

# Citrix | Online (formerly Expertcity, Inc.) - Optimal Firewall Configuration

1. Open outbound connections to Port 8200. Our software does not listen for nor does it require any inbound connections. Direct connections to port 8200 are optimal although connections to ports 80 and 443 can also be used.
  2. If your Firewall includes a Content or Application-Data Scanning Filter this can cause problems in some cases. Blocking 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. Firewalls and Security Filters will allow different ways of configuring this. You can specify 'exception' IP ranges that will not be filtered although **this practice is discouraged unless absolutely necessary, as required by your security policy, because such IP ranges need to be periodically audited and modified.**
  3. If your security policy **requires** you to specify explicit IP ranges, then configure your Firewall to limit port 8200 (80 or 443) destination IP addresses to only the Citrix Online ranges listed below. **This practice is discouraged unless absolutely necessary because such IP ranges need to be periodically audited and modified.** Citrix Online now has an "assigned" range, and other ranges listed in this document could be removed at some point but NO other ranges should be added.
- \* Steps 2 and 3 imply additional maintenance to your network and is **discouraged unless absolutely necessary**. If the decision is made to specify the IP ranges listed here, please send an email to <mailto:accounts@citrixonline.com?subject=Citrix Online IP Change Notification List> specifying the email address you would like us to inform of changes. You should be prepared to make changes as needed.
- \*\* Configure **all** ranges **ONLY if absolutely necessary**. Maintenance and failover events may cause you to connect to servers within any of the ranges, not just the one close to you.

Citrix   Online Server / Datacenter IP Addresses - Common Formats for Use in Firewall Configurations Covers all GoToMyPC, GoToAssist and future product deployments involving our servers as of: 01/28/2005			
Blocks & Location	Equivalent Specifications in 3 Common Formats		
	Numeric IP Address Range	Netmask Notation	CIDR Notation
<b>Citrix   Online</b> (OrgName: Expertcity, Inc) <b>Assigned Range</b>	216.115.208.0 - 216.115.223.255	216.115.208.0 255.255.240.0	216.115.208.0 / 20
<b>West Coast 1</b> <b>San Jose</b>	66.151.158.0 - 66.151.158.255	66.151.158.0 255.255.255.0	66.151.158.0 / 24
<b>West Coast 2</b> <b>San Jose</b>	66.151.150.160 - 66.151.150.191	66.151.150.160 255.255.255.224	66.151.150.160 / 27
<b>East Coast 1</b> <b>New York</b>	66.151.115.128 - 66.151.115.191	66.151.115.128 255.255.255.192	66.151.115.128 / 26
<b>East Coast 2</b> <b>New York</b>	64.74.80.0 - 64.74.80.255	64.74.80.0 255.255.255.0	64.74.80.0 / 24
<b>Europe 1</b> <b>London</b>	212.118.246.64 - 212.118.246.95	212.118.246.64 255.255.255.224	212.118.246.64 / 27