Configuring RealPlayer to work with a firewall

How do I configure RealPlayer to work with a firewall?

If you are using RealPlayer on a corporate computer, check with your network administrator before proceeding; if using it on a personal computer, you will need to contact the firewall software manufacturer.

Solution 1: Ask the firewall administrator to allow RealPlayer traffic.

If you know there is a firewall in place that has not yet been configured to allow RealPlayer traffic, RealPlayer can receive streamed media without compromising the security of the firewall.

If your firewall administrators would like more information about configuring the firewall to allow RealPlayer content, please have them read Service Unavailable, Offline, or Action Cancelled errors.

Solution 2: Manually configure RealPlayer to use UDP or TCP ports.

You need to specify the UDP or TCP ports RealPlayer can use to connect. The UDP option offers better sound and video quality than TCP. Ask your firewall administrator which option you should choose.

By default, RealPlayer uses the following ports to connect:
TCP 80, 554, 4040, 7070, 8080, 443 (SSL for sign in), 1755 (MMS Windows Media requests)
UDP 6970-32,000, 1755 (MMS Windows Media resend requests)
HTTP 80 (AU, Messaging Service, and HTTP Cloaking)

Windows instructions

To configure RealPlayer to receive content via UDP:

1. In RealPlayer, click the **Tools** menu and choose **Preferences**. The Preferences box opens.
2. In the **Category** pane under **Connection**, click **Network Transports**.
3. Select the **Use specific UDP ports** check box, and type the port number to use for RealPlayer traffic. You can enter multiple ports by separating each entry with a comma and a space (for example: 7070, 8080). Your firewall administrator will need to provide you with the UDP port numbers.
4. Click **OK** to save your changes.

To configure RealPlayer to receive content via TCP:

1. In RealPlayer, click the **Tools** menu and choose **Preferences**. The Preferences box opens.
2. In the **Category** pane under **Connection**, click **Network Transports**.
3. Select the **Manually configure connection settings** check box.
4. Click the **RTSP Settings** button, then make sure the **Attempt to use TCP for all content** check box is selected.
5. Click **OK**.
6. Click the **PNA Settings** button, then make sure the **Attempt to use TCP for all content** check box is selected.
7. Click **OK** to save your changes.

Macintosh instructions

1. Select **RealPlayer** > **Preferences**.
2. Open the **Transport** pane.
3. Select **Use manually configured...**
4. Click **Configure...**
5. Select only the UDP or TCP check box. Clear the others.

Solution 3: Manually configure RealPlayer to use HTTP only.

On some networks it may be necessary to configure RealPlayer to use the HTTP Only option to connect to the Internet. This option allows a copy of RealPlayer operating behind strict firewalls to access RealPlayer traffic; however, quality may not be as good as with other connection options.

To configure RealPlayer to receive content via HTTP only:

Windows instructions

1. In RealPlayer, click the **Tools** menu and choose **Preferences**. The Preferences box opens.
2. In the **Category** pane under **Connection**, click **Network Transports**.
3. Select the **Manually configure connection settings** check box.
4. Click the **RTSP Settings** button, then make sure the **Attempt to use HTTP for all content** check box is selected.
5. Click **OK**.
6. Click the **PNA Settings** button, then make sure the **Attempt to use HTTP for all content** check box is selected.
7. Click **OK** twice to save your changes.

Macintosh instructions

1. Select **RealPlayer** > **Preferences**.
2. Open the **Transport** pane.
3. Select **Use manually configured...**
4. Click **Configure...**
5. Disable (clear) all transports except for HTTP.

Additional Information

Personal firewall configuration:

Personal firewalls must be configured to allow realplay.exe (the RealPlayer program) to have two-way access to the Internet before audio or video can be played. To rule out a personal firewall configuration as the problem, temporarily disable your security software and set your Internet Explorer security to default to attempt an unobstructed connection. If you are now able to connect, you must correctly configure your personal firewall to allow your RealPlayer access to the Internet. Consult the manufacturer of your firewall software if you are unsure how to grant this access.

Corporate firewall configuration:

Corporate local area networks (LANs) or commercial Internet Service Providers (ISPs) often use firewalls to limit traffic or protect their users' computers from unauthorized access. If your computer accesses the Internet through a connection that uses a firewall and the administrator has not

configured the firewall to allow RealPlayer traffic, you may be unable to connect to Internet media presentations, audio, and video.