



OneVue™ Network Requirements

Details required to allow Primex devices equipped with Ethernet, Power over Ethernet (PoE), or Wi-Fi technology to communicate over a facility's network to OneVue

OneVue Monitor, Sense, Sync, and Notify solutions
Publication date November 12, 2020

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Printed in the USA.

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Primex is the leading provider of solutions to automate and maintain facility compliance, increase efficiencies, enhance safety and reduce risk for enterprise organizations in the healthcare, education, manufacturing and government vertical markets. Primex delivers solutions that utilize a facility's existing network infrastructure to automate, monitor, document and report essential activities performed by facility staff. Our solutions include synchronized time, automated critical notifications and bell scheduling, and environmental and event monitoring.



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OneVue network requirements

The information below provides the details required to allow Primex network-enabled devices to communicate over a facility's network to OneVue. Details include device Wi-Fi, PoE, and Ethernet network communication protocols, and network port and firewall requirements.

Network communication protocols

The OneVue platform is designed, developed, and managed in-house, allowing Primex to control the user experience and provide the highest level of reliability and security.

To support the myriad of network security and protocol standards in today's business environment, Primex network-enabled devices offer an array of options for secure network connectivity. This ensures our customers can use and leverage our full line of products without adding costly additional IT infrastructure.

Wi-Fi specifications

Applies to: OneVue Sense Sensors, Sync Bluetooth Bridge.

- Wireless Networking Protocols: 802.11b, 11g, 11n single stream (2.4 GHz)
- Wireless Security Protocols: WEP (Open & Shared), WPA (TKIP & AES), WPA2 (TKIP & AES)
- Wireless Authentication Protocols: None, EAP-FAST, EAP-TLS, EAP-TTLS (MSCHAPv2), PEAP v0 (MSCHAPv2), PEAP v1 (GTC)
- Network Communication Protocols: Hypertext Transfer Protocol Secure (HTTPS)/TLS 1.2
- IP Addressing: Dynamic Host Configuration Protocol (DHCP), static IP addressing
- Data Packet Size: typically less than 5 kilobytes (kB)

Power over Ethernet (PoE) and Ethernet specifications

Applies to: OneVue Sense Temperature, Differential Pressure, Water Leak, and, Contact Closure Sensors, OneVue Sync Transmitters, Sync Bluetooth Bridge, Notify Bell Controller, and Notify InfoBoards.

- Power over Ethernet (PoE): Compliant with IEEE 802.3af standard
- Network Communication Protocols: Hypertext Transfer Protocol Secure (HTTPS)/TLS
- IP Addressing: Dynamic Host Configuration Protocol (DHCP), static IP addressing
- Data Packet Size: typically less than 5 kilobytes (kB)

Network port requirements

Primex Ethernet, PoE, and Wi-Fi enabled devices communicate to OneVue over a facility's network using the Hypertext Transfer Protocol Secure (HTTPS) protocol. OneVue client and device data is encrypted in transit and all sensitive data is encrypted at rest. An outbound HTTPS connection is established by each device and once complete the IP address is released.

The following ports must be open to allow for outgoing OneVue device communication from the facility network.

- **Port TCP 443:** required to be open to allow Hypertext Transfer Protocol over TLS/SSL (HTTPS) communication with OneVue and Wi-Fi, Power over Ethernet (PoE)/Ethernet enabled devices.
- **Port UDP 123:** used by Wi-Fi, Power over Ethernet (PoE)/Ethernet devices to access an external NTP Server. Port is required to be open for use with external Network Time Protocol (NTP) Servers. Use of internal NTP Servers is also supported.

Network firewall requirements

The OneVue platform runs on the Amazon Web Services (AWS) cloud infrastructure. Organizations with network firewalls in place must proactively allow outbound network communication and file downloads through specific OneVue Domains and URLs. The files downloaded include the Sync device clock list, Notify device schedules, and device setting updates.

OneVue is a high-availability (HA) platform that may change IP addresses at anytime, therefore OneVue does not support the use of firewall IP address filtering.

If the firewall support wildcards:

Domain filters	*.primexonevue.com us-east-1-production.s3.amazonaws.com
URL filters	https://*.primexonevue.com https://us-east-1-production.s3.amazonaws.com

If the firewall does not support wildcards:

Domain filters	console.primexonevue.com deviceapi-alt.primexonevue.com deviceapi.primexonevue.com onevueapi.primexonevue.com us-east-1-production.s3.amazonaws.com
URL filters	https://console.primexonevue.com https://deviceapi-alt.primexonevue.com https://deviceapi.primexonevue.com https://onevueapi.primexonevue.com https://us-east-1-production.s3.amazonaws.com

Sync Bluetooth Bridge: Connection to a switch port

Spanning tree portfast (STP) must be enabled when a switch port is not connected to other routers or switches. Optionally STP can be turned off, which is not the same as disable.

Email, text (SMS), and voice communication

OneVue generates email, text (SMS), and voice notifications. Be sure to add **support@primexonevue.com** to your email program's safe senders list. Text and voice alert notifications are sent from phone number (608) 709-7043.