

Kaltura's Agentic Avatars - Network requirements and firewall guidelines

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 This article is designated for administrators.

About

Kaltura's Agentic Avatars use WebRTC technology to enable real-time, interactive conversations.

In some enterprise environments, network security settings (such as firewalls or web filtering policies) may require additional configuration to ensure everything works smoothly.

This article outlines the recommended network setup for using Agentic Avatars in corporate environments.

Network requirements

Temporary workaround

If you're testing or getting started, you can use a mobile device with a 4G connection or another non-corporate network.

This helps ensure uninterrupted connectivity while evaluating the experience.

For ongoing use

For ongoing use within your organization, we recommend working with your IT or security team to allow the required domains and protocols listed below:

Domain	Port	Protocol
conversation.avatar.us.kaltura.ai	443	HTTPS / WebSocket
api.avatar.us.kaltura.ai	443	HTTPS
srs.avatar.us.kaltura.ai	443	HTTPS / WebSocket
flow-assets.avatar.us.kaltura.ai	443	HTTPS
meet.avatar.us.kaltura.ai	443	HTTPS
studio.avatar.us.kaltura.ai	443	HTTPS
rtc.avatar.us.kaltura.ai	443	HTTPS / WebSocket
assets.avatar.us.kaltura.ai	443	HTTPS
turn.avatar.us.kaltura.ai AND 3.41.177.176/29	80, 443	TCP / UDP