



08 July 2024

Dear colleague,

Changes to Cloud Video Platform and the Video Hearing Service

We are writing to inform you about an update to the technology supporting Cloud Video Platform (CVP) and the Video Hearings Service (VHS). The update will mean that your organisation needs to check, and may need to change, its firewall settings.

About firewalls

Your organisation may use a firewall to protect its devices and network from external attacks. You should take action now to check and update your organisation's firewall settings so that it continues to recognise both CVP and VHS services and enables you to continue to join court or tribunal hearings remotely without delay.

Details on the steps your organisation needs to take are set out below. Please make these changes to your network by Friday 6 September 2024.

You do not need to remove any existing IP addresses from your existing settings (also known as your whitelist).

Changes you need to make to enable access to VHS

Before you join a hearing on the VHS, it is very important to check that the firewall settings on your network will not block access. This can happen because it is a web-based service. Please share this [guide to checking your firewall and corporate IT settings](#) with your IT team who will be able to make any necessary adjustments.

Changes you need to make to enable access to CVP

In order to avoid unnecessary disruption to hearings please ensure you/your IT team allow the following IP addresses (also known as whitelisting) through your firewall:

- 91.240.195.0/24
- 91.240.204.0/22
- 176.121.88.0/21
- 185.94.240.0/22
- 185.124.96.0/22

Please also revise IT ports in accordance with the information in this table.

From Trust to Untrust (outbound)		
Protocol	Ports	Comment
TCP	443 / 1720 / 2776 / 2777 / 5060 / 5061	Provisioning / signalling
TCP	443 / 389 / 636	Phonebook
UDP	123	NTP
UDP	1719 / 2776 / 2777 / 3478	Signalling and media
UDP	20000 - 65535	RTP/RTCP (media)

More [information on joining a hearing on CVP](#) is available on GOV.UK.

Help and guidance

Please share this information with your IT support team – they should be able to assist with checking and adjusting your organisation’s settings.

If you need assistance with updating your IP addresses, please contact us at VHServicefeedback@justice.gov.uk. We are available to help you manage this change and answer any questions you may have.