REMOTE CARE ENVIRONMENT READINESS

Prior to using the Remote Care solution, please make sure to have the following:

- The application can run on the major internet browsers:
    - Chrome (the preferred browser).
    - Internet Explorer version 10 onward.
    - Microsoft Edge.
    - Firefox.
- The **443** (SSL-based TCP) network port must be enabled on the system user workstations, firewalls and any other intervening network elements.
- In a remote control session, the remote support application connects to support.communitake.com and to one of the relay servers.

Every system user must be able to reach the following servers and connect to the port as specified:

Server	IP	Port	Region
r1.communitake.com.	46.137.110.162	443 (TCP)	Ireland
r2.communitake.com.	50.19.104.23	443 (TCP)	United States
r4.communitake.com.	54.232.122.90	443 (TCP)	Brazil
r5.communitake.com.	122.248.248.56	443 (TCP)	Singapore

Since there is a failover mechanism, if a relay server is not responding, the next relay server will be used; therefore it is advised to be able to connect to these entire relay servers.

Note: The Relay servers environment may change from time to time, based on the operational needs of the system and its users. Make sure to be updated on the effective relay servers list prior to the actual system deployment.