Alarm.com video ports and protocols requirements

Alarm.com video devices need to be able to communicate with our servers and other Alarm.com devices in order to provide the user with a seamless experience.

Domains and subdomains to whitelist: WAN <-> LAN (Required)

- *.alarm.com
- *.devicetask.com
- *.g4c5j.com (only required for TCP/21)

Clients: LAN → WAN

The following ports and protocols need to be open in order for Alarm.com video devices to send and receive information from the local network. Blocking these ports and protocols may affect streaming functionalities, such as WebRTC Direct Connection streaming (i.e., continuous streaming).

Initiator (LAN)	Protocol and ports	Description
Client App / Browser	TCP — 8989 TCP — 443 TCP/UDP — 20000-40000	Streaming of video to client via Tunneling WebRTC TCP/8989 and TCP/443 are utilized for stream negotiation and control. UDP/20000-40000 are utilized for the streaming data
Client App / Browser	TCP/UDP — 3478 TCP — 443 TCP/UDP — 50000-50200	Secure remote streaming directly from cameras via End-to-End WebRTC. Stream control and negotiation occurs over 443 and 3478. Streaming audio & video utilize UDP/50000-50200.
Client App / Browser	TCP — 443	Access to Customer portal
Client App / Browser	TCP — 443	Streaming of video to client (MJPEG)

Clients and Devices: LAN → LAN (Optional, but Recommended)

The following ports and protocols need to be open in order for Alarm.com video devices to send and receive information within the local network. Blocking these ports and protocols may affect streaming functionalities, such as WebRTC Direct Connection streaming (i.e., continuous streaming).

Initiator (LAN)	Destination (LAN)	Protocol and ports	Description
Client App / Browser	Camera / Video Server	TCP — 40925-65000*	Direct video streaming for MJPEG cameras If not accessible, secure channel via Alarm.com will be utilized to stream video.
Client App / Browser Camera	Camera Client App / Browser	UDP — 50000-50200	Direct video streaming data (End-to-End WebRTC)
Client App / Browser Camera	Camera Client App / Browser	UDP — 5353	Multicast DNS to Assist in secure streaming directly from cameras. **Note** if this is not done, there may be issues establishing WebRTC streams directly to the camera.

*** Note**: The port is assigned to the camera after enrollment to an account, so values will vary. Generation one cameras use port 40XXX & HTTP as opposed to 41XXX & HTTPS. It is not recommended to open this port on the WAN interface (WAN to LAN) for Generation one cameras.

Device-specific network requirements - searchable selection

In addition to the ports and protocols listed above, there may be device-specific ports and protocols that need to be open on the local network so Alarm.com video devices are able to communicate fully and operate as expected.

Search and select video devices to view their network requirements.

Search and Select Video Devices: Clear All Selections