

# Optimal Firewall Configuration

Covers GoToAssist, GoToMeeting, GoToWebinar, GoToMyPC, GoToManage and future product deployments involving our servers as of December 2011.

1. Citrix Online products are configured to work outbound through TCP ports 8200, or 80 or 443. In a restricted environment port TCP 8200 can be set up for outbound connections. Our products do not listen for, nor do they require, any inbound connections. Connections outbound via TCP port 8200 are optimal, although connections through ports 80 and 443 can also be used.
2. Integrated Voice over IP connections are configured to work outbound through UDP port 8200. Integrated Webcam Video support is configured through UDP port 1853
3. If your firewall includes a content or application data scanning filter, this may cause blocking or latency, which would be indicated in the log files for the filter. To address this problem, verify the below IP ranges will not be scanned or filtered by content or application data scanning filters by specifying exception IP ranges that will not be filtered.
4. If your security policy requires you to specify explicit IP ranges, then configure your firewall to limit TCP port 8200 or 80 or 443 destination, UDP ports 8200 and 1853 and IP addresses to only the Citrix Online ranges listed below.

**Important Note:** Steps 3 and 4 are discouraged unless absolutely necessary because such IP ranges need to be periodically audited and modified, creating additional maintenance to your network. These changes are rare, but they may be necessary to continue to provide the maximum performance for the Citrix Online family of applications. Maintenance and failover events may cause you to connect to servers within any of the ranges.

**Citrix Online server / Datacenter IP addresses  
for use in firewall configurations**

**Equivalent specifications in 3 common formats**

Citrix Online Assigned Range by Block*	Numeric IP Address Range	Netmask Notation	CIDR Notation
Block 1	216.115.208.0 - 216.115.223.255	216.115.208.0 255.255.240.0	216.115.208.0 / 20
Block 2	216.219.112.0 - 216.219.127.255	216.219.112.0 255.255.240.0	216.219.112.0 / 20
Block 3	66.151.158.0 - 66.151.158.255	66.151.158.0 255.255.255.0	66.151.158.0 / 24
Block 4	66.151.150.160 - 66.151.150.191	66.151.150.160 255.255.255.224	66.151.150.160 / 27
Block 5	66.151.115.128 - 66.151.115.191	66.151.115.128 255.255.255.192	66.151.115.128 / 26
Block 6	64.74.80.0 - 64.74.80.255	64.74.80.0 255.255.255.0	64.74.80.0 / 24
Block 7	202.173.24.0 - 202.173.31.255	202.173.24.0 255.255.248.0	202.173.24.0 / 21
Block 8	67.217.64.0 - 67.217.95.255	67.217.64.0 255.255.224.0	67.217.64.0 / 19
Block 9	78.108.112.0 - 78.108.127.255	78.108.112.0 255.255.240.0	78.108.112.0 / 20
Block 10	68.64.0.0 - 68.64.31.255	68.64.0.0 255.255.224.0	68.64.0.0 / 19
Block 11	206.183.100.0 - 206.183.103.255	206.183.100.0 255.255.252.0	206.183.100.0 / 22
Block 12	173.199.0.0 - 173.199.63.255	173.199.0.0 255.255.192.0	173.199.0.0/18

\*Citrix Online has datacenters in San Jose, Las Vegas, Chicago, New York, Atlanta, Washington D.C., Hong Kong, Sydney and Amsterdam.

## Additional information for GoToAssist FastChat™

The following domains are used exclusively for initiating and conducting text-based chat sessions using Adobe Flash™-based client applications. These domains are never used for remote access, screen sharing, remote control, or other rich functionality that may be deemed unacceptable in certain customer environments. For the purposes of web filters, firewalls, proxies and other security-related characterization, Citrix Online recommends traffic to these domains be categorized as “instant messaging” or something similar. It should not be characterized as “remote access.”

GoToAssist Corporate FastChat URLs for use in firewall configurations	
URLs for traffic to the Citrix Online infrastructure for this chat-only service will be of the following format:	
URL	Protocol and Port
https://<mcs_hostname>.<data_center>.gofastchat.com	port 443 SSL
http://broker.gofastchat.com	port 80 HTTP
https://broker.gofastchat.com	port 443 SSL
http://www.gofastchat.com	port 80 HTTP
https://www.gofastchat.com	port 443 SSL


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**About Citrix Online**

Citrix Online solutions enable people to work from anywhere. Our products include GoToAssist® for remote support, GoToManage® for IT management, GoToMeeting® for online meetings, GoToMyPC® for remote access, GoToTraining® for interactive online training and GoToWebinar® for larger web events.

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