

EXPLOREBOARD HOST PARTNERS TECHNICAL BRIEF:

Media Player:

A digital media player is located behind the ExploreBoard screen. The player periodically downloads content and playlists from the Internet.

The player is connected to the Internet via a data connection on your existing network.

The player “calls out” to a central server via secure Internet connection and downloads content.

The player loads the content obtained from the connection before displaying the content.

The player does not stream content via the Internet.

This allows the ExploreBoard to display content even in the even of a network failure by continually playing the most-recent content it has obtained.

Bandwidth:

The minimum external Internet bandwidth recommended is 512K (download). Since the player is always connected to the server, it periodically sends status information about its health.

At most this information requires about 5kb/sec.

However, downloads of the content are much larger depending on the size of the files.

Content updates are generally downloaded to the player overnight, but if the bandwidth is small and there’s a lot of content changes, this may take a long time.

Security:

When the player is turned on, it “calls out” to the server via the Internet connection.

Over this connection, the media player sends it’s status and inquires about any new content it should download.

The media player will stay connected to the server as long as it can. If the connection is lost, the player will wait 30 seconds and attempt to reconnect to the server.

The player always “pulls” information from the external server. No external communication will “push” or instigate communication.

This ensures that the system and your network are never put at risk.

Your guests may interact with ExploreBoard content (when the touchscreen is activated) or on the visitorfun.com website using their own devices.

No personal information is collected unless the guest submits a request for specific content including maps/directions or booking information to be sent to their phone via SMS or e-mail address.

Contacting VisitorFun.com & CTM Media Group:

In the event that your Internet settings or security changes, you have a new IT contact or require any content updates for your property, please contact:

ebssupport@visitorfun.com

editor@visitorfun.com

1-888-303-0615

Network Connections:

The connection to the player is provided by a CAT5 or CAT6 network drop. For the player to have access to our servers, it requires an active Internet gateway, with access to the following IP addresses and ports:

For most facilities, this is not an issue; but for those with tight firewalls, it’s necessary that these ports and IP addresses are open for the system to operate.

Initial Connection

Port 1100

cl7-app.comqionline.com | 34.134.240.195

Discovery

Port 1101

cl7-app01.comqionline.com | 35.223.229.26
cl7-app02.comqionline.com | 35.226.42.100
cl7-app05.comqionline.com | 35.223.42.48

Connection

Port 8093

cl7-app01.comqionline.com | 35.223.229.26
cl7-app02.comqionline.com | 35.226.42.100
cl7-app05.comqionline.com | 35.223.42.48

Content Download (FTP and FTPS)

Port 21 & Ports 50000-55000

cl7-con.comqionline.com | 34.121.113.140

Content Download Alternative (HTTP and HTTPS)

Port 21 & Ports 50000-55000

cl7-con.comqionline.com | 4.121.113.140

NTP Time Synchronization

pool.ntp.org (One Time)

Location specific | Port UDP 123

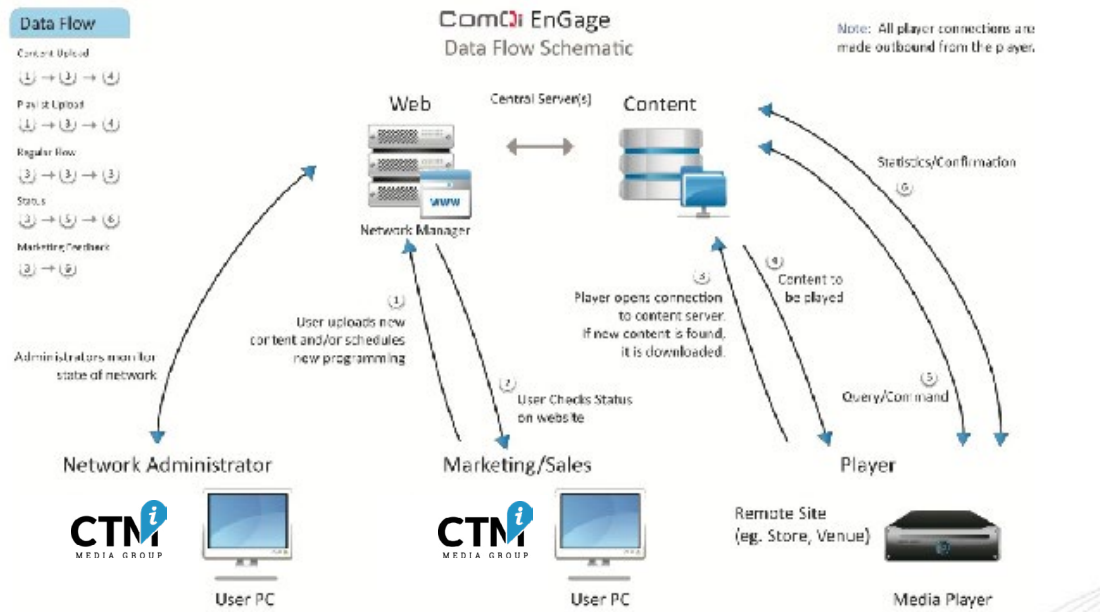
Gradual Slew

Location specific | Port UDP 123

0. ubuntu.pool.ntp.org
1. ubuntu.pool.ntp.org
2. ubuntu.pool.ntp.org
3. ubuntu.pool.ntp.org

For most facilities, this is not an issue; but for those with tight firewalls, it’s necessary that these ports and IP addresses are open for the system to operate.

Note, for NTP gradual slew up-dates whitelisting 0.ubuntu.pool.ntp.org is mandatory.



IT FAQs:

EnGage consists of a central database and application servers, fronted by a secure web portal providing access to the administration/IT console. EnGage Players connect to the server cluster over a TCP/IP connection using a proprietary protocol.

Q: Does the server connection to the player or the player connect to the server?

A: The player always connects to the server.

No inbound connections are ever made to the player.

Q: What ports do I need to open up?

A: Port 1100 for the initial connection, port 1101 for discovery connection, port 8093 for the main communication connection and port 21(FTP/FTPS), 80(HTTP) or 443 (HTTPS) for content downloads.

These are all outbound TCP connections.

Q: Are there any open ports on the player?

A: By default there are no open ports. However, if needed we can enable SSH which opens port 22 on the player.

Q: Can the media player work with MAC filtering?

A: Yes.

Q: Do you work with proxy servers?

A: No we do not work with proxy servers.

Q: Which ports and IP addresses does the player connect to?

A: The EnGage player will only connect to the listed IP addresses and ports.

ENGAGE CONNECTIVITY TEST:

ComQ provides a diagnostic test to confirm that all necessary ports are open and cleared so the media player can successfully connect to the EnGage server's IP address through the Internet.

Please note that if a splash page or password is required to connect, the test will fail.

A CTM Media Group representative will bring a laptop with an Ethernet port to simulate/mirror how our ExploreBoard media player will connect to your network prior to installation.

Once the laptop's wireless card is disabled, the testing laptop will either be connected to the specific headline port or router intended to be used for the ExploreBoard, and the EnGage connectivity test file will be run.

A results page will indicate a Pass/Fail message with details regarding the cause of any failures, including the specific ports that did or did not clear.

SAMPLE CONNECTIVITY TEST RESULTS:

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File Edit Format View Help
*** Engage Connectivity Test Tool, v1.7 (Windows) ***
Date: 14/08/2020
Start time: 10:10:30

Testing DNS, looking up engii.net
** DNS Lookup failed!
Trying to get public IP address
** Public IP: unable to determine IP

Starting App Server port connectivity tests
** Connection Failed for port 1100 on prd-app01.prd.engii.net!
** Connection Failed for port 1101 on prd-app01.prd.engii.net!
** Connection Failed for port 1101 on prd-app02.prd.engii.net!
** Connection Failed for port 8093
** App Server Connection Failed!

Starting FTP Server port connectivity tests
** Connection Failed for port 21 on prd-con.prd.engii.net!

Starting FTP download tests
** FTP Download failed!
** FTPS Download failed!
** HTTP Download failed!
** HTTPS Download failed!

Connectivity test Failed!
Finish time: 10:10:39

File Edit Format View Help
*** Engage Connectivity Test Tool, v1.7 (Windows) ***
Date: 14/08/2020
Start time: 10:07:25

Testing DNS, looking up engii.net
** DNS Query OK: (c:1 sec)
Trying to get public IP address
** Public IP: 73.143.107.105

Starting App Server port connectivity tests
** Connection Success for port 1100 on prd-app.prd.engii.net
** Connection Success for port 1101 on prd-app01.prd.engii.net
** Connection Failed for port 1101 on prd-app02.prd.engii.net!
** Connection Success for port 8093 on prd-app01.prd.engii.net
** App Server Connection Success

Starting FTP Server port connectivity tests
** Connection Success for port 21 on prd-con.prd.engii.net

Starting FTP download tests
** FTP Download Success
** FTPS Download Success
** HTTP Download Success
** HTTPS Download Success

Connectivity test Passed
Finish time: 10:08:00
    
```