Purpose: Firewall and network access required for Dividia devices to receive software updates and allow Dividia to provide remote support.

1. Update Ports

Hostname	IP Address	Ports
redhat.dividia.net	54.227.242.97	80, 443
monarch-backend.dividia.net	54.227.242.97	80, 443
support.dividia.net	18.116.165.250	80, 443
hub.docker.com	172.64.144.69	80, 443

2. Online/Offline Status

Hostname	IP Address	Ports
relay.cloud.dividia.net	18.208.40.202	995, 443
relay.cloud.dividia.net	54.146.158.23	995, 443

3. Jetson / AI Engine Device for LPR (balenaOS)

Purpose	Destination	Port
Device management and remote support	*.balena-cloud.com	443
Time synchronization (NTP)	0.resinio.pool.ntp.org, 1.resinio.pool.ntp.org, 2.resinio.pool.ntp.org, 3.resinio.pool.ntp.org	123 (UDP)
DNS	8.8.8.8 or network's internal DNS server	53

NOTE: Customers on a VPN to view cameras do not need to open any inbound ports. Opening the outbound ports above lets our monitoring and alert system work and helps tech support. Allow the balena wildcard by hostname, not IP. See balena network requirements