



# Whitelisting Info for Communicate

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## Introduction

To avoid any potential interruption in service, please ensure that your firewall permits communication to and from the following block of IP addresses:

**199.36.164.0/22**

We strongly prefer that you permit our entire block of IP addresses as it allows us to rapidly deploy new services and react to network degradation. However, if your organization is unable to allow our entire /22 ARIN IPv4 assignment into your firewall rules, the following tables contain more specific information regarding the service address host assignments. For email whitelisting information, please skip to the [Ensure Email Delivery on Your Domain](#) section.

## Specific IP Assignments



**Note:** Not all of the following services apply to all customers.

### SchoolMessenger Communicate Website

Used by *all Communicate customers* to access the application web site and to transfer data via the Upload Utility.

| DNS Hostnames           | IP Addresses                                    | Traffic Profile             |
|-------------------------|---|-----------------------------|
| asp.schoolmessenger.com | 199.36.164.41<br>199.36.165.41<br>199.36.166.41 | Outbound TCP/80 and TCP/443 |

### SchoolMessenger App

Used by *all Communicate customers* to send broadcasts from a mobile device.

| DNS Hostnames           | IP Addresses                                    | Traffic Profile             |
|-------------------------|---|-----------------------------|
| asp.schoolmessenger.com | 199.36.164.41<br>199.36.165.41<br>199.36.166.41 | Outbound TCP/80 and TCP/443 |

## Contact Manager Web Servers

Used by customers who have the Contact Manager feature enabled.

| DNS Hostnames  | IP Addresses   | Traffic Profile             |
|--|--|-----------------------------|
| contactme.schoolmessenger.com<br>accounts.relianceco.com | 199.36.164.42<br>199.36.165.42<br>199.36.166.42<br>199.36.164.52<br>199.36.165.52<br>199.36.166.52 | Outbound TCP/80 and TCP/443 |

## InfoCenter Web Interface

Used by customers who use InfoCenter (SchoolMessenger App).

| DNS Hostnames   | IP Addresses  | Traffic Profile             |
|---|---|-----------------------------|
| infocenter.schoolmessenger.com<br>accounts.relianceco.com | 199.36.164.58<br>199.36.165.58<br>199.36.164.52<br>199.36.165.52<br>199.36.166.52 | Outbound TCP/80 and TCP/443 |

## InfoCenter Mobile App (SchoolMessenger App)

Used by customers who use the InfoCenter Smartphone app.

| DNS Hostnames           | IP Addresses                                    | Traffic Profile             |
|-------------------------|---|-----------------------------|
| accounts.relianceco.com | 199.36.164.52<br>199.36.165.52<br>199.36.166.52 | Outbound TCP/80 and TCP/443 |

## SFTP Data Upload Servers

Used by customers who transfer account data files via SFTP.

| Firewall Rule | DNS Hostnames             | IP Addresses  | Traffic Profile              |
|---------------|---------------------------|---|------------------------------|
| Port 9922     | ftp.swiftwavenetwork.com  | 199.36.164.45<br>199.36.165.45<br>199.36.166.45<br>54.70.216.55 | Outbound TCP/9922 and TCP/22 |
| Port 22       | ftp2.swiftwavenetwork.com | 54.149.2.173<br>18.236.0.251                                    |                              |

## SmartCall Servers

Used by customers who host SmartCall servers on their local networks.

| DNS Hostnames                      | IP Addresses                                    | Traffic Profile  |
|------------------------------------|---|------------------|
| calldispatch1.swiftwavenetwork.com | 199.36.164.43<br>199.36.165.43<br>199.36.166.43 | Outbound TCP/443 |
| calldispatch2.swiftwavenetwork.com | 199.36.164.44<br>199.36.165.44<br>199.36.166.44 |                  |

## SwiftSync Agent

Used by customers who use the SwiftSync agent (for LDAP authentication).

| DNS Hostnames                      | IP Addresses                                    | Traffic Profile  |
|------------------------------------|---|------------------|
| calldispatch1.swiftwavenetwork.com | 199.36.164.43<br>199.36.165.43<br>199.36.166.43 | Outbound TCP/443 |
| calldispatch2.swiftwavenetwork.com | 199.36.164.44<br>199.36.165.44<br>199.36.166.44 |                  |

## Ensure Email Delivery on Your Domain

Communicate will regularly send certain types of automated emails to users on your domain. These can be such things as Auto-Reports which inform users that their Broadcast has completed or they can be password reset requests for users who have forgotten or misplaced their account password. You may also decide to use the system to notify a large number of staff members, all of whom may be recipients on your local email server domain.

Such large bulk email broadcasts from outside SMTP servers may appear to your firewall or spam filters as junk mail and may result in legitimate and important messages being blocked or grey-listed.

To ensure that such unintended actions do not occur, you must have your email administrator or network spam filter administrator review this document and take appropriate action *before* putting your Communicate account into production.

To ensure that Communicate emails are delivered successfully please make sure the following host names and IP addresses are whitelisted on your firewall and email spam filter:

## Email SMTP Servers

Used by *all customers* to send emails and email broadcast reports.

| DNS Hostnames                  | IP Addresses  | Traffic Profile |
|--------------------------------|---------------|-----------------|
| mta1a1.spe.schoolmessenger.com | 52.27.255.223 | Inbound TCP/25  |
| mta1a2.spe.schoolmessenger.com | 52.27.255.224 |                 |
| mta1b1.spe.schoolmessenger.com | 52.27.255.227 |                 |
| mta1b2.spe.schoolmessenger.com | 52.27.255.228 |                 |

## Connection Restrictions

To ensure prompt delivery of time-sensitive messages, Communicate email servers make multiple simultaneous connections and send multiple emails per connection. Please verify that your email server does not restrict the number of incoming connections or the number of emails per connection from the above listed host names and IP addresses.

## SPF Record

Communicate typically uses the user's email address as the FROM: address for email broadcasts. Therefore, if you have published an SPF record for your domain then you will need to ensure that Communicate is authorized, within your SPF record, to send emails on your domain's behalf. Here's the text that needs to be added to your existing SPF record:

**include:customerspf.schoolmessenger.com**

## Questions?

If you have any questions regarding the above, please contact support.

### SchoolMessenger Solutions Support

800-920-3897

[support@schoolmessenger.com](mailto:support@schoolmessenger.com)