Required Domains and Ports for Resolver Functionality and Network Access

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New Users

Before your Resolver software implementation goes live, ensure your IT Admin Team add the domain names in the Required Domain table below to your network-approved sites list. Doing this pre-work ensures your teams will have full functionality. This network may take days or weeks to complete (especially in a larger enterprise environment).

Existing Users

Ensure that your IT Admin Team has added the Domain below to your network-approved sites list. Adding these domains will ensure our software works correctly for all your **Resolver**® Administrators and End-Users.

Required Domains

Domain Name	Purpose
https://resolver-core-**\<ENV\>**-file-service-**\<SHARD\>**.s3.amazonaws.com ***Note:*** *In most cases, the **\<SHARD\>** value will equal 1. Customers that use a dedicated database option must contact support for their **\<SHARD\>** value.* https://resolver-core-**\<ENV\>**-temp.s3.amazonaws.com https://resolver-core-**\<ENV\>**-upload.s3.amazonaws.com	• File attachments, uploads, and downloads • Imports and exports, including Reports and PDFs
*.resolver.com	• Main site content
https://maps.googleapis.com	• Map Displays • Geographic Information • Location Data

Domain Name	Purpose
https://help.resolver.com	- Help Center Documentation
productboard.com, *.productboard.com	- Resolver Idea Portal (provides a platform to share feedback)
https://cdn.pendo.io	- Announcement Banners - Maintenance Notifications - Updated Notifications

AWS <ENV>

For the AWS domain names above (e.g., the amazonaws.com domains), substitute the word **<ENV>** with a value from the **AWS <ENV>** table below based on the region.

Environment	<ENV>
Sandbox Canada	sandbox-sandbox
Sandbox U.S.A.	sand-sandbox-us
Demo Environment	sandbox-demo
Resolver Canada	prod-ca
Resolver U.S.A.	prod-us
Resolver EU	prod-eu
Resolver UK	prod-uk
Resolver Australia	prod-au

Port Requirements

Organizations that restrict Internet traffic must whitelist the outbound ports below for Resolver

to function properly. Command Center user must whitelist a set of additional ports. Please see the Port Requirements for Command Center article for further information.

Outbound

The list below shows Resolver's outbound URLs and ports based on region. It's recommended that you whitelist Sandbox, Canada, and your organization's regional environment (if different from Canada).

Region	URL	Port
Sandbox	sandbox.resolver.com	443
Canada	core.resolver.com	443
U.S.A.	us.core.resolver.com	443
Europe	eu.core.resolver.com	443
United Kingdom	uk.core.resolver.com	443
Australia	au.core.resolver.com	443