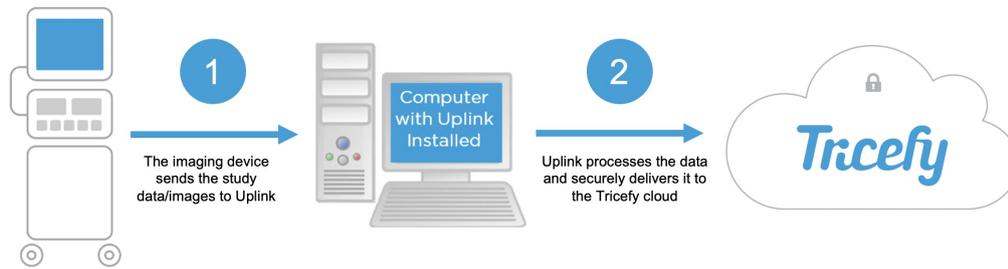# Tricefy

Network Setup and Firewalls

Last Modified on 2026-03-03 12:12

Firewall changes may be needed in order to allow the local Uplink to reach Tricefy Cloud

⬚ Tricefy Uplink Connection to Tricefy Global Cloud ⬚

Outbound port: **443**
Domain: **receiving.tricefy.com**
Public IPs: **54.72.5.235 || 54.171.0.176**
Encryption: TLS 1.3*

⬚⬚ Tricefy Uplink Connection to Tricefy USA Cloud ⬚⬚

Outbound port: **443**
Domain: **receiving.us.tricefy.com**
Public IPs: **35.169.253.152 || 18.207.44.115**
Encryption: TLS 1.3*

*Tricefy uplink only needs underlined outbound access in the firewall. While the Tricefy Uplink service utilizes TLS appropriately, the protocol used within is not HTTP-based. Firewall systems with TLS / HTTPS / packet inspection enabled may continue to block the Uplink traffic. As a result, it may be necessary to disable these types of inspection services if Uplink cannot communicate with Tricefy cloud.

Testing Connection to Tricefy Receiving without Uplink

Tricefy Global: https://receiving.tricefy.com/test

Tricefy USA: https://receiving.us.tricefy.com/test

*It is possible for the links above to work successfully in your browser, but Uplink could still fail if the firewall differentiates between "true" TLS traffic and StartTLS-type traffic -- where Uplink and receiving exchange a few bytes of ASCII handshake before starting the proper TLS handshake

Local Windows Settings & Anti-Virus

When Uplink is installed, a Windows service called – Tricefy Uplink – will run in the background. The installation process is designed to apply local Windows firewall rules to avoid from blocking the local uplink process/service.

Systems with local <u>anti-virus</u> or other network security software may also prevent the Uplink from communicating with Tricefy cloud, and very commonly will block the Uplink installer from running or successfully completing. It may be necessary to whitelist the Tricefy Uplink service/process/folder in the anti-virus admin settings. If possible, temporarily disabling the anti-virus software altogether on the host can help to rule it out.

On Windows systems, Uplink will be installed into *~\Program Files\Trice Imaging\Tricefy Uplink*

Uplink log files can be found in *~\ProgramData\Trice Imaging\Tricefy Uplink\logs*