls connections for a program
	Rule that controls connections for a TCP or UDP port.
	○ Predefined:
	@FirewallAP1.dll,-80200
	Rule that controls connections for a Windows experience.
	Custom
	Custom fue.
The Protocol and Ports window opens.	
	< Back Next > Cancel
4. Do the following:	
a Under "Does this rule apply to TCP or UDP?"	Does this rule apply to TCP or UDP?
select TCP.	● TCP
b. Under "Does this rule apply to all local ports or	OUDP
specific local ports?" click the Specific local	Does this rule apply to all local ports or specific local ports?
ports radio button.	
c. In the Specific local ports field, type one or more	All local ports     Constitution and and and and and and and and and an
of the following that apply to the rule:	Specific local ports:     Example: 80, 443, 5000-5010
<ul> <li>80 (optional - access as default HTTP web server)</li> </ul>	Example: 00, 440, 0000 0010
<ul> <li>443 (optional - access as default HTTPS web server)</li> </ul>	
<ul> <li>8080 (optional - access as an HTTP web server, must enter port)</li> </ul>	< Back Next > Cancel
• 8443 (optional - access as an HTTP web server, r	nust enter port)
<ul> <li>21 (FTP - required for firmware and software dow</li> </ul>	nloads)
9001-65000 (Pro Audio device port range - requir	ed for operation)
d. Click Next.	

The Actions window opens.

5. Click the Allow the connection radio button. Then click Next.

What action should be taken when a c	connection matches the specified conditions?
Allow the connection     This includes connections that are a	protected with IDeep so well so these secont
<ul> <li>Allow the connection if it is set</li> </ul>	ecure
This includes only connections that will be secured using the settings in Rule node.	have been authenticated by using IPsec. Connections IPsec properties and rules in the Connection Security
Customize	
O Block the connection	
	< Back Next > Cancel

The Profile window opens.

# CONVERGENCE<sup>™</sup> Enterprise AV Manager

#### **Installation Guide**

 If the Web server is not to be exposed to the Internet, click the Public check box to remove the check mark.

Leave the Domain and Private check boxes selected.

Then click Next.

The Name window opens.

Then click Finish.

7. Type a Name and Description (optional).

When does this rule apply?
<ul> <li>Domain Applies when a computer is connected to its corporate domain.</li> <li>Private Applies when a computer is connected to a private network location, such as a home or work place.</li> <li>Public Applies when a computer is connected to a public network location.</li> </ul>
< Back Next > Cancel
Inbound Rule Name
Description (optional):

< Back

Finish

Cancel