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Resources

Problem with iChat Screen Sharing and Verizon FIOS with Actiontec router

Some customers who use Verizon FIOS are not able to accept remote screen control requests with iChat. This is because of the firewall security in the Actiontec router supplied by Verizon. These customers are sometimes able to use iChat for audio, video, and text chatting. The solution is to set a DMZ (demilitarized zone) to the local (private) IP address of the computer that needs to accept screen control. Unfortunately this limits iChat screen control to 1 computer on the network. Additionally, it's highly recommended that the computers' built in firewall be turned on, as it is now not protected by the Actiontec firewall.

Attempts have been made to set port forwarding for ALL the relevant TCP and UDP ports with no success. At this time, setting a DMZ appears to be the only way to resolve the issue. It's likely that these limitations will be removed in the future as screen sharing becomes a vital part of using the internet.

Apple recommends that ports 16393-16402 and 5678 are open for iChat in Mac OS X Leopard. The ports should be open to both TCP and UDP traffic.

iChat for Mac OS X Tiger requires that ports 5060, 5190, 5297, 5298, 5353, 5678, and 16384-16403 are open to TCP and UDP traffic.

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