

PantoneLIVE IT Requirements

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Introduction

Use of the PantoneLIVE service requires some special considerations when being deployed in a managed IT environment. This is due to the common use of Firewalls, Proxy Servers, and other networking solutions that exist between the Client Workstation and the Cloud-Based Endpoint. The following list can be used as a general guideline when working with an IT entity to address these situations.

Workstation Specification

Macintosh System Requirements (where supported)

- Operating Systems: macOS 10.14 (Mojave), macOS 10.15 (Catalina), macOS 11.0 (Big Sur)
- All Current System Updates
- Processor: 1 GHz or Greater
- Free Hard Disk Space: 1 GB or Greater
- Free Memory: 512 MB or Greater
- Broadband Internet Connection

Windows System Requirements

- Operating Systems: Windows 8, Windows 8.1, Windows 10; 32 Bit or 64 Bit
- All Current System Updates and Microsoft Visual C++ 2010 Redistributable
- Processor: 1 GHz or Greater
- Free Hard Disk Space: 1 GB or Greater
- Free Memory: 512 MB or Greater

General

- Licenses are based on a combination of individual computer, software, and licensed user account.
- All current operating system updates should be applied.

Firewalls & Proxy Servers

- Firewall Exemptions should not reference IP addresses directly for the PantoneLIVE Service. Since we use load-balancing, the IP addresses can change. There is also a chance that we adjust our internal hosting environment, which also could lead an IP address to change. Since we do not have a comprehensive list of what they may be, or when they may change, it is strongly advised that the wildcarded domain names be whitelisted for Port 80 (HTTP) and Port 443 (SSL).

Trusted Domains that shall be accessible by all PantoneLIVE-Enabled Workstations

*.pantonelive.com PantoneLIVE Service

- If wildcarded domain names cannot be accommodated, and the domain names need to be fully qualified (FQDN), then you will need to use the implementation-specific address specified below.

Customer-Specific Service Addresses

PantoneLIVE Server ws.pantonelive.com

- If there is a Proxy Server, it should be disengaged for these domains. If this is not allowed, then the proper configuration and credentials for proxy authentication need to be established and configured within the PantoneLIVE-Enabled software. It is strongly recommended to avoid these custom configurations and globally allow access if possible (i.e. no proxy authentication configuration required).
- If the Proxy Server, or any other solution, implements SSL inspection/re-encryption, the connection to these domains need to be set to 'Pass-Thru'. This is typical of Zscaler, Websense, etc. Due to the nature of our own encryption and security, these re-encryption options frequently cause problems when connecting to the PantoneLIVE Server.
- If you are using PantoneLIVE and have difficulty authenticating, activating, or accessing libraries it is a common sign that there is a firewall/proxy server involved that is performing SSL Packet Inspection. This process varies by vendor. Zscaler is one such proxy product that is known to cause issues. The PantoneLIVE server address must be added to the exception list.

ZScaler Configuration Example

