Network firewall settings for Kaltura Meetings and Virtual Classroom

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This article is designated for administrators.

About

Is your organization using a Firewall or VPN? To configure your firewall to work effectively with Kaltura's Real-Time Communication (RTC) solutions, you need to allow specific network traffic to pass through the firewall.

> **Legacy notice**
> This article documents the **legacy KME room**. For our next-generation virtual classroom and collaborative meeting solution, please visit the **Kaltura Room documentation**.

Checklist

To participate in Kaltura Webinars, Kaltura Meetings and Kaltura Virtual Classroom, please ensure that the network you are connecting from allows for the following:

Protocol	Ports	URL	Addresses
TCP TCP/TLS UDP	443 443 80,443	*-turn.newrow.com	3.70.195.32/27 44.199.182.96/27 3.99.123.208/28 15.228.143.96/28 35.86.65.48/28 13.214.124.16/28 3.110.59.16/28 3.38.131.128/28 3.26.132.224/28 35.76.250.144/28 16.163.33.96/28
TCP TCP/TLS UDP	443 443 80,443	*-turn.kme.kaltura.com.cn	71.131.196.48/28

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TURN protocol messages should not be blocked to the above addresses.

To ensure uninterrupted real-time connections, you must allow all traffic to the following domains through any VPN, firewall, or security software:

- *.newrow.com
- *.kaltura.com
- *.kaltura.com.cn
- *.kme.kaltura.com.cn

You can use this test page to test your traffic rules and see if any IPs or ports are blocking traffic from your end.

Troubleshooting connectivity issues

If presenters or participants experience disconnects, trouble joining the stage, screen sharing issues, or other connectivity problems, they should bypass any VPN and disable network security firewall/proxy services (e.g., Zscaler, Netskope). If this resolves the issue, the IT team will need to add specific exceptions in these products for Kaltura Meetings and Virtual Classroom to work while keeping these services enabled.

Kaltura's Knowledge team maintains this document. Please send comments or corrections to knowledge@kaltura.com. We are committed to improving our documentation and your feedback is appreciated.

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