



All Collections > Troubleshooting and Technical Information > Setup + Configuration >  
URLs to Whitelist

# URLs to Whitelist

A list of URLs we recommended to whitelist.



Written by Ryley White  
Updated over 2 months ago

Table of contents



Please ensure to whitelist the URLs outlined on this page in order for Solink services to work correctly. If you have any firewalls that inspect all traffic, please ensure to disable inspection on the whitelist URLs.

If you have any additional questions, [please contact our support team](#).

## Client Application

Whitelist URL	Purpose	Date Added	Notes
<a href="https://solinkcloud.com">https://solinkcloud.com</a>	Web application for accessing video / data / etc.	April 2021	
<a href="https://client.solinkcloud.com">https://client.solinkcloud.com</a>	API for client applications.	April 2021	
<a href="https://auth.solink.direct">https://auth.solink.direct</a>	For authentication of users to the system, if the user can do a wildcard - *.solink.direct, this would cover auth and relay.	April 2021	Web application will use auth.solink.direct for public IP check as well.
<a href="https://public.solinkcloud.com">https://public.solinkcloud.com</a>	Public facing assets.	April 2021	

## Management Application

Whitelist URL	Purpose	Date Added	Notes
<a href="https://manage.solinkcloud.com">https://manage.solinkcloud.com</a>	Web application for Licensing / Configuration.	April 2021	
<a href="https://callhome.solinkcloud.com">https://callhome.solinkcloud.com</a>	API for Licensing / Configuration / Authentication.	April 2021	

## Device Maintenance

Whitelist URL	Purpose	Date Added	Notes
<a href="https://files.solinkcloud.com">https://files.solinkcloud.com</a>	Storage for software updates.	April 2021	
<a href="https://health.solinkcloud.com">https://health.solinkcloud.com</a>	API for health updates, recovery.	April 2021	
<ul style="list-style-type: none"> <li>• <a href="https://prod-solink-backups.s3.amazonaws.com">https://prod-solink-backups.s3.amazonaws.com</a></li> <li>• <a href="https://prod-solink-backups.s3.us-west-2.amazonaws.com">https://prod-solink-backups.s3.us-west-2.amazonaws.com</a></li> </ul>	Storage for configuration backups, important for device replacements.	April 2021	
<a href="https://admin.solinkcloud.com">https://admin.solinkcloud.com</a>	Remote device administration.	July 2021	
<a href="https://prod-interlink-logs.s3.us-west-2.amazonaws.com">https://prod-interlink-logs.s3.us-west-2.amazonaws.com</a>		February 2022	

## Central Transactions

Whitelist URL	Purpose	Date Added	Notes
<a href="https://api.solinkcloud.com">https://api.solinkcloud.com</a>	Used by old mobile apps, Connect and central processor.	April 2021	
<a href="https://sqs.us-west-2.amazonaws.com">https://sqs.us-west-2.amazonaws.com</a>	Solink Connect pulling data from device queues in Solink Cloud.	April 2021	
<a href="https://events.solinkcloud.com">https://events.solinkcloud.com</a>	Solink Connect uploads events to Solink Cloud database.	April 2021	
<a href="https://ingest.solinkcloud.com">https://ingest.solinkcloud.com</a>	Solink central data processing.	April 2021	
<a href="https://sqs-events.solinkcloud.com">https://sqs-events.solinkcloud.com</a>	Solink central processing endpoint pre-2020.	April 2021	

## Cloud Image Storage

Whitelist URL	Purpose	Date Added	Notes
<a href="https://solinkimages.s3.us-west-2.amazonaws.com">https://solinkimages.s3.us-west-2.amazonaws.com</a>	Camera thumbnails and transaction images.	April 2021	
<a href="https://solinkimages.s3.amazonaws.com">https://solinkimages.s3.amazonaws.com</a>	Camera thumbnails and transaction images.	July 2021	<ul style="list-style-type: none"><li>• Required from the client side (ie. user computer).</li><li>• Required in order to be able to save clips (as of Jul 2021).</li></ul>
<a href="https://solinkimages.solinkcloud.com">https://solinkimages.solinkcloud.com</a>	Camera thumbnails and transaction images.	April 2021	

## Cloud Video

Whitelist URL	Purpose	Date Added	Notes
<a href="https://cloudvms.solinkcloud.com">https://cloudvms.solinkcloud.com</a>	Cloud video API.	April 2021	<ul style="list-style-type: none"> <li>Used by Shared Video Portal.</li> <li>Used by Connect for cloud storage and sharing video with external users.</li> </ul>
<ul style="list-style-type: none"> <li><a href="https://prod-solink-vms.s3.amazonaws.com">https://prod-solink-vms.s3.amazonaws.com</a></li> <li><a href="https://prod-solink-vms.s3.us-west-2.amazonaws.com">https://prod-solink-vms.s3.us-west-2.amazonaws.com</a></li> </ul>	PUT/POST endpoint to upload video to cloud (used by aws-sdk).	April 2021	
<a href="https://vms.solinkcloud.com">https://vms.solinkcloud.com</a>	Cloud video playback.	April 2021	

## Remote Video Access (Optional)

Region	Whitelist URL	Purpose	Date Added	Notes
Wildcard (useful for future additions)	<a href="https://relay-%2A.solinkcloud.com">https://relay-%2A.solinkcloud.com</a>		April 2021	
USA	<ul style="list-style-type: none"> <li>• <a href="https://relay-2-us-west-2.solinkcloud.com">https://relay-2-us-west-2.solinkcloud.com</a></li> <li>• <a href="https://relay-2a-us-west-2.solinkcloud.com">https://relay-2a-us-west-2.solinkcloud.com</a></li> <li>• <a href="https://relay-2b-us-west-2.solinkcloud.com">https://relay-2b-us-west-2.solinkcloud.com</a></li> <li>• <a href="https://relay-1-us-east-1.solinkcloud.com">https://relay-1-us-east-1.solinkcloud.com</a></li> <li>• <a href="https://relay-1a-us-east-1.solinkcloud.com">https://relay-1a-us-east-1.solinkcloud.com</a></li> <li>• <a href="https://relay-1b-us-east-1.solinkcloud.com">https://relay-1b-us-east-1.solinkcloud.com</a></li> </ul>	Used by Connect for video playback without requiring inbound access to the device.	April 2021	URL based on customer geographic region.

Canada	<ul style="list-style-type: none"> <li>• <a href="https://relay-1-ca-central-1.solinkcloud.com">https://relay-1-ca-central-1.solinkcloud.com</a></li> <li>• <a href="https://relay-1a-ca-central-1.solinkcloud.com">https://relay-1a-ca-central-1.solinkcloud.com</a></li> <li>• <a href="https://relay-1b-ca-central-1.solinkcloud.com">https://relay-1b-ca-central-1.solinkcloud.com</a></li> </ul>		April 2021	
Asia-Pacific	<ul style="list-style-type: none"> <li>• <a href="https://relay-1-ap-southeast-2.solinkcloud.com">https://relay-1-ap-southeast-2.solinkcloud.com</a></li> <li>• <a href="https://relay-1a-ap-southeast-2.solinkcloud.com">https://relay-1a-ap-southeast-2.solinkcloud.com</a></li> <li>• <a href="https://relay-1b-ap-southeast-2.solinkcloud.com">https://relay-1b-ap-southeast-2.solinkcloud.com</a></li> </ul>		April 2021	
Legacy	<a href="https://relay.solinkcloud.com">https://relay.solinkcloud.com</a>		April 2021	
Legacy	turn:turn-us-west-2.solinkcloud.com:3478		September 2023	



	turn:turn-prod-*.solinkcloud.com:3478			
	turn:turn-prod-ca-central-1.solinkcloud.com:3478			
	turn:turn-prod-us-west-2.solinkcloud.com:3478			
	turn:turn-prod-us-east-2.solinkcloud.com:3478			
	turn:turn-prod-ca-central-1.solinkcloud.com:3478			
	turn:turn-prod-eu-central-1.solinkcloud.com:3478			
	turn:turn-prod-ap-southeast-2.solinkcloud.com:3478			

## External Video Sharing

Whitelist URL	Purpose	Date Added	Notes
<ul style="list-style-type: none"><li>• <a href="https://share.solinkcloud.com">https://share.solinkcloud.com</a></li><li>• <a href="https://solinkshare.io">https://solinkshare.io</a></li></ul>	Shared Video Portal - for access by external users.	April 2021	

## NTP (Optional)

Whitelist URL	Purpose	Date Added	Notes
<a href="http://us.pool.ntp.org">http://us.pool.ntp.org</a>	Network Time synchronization servers.	April 2021	NTP is mandatory to ensure the video times are accurate. If the user does not provide their own NTP server, then we can configure the public NTP server instead. Using the public server may cause time synchronization issues between video and data.

## DNS (Optional)

Whitelist URL	Purpose	Date Added	Notes
<ul style="list-style-type: none"> <li>8.8.8.8</li> <li>1.1.1.1</li> </ul>	Domain Name Server resolution servers.	April 2021	If the customer does not provide their own internal DNS servers, then we can configure the system to use a public DNS instead.

Did this answer your question?





1-888-335-9844

See our main website at [solink.com](https://solink.com)    Login and use Solink at [solinkcloud.com](https://solinkcloud.com)

