

PlayNetwork CURIOPlayer FAQs

HOW IT WORKS

How does the CURIOPlayer communicate with PlayNetwork systems?

The CURIOPlayer initiates a connection to PlayNetwork's content delivery network. The CURIOPlayer sends periodic status information throughout the day, but only retrieves content updates, configuration changes, and PlayNetwork application updates during a specified download window.

How are network settings added to the CURIOPlayer?

The CURIOPlayer ships pre-configured with either DHCP or customer-provided static IP addressing.

Does the CURIOPlayer stream music?

No, the CURIOPlayer does not stream audio. The CURIOPlayer only plays content that is located on the CURIOPlayer's local storage.

CURIOPlayer NETWORK CONFIGURATION

Should the CURIOPlayer utilize DHCP or a static IP address?

The CURIOPlayer can utilize either DHCP or static settings. It can be configured with the settings that best fit your network infrastructure.

What information is required for the player to use a static IP?

The following will need to be provided to PlayNetwork for each location: static IP address, gateway, subnet mask, primary DNS, and secondary DNS.

Can the CURIOPlayer use a public IP address?

A public IP address is not recommended for the CURIOPlayer. PlayNetwork recommends the CURIOPlayer utilize a private IP address and is on a non-PCI guest or vendor network that does not require authentication.

Can a public DNS be used?

Yes, if a public DNS is used, TCP/UDP port 53 is required to be opened for outbound traffic from the player.

Can the network settings change after the player is online at the customer location?

Yes, the player's network settings can change. The customer will need to notify PlayNetwork prior to when the changes need to take effect. PlayNetwork will adjust the network settings on PlayNetwork servers. The CURIOPlayer will check into the server and download the new network settings.

How does the player synchronize time?

The local player time is synced by contacting PlayNetwork servers.

CONTENT, UPDATES, AND BANDWIDTH

How does the CURIOPlayer get content?

The CURIOPlayer ships pre-loaded with music content, and then downloads new content when available.

How large are music updates and how often do music updates happen?

Downloads range between 50MB and 120MB. Downloads typically occur once per month.

How does PlayNetwork ensure the delivery of content to the correct player?

The delivery of the correct content to the CURIOPlayer from the PlayNetwork CDN is based on the device ID and the music concept attached to the ID.

What is the recommended minimum bandwidth requirement for the CURIOPlayer?

T1 (1.5Mbps) is the minimum bandwidth recommended per location.

Is it possible to throttle the amount of bandwidth each location uses for downloads?

Yes, bandwidth throttling is available. Throttling options include 256Kbps, 512Kbps, 1Mbps, 2Mbps, and 4Mbps. Throttling options are set by PlayNetwork. The default throttle is 1Mbps. (Using a different throttle option per location is not supported.)

Can a download window be configured so music downloads only happen during off-peak business hours?

Yes, download windows may be configured. An example of a typical download window is 1am-5am. The download window is based on the player's local time. The default download window is open 24 hours.

What happens when a content download is interrupted or cannot finish during the download window?

If the CURIOPlayer does not complete a content download within the download window, it will attempt to continue the content download during the next download window.

How long does a download take assuming a typical 100MB music update per month?

Bandwidth throttle	Time for download to complete (once per month)
1 Mbps	Approximately 15 minutes
512 Kbps	Approximately 30 minutes
256 Kbps	Approximately 1 hour

Note: These are theoretical estimates based on online download calculators. PlayNetwork recommends testing the player in the customer environment to obtain real-world estimates.

FIREWALL AND SECURITY

What firewall rules are required?

Preferred:

Source	Destination	Port / Protocol	Outbound	Inbound
Player VLAN or Player IP	Any	443 (TCP)	Allow	Deny
Player VLAN or Player IP	Any	80 (TCP)	Allow	Deny
Player VLAN or Player IP	Client selected DNS server	53 (UDP)	Allow	Deny

Alternate Option 1:

Source	Destination	Port / Protocol	Outbound	Inbound
Player VLAN or Player IP	*.apps.playnetwork.com	443 (TCP), 80 (TCP)	Allow	Deny
Player VLAN or Player IP	*.hs.llnwd.net	443 (TCP)	Allow	Deny
Player VLAN or Player IP	*.cloudfront.net	443 (TCP)	Allow	Deny
Player VLAN or Player IP	Client selected DNS server	53 (UDP)	Allow	Deny

Alternate Option 2:

Source	Destination	Port / Protocol	Outbound	Inbound
Player VLAN or Player IP	playnet.hs.llnwd.net	443 (TCP)	Allow	Deny
Player VLAN or Player IP	gc-device-api.apps.playnetwork.com	443 (TCP)	Allow	Deny
Player VLAN or Player IP	master-gc-key-api.apps.playnetwork.com	443 (TCP)	Allow	Deny
Player VLAN or Player IP	master-player-svc.apps.playnetwork.com	443 (TCP)	Allow	Deny
Player VLAN or Player IP	master-gc-playback-api.apps.playnetwork.com	443 (TCP)	Allow	Deny
Player VLAN or Player IP	schedule.apps.playnetwork.com	443 (TCP), 80 (TCP)	Allow	Deny
Player VLAN or Player IP	connectivity.apps.playnetwork.com	80 (TCP)	Allow	Deny
Player VLAN or Player IP	Client selected DNS server	53 (UDP)	Allow	Deny
Player VLAN or Player IP	*.cloudfront.net	443 (TCP)	Allow	Deny
Player VLAN or Player IP	content-api.apps.playnetwork.com	443 (TCP)	Allow	Deny
Player VLAN or Player IP	cloud.apps.playnetwork.com	443 (TCP)	Allow	Deny

Can IP addresses be used instead of URLs for whitelisting?

No, URLs are required because the hosted load-balancers do not have statically assigned IP addresses.

Can firewall rules use wildcards instead of using the fully qualified domain name (FQDN) to limit the number of firewall rules required?

Yes, wildcards may be used if your firewall supports it.

Can the player be installed in a location with open outbound ports such as a vendor or guest network?

Yes, the CURIOPlayer may be installed on a network with ports 443 (TCP), 80 (TCP), and 53 (TCP/UDP) open outbound. PlayNetwork recommends the CURIOPlayer utilize a private IP address and be installed on a non-PCI guest or vendor network that does not require authentication.

Can the CURIOPlayer be installed on a network with a login or splash page?

Yes, however, if a login is required, the CURIOPlayer's MAC address must be filtered to bypass the login BEFORE plugging the player into the network. (The Ethernet MAC address is listed on the player.)

Can the player use a proxy?

Yes, the CURIOPlayer can be configured to utilize a proxy. Websockets must be enabled to access the player UI and for other functionality. If your location utilizes a proxy, the following will be required:

- Proxy name
- Proxy port
- Username and password (if authentication is required)

Is music content securely delivered?

- Content is securely delivered to the CURIOPlayer X5 over HTTPS.
- Content is in a proprietary format that is unreadable and unplayable by other applications and devices.
- CURIOPlayer X5 does not accept inbound TCP connections.

How does the CURIOPlayer authenticate with PlayNetwork servers?

The CURIOPlayer authenticates with PlayNetwork servers via token-based authentication.

Does the CURIOPlayer only allow connections initiated by the player?

Yes, all connections are initiated by the player.

Should content filtering or deep packet inspection be disabled?

Yes, disable content filtering or bypass deep packet inspection for the player.

How should the network port be configured?

- Enable Auto-Negotiation and Auto-Duplex on the network port the player is using.
- Enable PortFast on the port to enable the player to obtain a DHCP address.
- Disable port security so MAC filtering is not required on the port.