Prerequisites and firewall rules

The following prerequisites apply for Apptimized Platform:

1. Browsers:

- Google Chrome with version 75.0 and above
- Mozilla Firefox with version 60.0 and above
- Apple Safari with version 12.0 and above
- Microsoft Edge with version 83 and above

2. Enabled Java-script in browser

3. Endpoint PC or VM with access to the 80 and 443 port of app.apptimized.com host

4. Firewall white list:

Component	**Description**
https://app.apptimized.com/	Address for access to Apptimized Portal
wss://rdp-gw-v2.apptimized.com	Address for working with RDP connections in Apptimized Portal Granting permissions to communicate via WebSocket SSL protocol is needed
https://auth.apptimized.com/	Address for single sign-on
https://admin.apptimized.com/	Address for manage organization configurations
https://apptimizedportalshare.file.core.windows.net	Address for download files from Apptimized Portal
https://screenshots.api.apptimized.technology	Address for screenshots storage
https://docs.apptimized.com/	Address for Apptimized user documentation
*.chatlio.com	Address for access to support chat widget
*.swarm.apptimized.com	Address for Apptimized Portal virtualization service. Granting privileges on wildcards subdomains is needed. Granting permissions to connect via RDP protocol is needed

The standard account credentials for Apptimized Platform on Apptimized VMs are:

Login	Password
apptimized	apptimized
administrator	apptimized

Requirements and limitations for Apptimized Whitelabeling

The following requirements need to be met for custom domain Whitelabeling configuration:

Component	Description
CNAME	Record created with customer's DNS provider using the following configuration: CNAME %subdomain%.%customerdomain%.%TLD% = *apptimized-portal.azurewebsites.net* Example: *CNAME apps.greatcompany.com = apptimized-portal.azurewebsites.net*
TXT	Record created with customer's DNS provider using the following configuration: TXT = verification code = %customerdomain%.%TLD% Example: *TXT=7D86E8C065D4002DA1DC8E74C921D1EDAFA = greatcompany.com*
SSL certificate	Certificate in a form of PFX file + password combined into a PWD file.
Domain address	Address for custom Apptimized Portal whitelabeling.
DNS host	Name of Domain Name Server host.
Domain for mail sending	Address for email sending configuration.

The prerequisites need to be provided to Apptimized staff or delivery managers in order to proceed with the configurational process.

Requirements and limitations for Apptimized Connectors

SCCM Connector

The following prerequisites apply for SCCM connector:

- Endpoint PC or VM with access to the 443 port of app.apptimized.com host;
- Endpoint membership in Active Directory domain;
- Microsoft Windows Desktop (Windows 7 and above) or Server OS (Windows Server 2012 R2 and above) with installed .NET Framework 4.6.1;
- Write permissions for network share with packages source media for automatic media transfer;
- Administrator role for SCCM or permissions to create applications, deployment types, and deployments;
- Installed SCCM Administrator Console with a connection to the SCCM server.

Intune Connector

The following prerequisites apply for Intune connector:

- Microsoft Azure account with the active subscription;
- Application administrator, Application developer, Cloud application administrator roles or permissions to manage applications in Azure Active Directory;
- Access to Azure Active Directory tenant.

ServiceNow Connector

The following prerequisites apply for ServiceNow connector:

- ServiceNow instance;
- System administrator role for ServiceNow or permissions to create tables & web service configuration;

Azure VDI Connector

- Standard Microsoft Azure public cloud with subscription and tenant.
- Access to standard Microsoft Azure Virtual machines (not WVD).
- Access to Azure Active Directory tenant.

Apptimized TO GO Connector

The following prerequisites apply for Apptimized TO GO connector:

1. Speed of internet connections – min 50 Mb/s.
2. Enabled firewall white list:

Component	Description

https://app.apptimized.com/	Address for access to Apptimized Portal
https://rdp-gw.apptimized.com/	Address for working with RDP connections in Apptimized Portal
https://rdproxy.apptimized.com/	Address for working with DRP connections in Apptimized Portal via proxy
https://screenshots.api.apptimized.technology/	Address for screenshots storage
https://auth.apptimized.com/	Address for single sign-on
*.swarm.apptimized.com	Address for Apptimized Portal virtualization service. Granting privileges on wildcards subdomains is needed. Granting permissions to connect via RDP protocol is needed
*.chatlio.com	Address for access to support chat widget

3. Endpoint PC or VM with access to the 443 port of app.apptimized.com host;
4. Microsoft Windows Desktop (Windows 7 and above) or Server OS (Windows Server 2012 R2 and above) with installed .NET Framework 4.6.1;
5. Windows 7: Fallback via HTTPS - downloading files from Apptimized Portal to the temp folder on the C drive of the TO GO machine & mounting the folder as a Network drive;
6. Windows 10: SMB 3+ presence - mounting Apptimized Portal as Network drive; if SMB 3+ is not present, see Windows 7 scenario above.

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