

## Use of Adobe® Connect™ Closed Caption Pod with VITAC's upgraded Internet Captioning Service.

Product	Internet Captioning Streamer (ICS)
Bulletin #	ICS.12
Date Issued	1 August 2017
Severity	<b>2 – Moderate</b> – Impairs core functionality, workaround available

### Overview:

VITAC recently released version 3.0 of ICS. Clients using the Adobe Connect closed caption pod technology, who were using previous versions of ICS successfully, report that they cannot connect to the VITAC ICS Service. This is due to strict firewall settings on the Client's firewall. Adobe Connect caption pod technology uses a mix of proprietary and shared IP Ports. Strict firewall settings can deny access unless explicitly allowed. In order for VITAC customers who use Adobe Connect caption pod technology to access ICS using the adobe pod, they will need to configure their firewall according to the following information. Captions may always be viewed at [www.captionedtext.com](http://www.captionedtext.com).

### Release Versions Affected:

3.0 and Higher

### Observed Symptoms:

Adobe Pod will report a security error and captions will not flow.

### Related Technology Impacted:

Adobe pod

### Resolution:

The following IP addresses and ports must be whitelisted to work with Adobe Connect closed caption pods.

- a. 147.75.68.202 port 80
- b. 147.75.68.202 port 11100
- c. 147.75.106.157 port 80
- d. 147.75.106.157 port 11100

We have configured a workaround for customers to use while in the process of making these changes. **Through 1 November 2017**, customers may use [federal.captionedtext.com](http://federal.captionedtext.com) using Adobe pod to access the ICS service. Detailed instructions for this are be posted on our website

<https://www.captionedtext.com/AdobeConnect/default.htm>

**Contact:**

If you have any questions, please contact 1-800-590-4203.

**Notes:**

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