

Network Administrators Reference for Accela Legislative Management

Overview

This guide is intended for use by network administrators who deploy web content or email filtering within their networks that are using any of the Accela Legislative Management software components.

Firewalls & Web Content Filters

Accela Legislative Management utilizes HTTP(S) (Port 80 & 443) to perform all retrieval of data and documents via Web Service calls that use XML dataset. For networks that are setup with Web Content Filters that act as a proxy or inspect the HTTP packets, Accela Legislative Management strongly recommends that the entire *.IQM2.com domain be added to whatever whitelist the appliance provides for maximum performance.

While most web content filters allow the applications to "work", they very often prevent the application from working at its maximum performance. It is very common that slow document retrieval, long packet uploads/downloads in Agenda and Minutes are caused by web content filters that have not been setup with IQM2.com on the whitelists.

Recommended Action: Add *.IQM2.com to Whitelist so all traffic is ignored.

E-Mail Filtering

The Accela Legislative Management software often will send email notifications (via workflow, letterfactory and other features) that may appear to be coming from an email address other than IQM2.com. While Accela Legislative Management attempts to send these emails in a "friendly" way so that they are not detected as spam, some email filter systems may still block them depending on their settings.

The most common reason for the emails being blocked is when the "FROM" address is an email address from the customer domain and the receiving email server has been setup to prevent outside email servers from sending email from email addresses that it "owns" or from unknown servers. Email systems that experience this or any trouble should be configured to allow any IQM2.com server to send email to its users. The IQM2 email servers have been configured with Reverse DNS lookup for IP validating, but the system should be configured to allow *.IQM2.com so that changes to our infrastructure do not prevent future use. Additionally, the IQM2.com domain has been configured with a Sender Policy Framework identifying email servers that email will originate from.

Recommended Action: Use Sender Policy Framework (SPF) records to determine mailers.

Alternate Action: Add any *.IQM2.com servers to Whitelist so all email is allowed.

Most emails from the Accela Legislative Management software are now crafted so the sender appears as the user but the from email address is NoReply@IQM2.com and the Reply-To is the users actual email. This is done to make the email notifications more email filter friendly.

Example Email:

FROM: John Smith <NoReply@IQM2.com>
REPLY-TO: John Smith <John.Smith@customer-domain.com>

About Accela

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eSignature E-Mail Filtering

The eSignature integration with DocuSign involves documents being submitted to DocuSign for digital signature by Agendas and Minutes users. This involves users receiving email notifications directly from DocuSign email servers. The easiest way to prepare the network to allow this integration to work is whitelist the following domains: *.docuSign.com and *.docuSign.net.

For more specific information on DocuSign network considerations, please refer to:

- <https://support.docuSign.com/en/articles/Why-aren-t-my-signers-receiving-DocuSign-Notification-emails>
- <https://trust.docuSign.com/en-us/trust-certifications/whitelist/>

Digital Boardroom

During Digital Boardroom sessions, the Agenda & Minutes application acts as a “server” for the Windows voting app as well as WeGovern, the iOS voting app. As users connect to the session, they are establishing a TCP connection over port 8100 with the Agenda & Minutes application.

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Video Streaming (PUSH Configuration) - G2 Software Encoders

The Civic Streaming solution utilizes a PUSH technology over HTTPS & HTTPS. We recommend that Network Administrators Whitelist the IQM2.com domain as explained above under the Firewalls & Web Content Filters section. Here are some basic points:

ENCODER INTERNET ACCESS

The Accela Encoder does not require any access to internal network resources; it merely requires an internet connection and the audio/video feeds.

WHITELIST

The streaming solution is entirely HTTP/HTTPS based and “Pushes” the video stream content to the Accela Legislative Management Content Delivery Network. It also contacts the Accela Legislative Management Hosted Platform to retrieve and update data and files stored within the M2 system. The *.IQM2.com domain should be whitelisted so that any traffic to the Accela Legislative Management servers goes unobstructed and unfiltered as these devices can interfere with quality of service.

REPLICATOR SETUP

The Encoder can also act as a Replicator which allows internal viewers to stream directly from it rather than going out to the internet for streaming video. This is entirely configured by the Accela Legislative Management team using basic IP Subnet detection and routing on any Public IP Address ranges provided. In this case the internal viewers would require the ability to directly connect to the Encoder/Replicator via HTTP across your internal network. Network configuring should allow INTERNAL users to connect unobstructed and unfiltered to the Encoder and the *.IQM2.com domain to guarantee quality of service.

REMOTE SUPPORT

The Accela Legislative Management Support team utilizes a remote desktop system (TeamViewer) to troubleshoot issues, monitor meetings (upon request) and update the software occasionally. This remote desktop solution is configured to only allow the local admin of the encoder to connect. This local admin account and password is automatically synchronized by our encoder software which allows us to rotate the password frequently which is only provided to Accela Legislative Management support technicians. The TeamViewer software does send out a continuous heartbeat to the TeamViewer internet servers using ports 80, 443 and 5938.

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Video Streaming (PUSH Configuration) – G3 Software Encoders

The Civic Streaming solution utilizes a PUSH technology over **RTMP (ports 1935, 80 & 443)** to our media distribution servers. We recommend that Network Administrators Whitelist the IQM2.com domain as explained above under the Firewalls & Web Content Filters section. Here are some basic points:

ENCODER INTERNET ACCESS

The Accela Encoder does not require any access to internal network resources; it merely requires an internet connection and the audio/video feeds.

WHITELIST

The streaming solution is entirely **RTMP** based and “Pushes” the video stream content to the Accela Legislative Management G3 Content Delivery Network (CDN). The encoders also communicate with web services using standard HTTP/ HTTPS (80/443). We recommend that network administrators whitelist the IQM2.com domain as explained above under the Firewalls & Web Content Filters section.

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IP Address Reference

From time to time, we receive requests for the list of IP addresses that the Accela Legislative Management software operates on. The IP Addresses can change frequently as we update our cloud based and redundant infrastructures and we cannot guarantee advanced notice of changes. On a best-effort basis, we will provide a list of current addresses here on this page.

Customers should not use these addresses in filtering rules but should instead use the *.IQM2.com domain for filtering. If you wish to receive notifications regarding changes to these IP addresses you must subscribe to this article (link at top right of page).

IMPORTANT

Administrators should NOT use these IP addresses for filtering as they WILL change over time.

Instead they should use the "IQM2.com" domain for all filtering rules.

IQM2 Hosted Applications

66.135.53.34 - 43	Primary Application Servers
66.135.60.238	SMTP Email only for Letter Factory & Workflow Notifications; SPF & Reverse DNS Setup for this IP
216.157.84.220 - 223	Failover / Backup Application Server

Media Distribution Servers

All **G2 Software Encoders** should be allowed to connect and stream to the following servers:

216.157.84.194	MediaLAX.IQM2.com
64.34.186.87	MediaIAD.IQM2.com
207.198.103.177	MediaSAT.IQM2.com

All **G3 Software Encoders** should be allowed to connect and stream to the following servers:

52.40.249.219	MediaIADRTMP.IQM2.com
52.40.249.219	MediaPDXRTMP.IQM2.com

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IQM2 Primary Streaming & Content Delivery IP References

Civic Streaming customers that are blocking HTTP OUTBOUND traffic will need to allow connections to be made to these servers. (Blocking outbound traffic is not a typical practice).

69.28.128.0 / 18 (255.255.192.0)

68.142.64.0 / 18 (255.255.192.0)

208.111.128.0 / 18 (255.255.192.0)

69.164.0.0 / 18 (255.255.192.0)

IQM2 Secondary Streaming & Content Delivery IP References

These IP Addresses are part of the Amazon CloudFront and can be found here. Accela Legislative Management customers on Civic Streaming 8.5 will be using this for viewing only.

54.239.128.0/18

54.240.128.0/18

204.246.164.0/22

204.246.168.0/22

204.246.174.0/23

204.246.176.0/20

205.251.192.0/19

205.251.249.0/24

205.251.250.0/23

205.251.252.0/23

205.251.254.0/24

216.137.32.0/19

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