KAPLAN

LIVE ONLINE TECHNOLOGY REQUIREMENTS

Organizations such as yours rely on education partners like Kaplan to ensure their employees and producers are properly prepared and licensed to perform in their roles. Live virtual training, using tools such as Kaplan Connection (utilizing HTML5 Meeting), enables learners to complete their required education from their home or office while still benefiting from interaction with an experienced instructor and other learners.

The performance of a Kaplan Connection session could require some configuration updates that can be managed within your corporate network or the user's home computing infrastructure. This document provides instructions for network administrators or home users to configure their network settings to ensure optimal bandwidth usage, which reduces network congestion and improves the user experience when using Kaplan Connection.

[E360](#) | [Zoom](#) | [Adobe Connect](#)

E360 CONFIGURATION SETTINGS

APPROVED DNS ADDRESSES
For most firewall or proxy systems, we recommend specifying a Allow-list of DNS addresses for Kaplan Connection services, so outbound connections can be made. The list of Kaplan Connection domains currently includes (but is not limited to) the following:

- *.kaplan.whenandwhere.io (for Kaplan Connect 2)
- *.webinar.kaplan.com (for Kaplan Connect 2)
- *.recampus.kaplan.com (for RECampus)
- *.courses.ppi2pass.com (for PPI)
- *.virtualclass.kaplan.com (for Kaplan K12)
- *.vclasshub.com (for FMN/Smartpros; note domain hosted by partner Event360)

U.S. STREAMING SERVERS
Allow access to these streaming servers:
23.108.108.118
108.62.107.145
172.241.25.223
23.105.174.35
207.244.126.55

IMPORTANT NOTE:
Changes to the firewall configuration are discouraged unless absolutely necessary because our IP ranges and those of our provider networks which need to be periodically audited and modified, creating additional maintenance to your network. These changes are necessary to continue to provide the maximum performance for our service. Maintenance and failover events may cause you to connect to servers within any of the ranges. If your firewall includes a content or application data scanning filter, this may cause blocking or latency, which would be indicated in the log files for the filter.

OPTIMAL PROTOCOLS
Kaplan Connection can work through all firewalls. However, for restricted environments we require the following:

- Allow for WWW traffic using the Secure HTTP (HTTPS) protocol: Kaplan Connection website, administration panel, login page, registration page.
- Allow for TCP connection (secured with [TLS and stuff]) on ports 443. This connection is used for: conference communication servers, chat transitions, etc.
- Allow for UDP connection (secured with [TLS]) on port 443 and 10,000-20,000. This connection is used for: multimedia streaming (including Audio and Video: Multiplexed RTP & RTCP with extension SRTP & SRCTP). *Note: If for some reason UDP in your network is not available, Kaplan Connection will transport data over TCP (ports: 443). However, this approach is less efficient than using UDP, which we recommend.*

ZOOM PROTOCOLS

Many Kaplan courses are delivered through Zoom. Please visit Zoom's Support Center for an updated list of network firewall or proxy server settings.

ADOBE CONNECT PROTOCOLS

Many Kaplan courses are delivered through Adobe Connect. Please visit the Adobe Connect Support Center for an updated list of network firewall or proxy server settings.

OPTIMAL PROTOCOLS
B2B customers should allow our domain which is *.liveclass.kaptest.com and liveclass.kaptest.com. Our outbound traffic from the Live Class servers will originate from the following 4 IPs as well as from the listed URLs:
34.230.199.153
52.23.113.232

3.212.97.167

54.85.185.29

kaplan01-liveclass.kaptest.com

kaplan02-liveclass.kaptest.com

kaplan03-liveclass.kaptest.com

kaplan04-liveclass.kaptest.com

kaplan05-liveclass.kaptest.com

kaplan06-liveclass.kaptest.com

kaplan07-liveclass.kaptest.com

kaplan08-liveclass.kaptest.com

acts-liveclass.kaptest.com