List of Teachscape Domain Names & IP Addresses

Product	Hostname	IP / Subnet	Port / Protocol
TXL, Reflect, DCT	www.teachscape.com	69.36.226.171	80, 443 (http, https)
FfTPS	proficiency.teachscape.com	69.36.226.168	80, 443 (http, https)
Reflect Capture	teachscape.upload.llnw.net	69.28.166.0/18	21, 22 (active and passive ftp)
Video Streaming	teachscape.fcod.llnwd.net teachscape.vo.llnwd.net	69.28.128.0/18 68.142.64.0/18 208.111.128.0/18 69.164.0.0/18 87.248.192.0/19 95.140.224.0/20 178.79.192.0/18 203.77.184.0/21 117.121.248.0/21 111.119.0.0/19 111.221.32.0/21 202.59.216.0/21 41.63.64.0/18	80, 443, 1935 (http, https, rtmp)

NOTE: For firewall & proxy filtering, it is recommended that only domain names be used as IP addresses will change from time to time.

NOTE: the FTP protocol also requires ports 21 & 22 to be open for files to Teachscape's servers to upload successfully

Teachscape Technical Support Tool 'Team Viewer' remote connection

http://www.teamviewer.com

46.163.100.220

NOTE: Teachscape's customer support team sometimes recommends using Team Viewer, a free and safe remote connection tool, to help troubleshoot technical issues. This site may need to be unblocked on your network so users can download and install the Quick Support tool from http://www.teamviewer.com/en/download/index.aspx.

For Technical Support, please call 888.479.7600 or send email to support@teachscape.com