Configuring Firewall and Antivirus for vCloudPoint Products

Anti-virus, firewall, and other types of security software can sometimes interfere with the initial configuration or continued operation of vCloudPoint's vMatrix software. This document gives basic information on applications, services, and network communication within vMatrix, which can be used to configure security software and help ensure compatibility and stable, continued operation.

vMatrix Installation

Please make sure to DISABLE any Anti-Virus or Firewall software during the installation of our product. Software of this type has been tested and known to interfere with the installation of our product. After installation has completed, you may re-enable Anti-Virus and Firewall software.

If system instability occurs after installing vMatrix, please try removing vMatrix and any anti virus or security software present, and then re-installing vMatrix. If the system is stable in this configuration, re-install the anti-virus software. In some cases, this change in install order can improve the interaction between vMatrix and anti-virus software. If issues persist, please try configuring your security software to ignore/allow/trust the following ports and executables:

Exceptions

Port Exceptions

- Remote Desktop Services: TCP 3389

- vMatrix Network Services: TCP 13389-13342 plus 3 per user

    UDP 13389

These ports are default settings on vMatrix's installation but can be customized at vMatrix -> Configuration ->IP/TCP ports.

File Access Exceptions

On Firewall:

- C:\Program Files\Cloudpoint\vMatrix\CpDaemon.exe

- C:\Program Files\Cloudpoint\vMatrix\Driver\CpAccel.exe

On Anti-virus:

- By specific files:

  - For vMatrix functionality
    C:\Program Files\Cloudpoint\vMatrix\CpDaemon.exe
    C:\Program Files\Cloudpoint\vMatrix\Driver\CpAccel.exe

  - For vMatrix tray icon and User functionality
    C:\Program Files\Cloudpoint\vMatrix\CpDeploy.exe

  - For vMatrix Admin manager
    C:\Program Files\Cloudpoint\vMatrix\CpManager.exe

  - For vMatrix Diagnostic tools
    C:\Program Files\Cloudpoint\vMatrix\DiagnosticTools.exe

  - For vMatrix Install and Update deploy tools
    C:\Program Files\Cloudpoint\vMatrix\InstallDeployTools.exe

- By folder:

  - For all vMatrix functionality
    C:\Program Files\Cloudpoint\vMatrix