

## MidVision Cloud - Image Support #3273

### Datapower web service ipaddress

02/21/2019 04:02 pm - Mohamed

<b>Status:</b> Closed	<b>Due date:</b>
<b>Priority:</b> Normal	<b>% Done:</b> 0%
<b>Assignee:</b> Mohamed	
<b>Category:</b>	
<b>Image:</b> IBM DataPower - 7.6	<b>Your Marketplace Account ID:</b> 0000000000-0000
<b>Operating System:</b> Linux	<b>Marketplace:</b> Microsoft Azure
<b>JRE:</b> v1.8 JRE/JDK 64-Bit	<b>Customer State:</b> Riyadh
<b>Instance Type:</b> Any	<b>Customer Country:</b> Saudi Arabia

#### Description

Hi,

We have deployed a web service proxy successfully in to datapower domain. But couldn't access the service using IP address 104.43.217.52. But the front side URL for the service is displayed as <http://eth0.ipv4.1:11800>. Please help us to configure the IP address with correct mappings.

#### History

#1 - 02/21/2019 08:25 pm - Mariusz

- Assignee set to Mariusz

#2 - 02/21/2019 08:26 pm - Mariusz

- Assignee changed from Mariusz to Mariano

#3 - 02/22/2019 11:50 am - Mariano

- Status changed from New to Feedback

- Assignee changed from Mariano to Mohamed

Hi Mohamed,

Thanks for contacting us.

Regarding to your issue, have you tried to open the port 11800? if you haven't. Yopu can do this via our provided script like:

```
[midvision@ ] sudo ./open-firewall.sh 11800
```

How to open a port is mentioned in our documentacion page at:

<https://www.midvisioncloud.com/ibm-websphere-on-microsoft-azure/ibm-datapower-virtual-edition-on-azure/>

Hope this helps. Let me know if there is any futher doubt.

Regards,

MP

#4 - 02/22/2019 12:12 pm - Mariano

Hi,

I forgot to mention that you also need to open the port in the Azure platform.

To do this, please go to the azure portal, then Virtual Machines, look up your DataPower VM, then Networking, there you can add any inbound port rule.

So to sum up, you need to open the port inside the VM (OS) and also outside the VM (Azure).

Regards,  
MP

**#5 - 03/06/2019 07:22 pm - Rafael**

- Status changed from *Feedback* to *Marked for Closure*

- Priority changed from *High* to *Normal*

Hi Mohamed,

We noticed there hasn't been an update to this ticket for some time. Can we consider this ticket closed from support point of view? Is this still an issue or is there anything further that we can do for you in this regard? If not we will be timing out this ticket and will be closed in a few days time. If you have any other queries, please do not hesitate to ask us.

Kind regards,

Rafa

**#6 - 03/21/2019 11:58 am - Rafael**

- Status changed from *Marked for Closure* to *Closed*