



Configuring a Proxy or Firewall

HP Proactive Management / HP Proactive Security

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Configuring a Proxy or Firewall

Introduction

This document provides information on how to configure a proxy or firewall to work with HP TechPulse and Workspace ONE for iOS, macOS, Android and Windows Devices. Firewall changes depend on the type of HP Proactive Management plan(s) and products purchased.

For HP Proactive Management and HP Proactive Security devices protected by a firewall or proxy, you must configure the proxy or firewall to allow communication through certain ports. Please refer to the respective sections of this document to configure your proxy or firewall.

Changes Required for HP Proactive Management Standard, Enhanced, and Premium Plans

Configure the proxy or firewall to allow communication for domains through the following ports:

The domains listed below are applicable to:

- **HP TechPulse Windows Application** version 3.19.357 and above
- **HP Touchpoint Analytics Client** version 4.1.4.2960 and above

Component	Domain	Ports
HP TechPulse Services	www.hpdaas.com us.hpdaas.com eu.hpdaas.com downloads.hpdaas.com downloads.hpanalytics.net context.skyhookwireless.com us-west-2.kinesis.hpanalytics.net	443

The domains listed below are applicable to:

- **HP TechPulse Windows Application** versions prior to 3.19.357
- **HP Touchpoint Analytics Client** versions prior to 4.1.4.2960

Component	Domain	Ports
HP TechPulse Services	www.hpdaas.com us.hpdaas.com eu.hpdaas.com downloads.hpdaas.com downloads.hpanalytics.net d7l6d3yk4tkv4.cloudfront.net dcefh8tp1pusz.cloudfront.net s3-us-west-2.amazonaws.com cognito-identity.us-east-1.amazonaws.com kinesis.us-west-2.amazonaws.com context.skyhookwireless.com	443

Configuring a proxy or firewall for HP Proactive Management

NOTE: HP may update the domain list at any time. When changes occur, firewall settings must be adjusted. You may consider using a wildcard with the fully qualified domain names listed above. For example, use *.hpdaas.com.

Additional Changes Required for HP Proactive Management Enhanced & Premium Plans

Configure the proxy or firewall to allow communication for domains through the following ports:

Domains Required for Workspace ONE

Component	Domain	Ports
Device Services	*.hpdaas.com	80 and 443
AWCM Server	*.awmdm.com	443
Microsoft Services	*.windows.net *.windows.com *.notify.windows.com *.notify.live.net *login.live.com has.spserv.microsoft.com bspmts.mp.microsoft.com microsoft.com/store/apps inference.location.live.net	80 and 443
Intel Firmware TPM Only	ekop.intel.com/ekcertservice	443
Qualcomm Firmware TPM Only	ekcert.spserv.microsoft.com	443
Apple Services*	phobos.apple.com ocsp.apple.com ax.itunes.apple.com	80 and 443
Apple Push Notification*	*.push.apple.com	5223 and 443
Certificate Validation	*.godaddy.com *.digicert.com *.public-trust.com *.omniroot.com	80 and 443
Android Cloud Messaging**	mtalk.google.com	5228

Configuring a proxy or firewall for HP Proactive Management

Google Backend Services for Android**	appwrapandroid.awmdm.com pki.google.com clients1.google.com clients2.google.com clients3.google.com clients4.google.com clients5.google.com clients6.google.com www.google.com *.googleapis.com accounts.google.com	443
Google Backend Services for Android**	gcm-http.googleapis.com gcm-xmpp.googleapis.com	443, 5228-5230, 5235, 5236
Google Backend Services for Android**	fonts.googleapis.com	80, 443
Google Backend Services for Android**	fcm.googleapis.com android.com play.google.com android.clients.google.com google-analytics.com googleusercontent.com gstatic.com *.gvt1.com *.ggpht.com Dl.google.com	443, 5228-5230

*Domains required for iOS devices only. Management of iOS devices require an HP Proactive Management for Apple Enhanced or Premium Plan. Contact HP sales or your Business Partner for more info.

**Domains required for Android devices only.

Changes Required for the HP TechPulse web portal

If you are having trouble accessing the HP TechPulse web portal, configure the proxy or firewall to allow communication for domains through the following ports.

Component	Domain	Ports
HP TechPulse Portal	micro_ui.hpdaas.com usprod.hpdaas.com euprod.hpdaas.com usprodms.prod.hpicalyst.com euprodms.prod.hpicalyst.com app.launchdarkly.com events.launchdarkly.com static.id.hp.com login.id.hp.com directory.id.hp.com www.googletagmanager.com www.google-analytics.com maps.googleapis.com	80, 443

Changes Required for HP Proactive Security

Configure the proxy or firewall to allow communication for domains through the following ports:

Domains Required for HP Sure Sense Advanced

Region	Domain	Ports
North America, Asia, Pacific, Japan, and All Other Regions except Europe	https://us-hpssa.deepinstinctweb.com	443 [Primary] 4339 [Secondary]
Europe	https://eu-hpssa.deepinstinctweb.com	443 [Primary] 4339 [Secondary]

Domains Required for HP Sure Click Advanced

Region	Domain	Ports
All Regions	https://cdn-sureclick.bromium-online.com	443
North America, Asia, Pacific, Japan, and All Other Regions except Europe	https://bec-hpdaas-na.bromium-online.com	443
Europe	https://bec-hpdaas-eu.bromium-online.com	443

Configuring a proxy or firewall for HP Proactive Management

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