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Pre-Deployment Requirements

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Overview

Before starting the GCXONE setup process, confirm that your network, browser, and device infrastructure meet the requirements below. Completing this checklist in advance prevents delays during onboarding and registration.

Network Requirements

Bandwidth

A minimum of 10 Mbps is required for standard platform operations. Video streaming and large data exports will require additional bandwidth depending on the number of active cameras and sites.

Required Ports

The following ports must be open on your firewall before deployment:

- 443 (HTTPS/WSS): Required for all web platform access, real-time WebSocket updates, REST API calls, and outbound webhooks. This is the primary port for GCXONE.
- 80 (HTTP): Used for HTTP-to-HTTPS redirects. Optional but recommended to ensure smooth browser navigation.
- 161/UDP (SNMP): Required for monitoring SNMP-enabled devices such as network equipment and power systems.
- 162/UDP (SNMP Trap): Required to receive SNMP trap alerts from monitored devices.
- 502 (Modbus TCP): Required for integrating industrial equipment and power systems using the Modbus protocol.

- 1883 / 8883 (MQTT): Required for IoT device connectivity. Port 8883 is the encrypted variant and is preferred.

DNS and Domain Access

Your network must be able to resolve and reach the nxgen.cloud domain. If you use internal DNS, add the appropriate A records or CNAME entries before deployment. Confirm this by running a DNS lookup from within your network before proceeding.

Proxy Configuration

If your organization routes traffic through a proxy server, ensure the proxy is configured to allow WebSocket connections on port 443. Standard HTTP proxies may block WebSocket traffic, which is required for real-time alarm updates.

Browser Requirements

GCXONE runs entirely in the browser. No software installation is required on operator workstations. The following browsers are supported:

- Google Chrome 90 or later (recommended)
- Microsoft Edge 90 or later
- Mozilla Firefox 88 or later
- Safari 14 or later

JavaScript must be enabled. A minimum screen resolution of 1920x1080 is recommended for full dashboard visibility.

Account Requirements

Before your account can be activated, have the following ready:

- Corporate email address: Used for registration and receiving your activation email. Personal email addresses are not accepted.

- Administrative access: You will need permission to configure firewall rules and network settings during setup.
- Primary and secondary contacts: Required for account recovery and escalation. Both contacts should be reachable during the deployment window.

Device and Site Preparation

If you plan to add cameras, sensors, or other devices during or immediately after setup, prepare the following in advance:

- Device credentials: Administrator usernames and passwords for all cameras and sensors to be integrated.
- IP addresses and port numbers: Document the IP address and communication port for each device.
- Network topology: Subnet details and gateway addresses for each site where devices will be deployed.
- Device firmware: Verify that all devices are running up-to-date firmware before integration to avoid compatibility issues.