How to Prevent a Firewall from Blocking QualBoard

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There are a number of systems that help provide the full experience in QualBoard. Sometimes firewalls or VPN's can block some of these systems and lead to an error message in the system. When this happens, there are a few steps that you can take to troubleshoot.

First, try disconnecting from the VPN temporarily to see if this resolves the issue. Additionally, you can try joining from a different device (i.e. a personal laptop or a smartphone) to see if the issue persists.

If the issue seems to be that there is a firewall keeping QualBoard from running properly, you can run a test at https://qualboard.com/ext/#/connection-test/ to try and isolate the domains that may be causing a problem. If the test results give a problematic domain, then it needs to be whitelisted on any personal or corporate firewalls. The following domains should be whitelisted on any personal or corporate firewalls. Doing this may require reaching out to an IT department to have them whitelist the following:

- *.qualboard.com
- *.2020ip.io
- *.sgidentity.com
- *.sgengine.io

Please note that the entire url must be whitelisted, including the *. portion of the domain.

If using QualMeeting

- Make the appropriate firewall configurations from here for your organization https://www.twilio.com/docs/video/ip-addresses
- UDP traffic must be permitted

Please contact support@qualboard.com if you need any assistance.