Fluke Connect Networking

Frequently asked questions

Q: Is my data encrypted and how?

A: All data sent from mobile phones, gateways, power monitors is encrypted using SSL, HTTPS, and TLS. We are aware of the vulnerabilities with each of these protocols and have updated them to the latest industry recommended version to avoid man in the middle attacks.

Q: What inbound/ingress ports need to be opened?

A: No inbound ports need to be opened, all our traffic is outbound and should be handled by NAT on the firewall level.

Q: What outbound/egress ports and protocols need to be allowed for FW rules?

A: We use standard ports registered by IANA and would need the following ports and protocols allowed on the firewall.

Type	Destination Host	Ports	Direction	Reason	Service/Product
TCP	service.connect.fluke.com	443 (HTTPS)	Egress	Rest API	Fluke Connect mobile app
TCP	measurement.connect.fluke.com	443 (HTTPS)	Egress	Rest API	Fluke Connect mobile app
TCP	streaming.connect.fluke.com	443 (HTTPS)	Egress	Rest API	Fluke Connect mobile app
TCP	notification.connect.fluke.com	443 (HTTPS)	Egress	Rest API	Fluke Connect mobile app
TCP	a35kjsjfyoddha.iot.us-west-2.amazonaws.com	8883 (MQTT/S)	Egress	MQTT	Fluke Condition Monitoring 3501/3540/3550
TCP	bv.connect.fluke.com (broker-Fluke-Corp.everyware-cloud.com)	8883 (MQTT/S)	Egress	MQTT	Fluke Condition Monitoring 3501
TCP	S3.us-west-2.amazonaws.com	443 (HTTPS)	Egress	Rest API S3	Fluke Condition Monitoring 3550
TCP	Bzio.connect.fluke.com	443 (HTTPS)	Egress	Rest API	Fluke Condition Monitoring 3502
UDP	3502 NTP Server	123 (NTP)	Egress	NTP (time sync)	Fluke Condition Monitoring 3502
UDP	0. ntp.connect.fluke.com 1. ntp.connect.fluke.com 2. ntp.connect.fluke.com 3. ntp.connect.fluke.com	123 (NTP)	Egress	NTP (time sync)	Fluke Condition Monitoring 3502

Q: Why don't we have IP addresses for the destinations hosts?

A: Our services are load balanced and we don't know which IP will be assigned to the load balancer, our recommendation is to open the egress ports or limit them to the hostname if egress traffic needs to be limited.

3502/3561 Vibration Monitoring

Q: How much bandwidth does each 3502 gateway need?

A: **Network bandwidth:**
There should be at least 128 kbs upload bandwidth available on the network for each 3502 installed –128 x # of 3502. This is to avoid any latency in tx of data from 3502 to the cloud.

Network requirements:

- HTML5 WebSocket traffic is not blocked. A popular WebSocket test is available at www.websocket.org.
- UDP (port 123) is not blocked. If regular Internet access is open than this port is usually opened.
- HTTPS (port 443) traffic is not blocked.