Zoho Corporation

Connection Failure

Are you facing issues with sharing your camera stream or viewing your customer's camera stream? If so, it may be due to the firewall settings on your network. Sometimes, certain domains and IP addresses are blocked by firewalls to restrict access to specific websites, prevent attacks on their internal networks, or regulate access to sensitive information.

If some of Zoho Lens' domains have been blocked by your firewall, remote assistance sessions will not run properly on your device. In order to fix this issue, you need to whitelist the following ports and domains in your firewall settings.

Ports to be whitelisted:

1. TCP port 443, outgoing access from client
2. UDP port 443, 3478, 3479, 3480, 3481, outgoing access from client

Whitelisting domains:

We've provided the option to whitelist domains, in which all IP Addresses are included. Any new IP addresses added in the future will be included under the domain by default, saving you the time and effort of whitelisting each IP address individually.

Domain to be whitelisted: *mediaserver.zohortcplatform.com*

For region-specific whitelisting of IP addresses:

ZVP IP Address Ranges				
ID	**Addresses**	**Region**	**Protocol**	**Port**
1	119.81.194.153 119.81.194.154 119.81.194.156 119.81.194.155	SG	TCP	443
			UDP	443 3478 3479 3480 3481
2	149.81.121.182 18.156.16.220 149.81.121.186 3.66.15.121 169.148.130.75 18.192.73.51 169.148.130.76 3.73.106.89 149.81.121.179	EU	TCP	443
			UDP	443 3478 3479 3480 3481
3	54.148.74.116 35.82.207.143 169.62.81.216 54.177.183.62 169.62.81.222 8.47.10.72 169.62.46.92 15.254.17.219	US	TCP	443
			UDP	443 3478 3479 3480

#	IP / Domain		Direction	Protocol	Ports
	8.47.10.71	8.33.38.71			3481
	8.33.38.77	8.33.38.75			
4	13.126.238.174		IN	TCP	443
	13.232.60.6				
	3.109.249.200	169.38.120.79			
	43.204.40.101				
	169.38.120.78			UDP	443 3478
	13.127.198.179	169.38.68.42			3479 3480
	13.235.232.143				3481
	169.38.120.79				
	169.148.132.75	169.38.120.81			
	169.148.132.76	169.38.120.89			
	169.148.132.77	13.127.5.213			
5	*.zoho.in/com/com.au/cn/eu		-	UDP	443
6	*.zoho.in/com/com.au/cn/eu		-	TCP	443

If the issue persists, check if the firewall settings have been updated on your customer's network and ensure that they whitelist the above mentioned domains and IP addresses.

Note: The domain list may be updated over time. When this happens, kindly make sure to inform your network administrator to whitelist the new domains in your network.