HME Network & System Requirements

NEXEO | HDX™ and ZOOM Nitro® Remote Access via HME CLOUD®

Using the HME CLOUD portal to access NEXEO | HDX and ZOOM Nitro

The HME CLOUD portal allows users to make a remote connection to manage enterprise and store specific device settings. Please ensure the following rules are applied to the network that is being used to make the connection to the HME CLOUD portal:

Domain	Connection Type
*.hmecloud.com	TCP ports 443, 20000 through 29999 (inclusive)

NEXEO | HDX

Connecting NEXEO | HDX to HME CLOUD

The system must have access to the following destination domains and network ports to successfully connect to HME CLOUD:

*.hmecloud.com	ICMP, TCP ports 443, 5556, 19000
*.hmedtcloud.com	ICMP, TCP ports 443, 19000
*.azure-devices.net	ICMP, TCP ports 443, 8883
*.blob.core.windows.net	TCP port 443
*.azure-devices-provisioning.net	ICMP, TCP ports 443, 8883
*.azureedge.net	ICMP, TCP ports 443
*.servicebus.windows.net	ICMP, TCP, AMQP ports 443, 5671, 5672

An NTP server connection is required to maintain time synchronization. Any NTP Server can be used, but the following are used by default.

pool.ntp.org	UDP port 123
0.pool.ntp.org	UDP port 123
1.pool.ntp.org	UDP port 123
2.pool.ntp.org	UDP port 123

For regulatory purposes, the Public IP address needs to be confirmed for region code validation. DNS queries need to be allowed for either Option 1 or Option 2 to do this.

Option 1- OpenDNS:

- 208.67.222.222 – UDP Port 53
- 208.67.220.220 – UDP Port 53
- 208.67.222.220 – UDP Port 53
- 208.67.220.222 – UDP Port 53
- myip.opendns.com – UDP Port 53

Option 2 - Google:

- 216.239.32.10 – UDP Port 53
- 216.239.34.10 – UDP Port 53
- 216.239.36.10 – UDP Port 53
- 216.239.38.10 – UDP Port 53
- o-o.myaddr.l.google.com – UDP Port 53

A broadband Internet connection (using DHCP or Static configuration) to one physical port is needed with the following network speed requirements:

NEXEO Subscription Level	Recommended Download Speed*	Recommended Upload Speed*
Core	8 mbps	215 kbps
NEXEO	10 mbps	300 kbps
Pro	20 mbps	1.5 mbps

*These values are rough estimates based on stable network environments, and calculating exact bandwidth requirements is dependent on the type of usage, and several other factors.

ZOOM Nitro

Connecting ZOOM Nitro to HME CLOUD

The system must have access to the following destination domains and network ports to successfully connect to HME CLOUD:

*.hmecloud.com	TCP ports 443, 19000
*.hmedtcloud.com	ICMP, TCP ports 443, 19000
hme-live2-leaderboard.azurewebsites.net	TCP port 443
hme-live-namespace.servicebus.windows.net	ICMP, TCP port 443
*.azure-devices.net	TCP ports 443, 8883
*.blob.core.windows.net	ICMP, TCP port 443
*.azure-devices-provisioning.net	TCP ports 443, 8883
*.azureedge.net	TCP port 443
*.servicebus.windows.net	ICMP, TCP, AMQP ports 443, 5671, 5672

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2.pool.ntp.org	UDP port 123

To enable the email distribution of Scheduled Reports directly from ZOOM Nitro, the following must be allowed:

api.mailgun.net	TCP port 443
smtp.mailgun.org	TCP port 587

A broadband Internet connection (using DHCP or Static configuration) to one physical port is needed with the following network speed requirements:

ZOOM Nitro Subscription Level	Recommended Download Speed*	Recommended Upload Speed*
Essentials/Data	250 kbps	250 kbps
Leaderboard	1 mbps	1 mbps
Gamification	1 mbps	1 mbps

*These values are rough estimates based on stable network environments, and calculating exact bandwidth requirements is dependent on the type of usage, and several other factors.

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