



Whitelisting Info for Communicate

Intrado

100 Enterprise Way, Suite A-300

Scotts Valley, CA 95066

800-920-3897

www.schoolmessenger.com



Contents

Introduction	3
Domain Assignments	3
SchoolMessenger Communicate Website	3
SchoolMessenger Admin App	3
SchoolMessenger Web App Interface	4
SchoolMessenger Mobile App.....	4
SwiftSync Agent	4
Specific IP Assignments	5
SFTP Data Upload Servers	5
Ensure Email Delivery on Your Domain	5
Email SMTP Servers	6
Connection Restrictions.....	6
SPF Record	6
Questions?	7
SchoolMessenger Support Number	7

Introduction

To avoid any potential interruption in service, please ensure that your firewall and content filter permits communication to and from the following domains or IP addresses.

For email whitelisting information, please skip to the [Ensure Email Delivery on Your Domain](#) section.

Domain 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	Traffic Profile
asp.schoolmessenger.com	Outbound TCP/80 and TCP/443

SchoolMessenger Admin App

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

DNS Hostnames	Traffic Profile
asp.schoolmessenger.com	Outbound TCP/80 and TCP/443

SchoolMessenger Web App Interface

Used by customers who use SchoolMessenger Web App for Teacher Initiated Messaging and preference management.

DNS Hostnames	Traffic Profile
go.schoolmessenger.com	Outbound TCP/80 and TCP/443

SchoolMessenger Mobile App

Used by customers who use SchoolMessenger smartphone app for Teacher Initiated Messaging and preference management.

DNS Hostnames	Traffic Profile
accounts.relianceco.com	Outbound TCP/80 and TCP/443

SwiftSync Agent

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

DNS Hostnames	Traffic Profile
calldispatch1.swiftwavenetwork.com	Outbound TCP/443
calldispatch2.swiftwavenetwork.com	

Specific IP Assignments



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

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	54.70.216.55 18.219.67.2	Outbound TCP/9922
Port 22	ftp2.swiftwavenetwork.com	18.236.0.251 18.224.85.193	Outbound TCP/22

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.

IP Addresses	Traffic Profile
192.174.82.45	Inbound TCP/25
192.174.82.46	
192.174.82.47	
192.174.82.48	
52.27.255.223	
52.27.255.224	
52.27.255.227	
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 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 Support Number

Email: support@schoolmessenger.com

Phone: 800-920-3897