



SCHOOLMESSENGER®

# Whitelisting the SchoolMessenger IP Range

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## Ensure Email Delivery on Your Domain

SchoolMessenger will regularly send certain types of automated emails to users on your domain. These can be such things as AutoReports 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 notifications 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 greylisted.

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

To avoid any potential interruption in service, please ensure that your firewall permits communication to and from the following block of IP addresses (*see below for host specific information*):

**199.36.164.0/22**

## SPF Records

Message senders typically use their own email address (or some other legitimate address on your domain) as the *Reply to:* email address when sending a notification; therefore, if you are currently publishing SPF records, be sure to add the appropriate entries to your DNS.


## Connection Restrictions

To ensure prompt delivery of time-sensitive messages, SchoolMessenger 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 from the above listed IP addresses.

## Specific IP Assignments

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.

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

### SchoolMessenger Website

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

DNS Hostname	IP Addresses	Traffic Profile
asp.schoolmessenger.com	199.36.164.41 199.36.165.41 199.36.166.41	Outbound TCP/80 and TCP/443

### Email SMTP Servers

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

DNS Hostname	IP Address	Traffic Profile
smtp1.swiftwavenetwork.com	199.36.164.46	Inbound TCP/25
smtp2.swiftwavenetwork.com	199.36.164.47	Inbound TCP/25
smtp3.swiftwavenetwork.com	199.36.164.48	Inbound TCP/25
smtp4.swiftwavenetwork.com	199.36.165.46	Inbound TCP/25
smtp5.swiftwavenetwork.com	199.36.165.47	Inbound TCP/25
smtp6.swiftwavenetwork.com	199.36.165.48	Inbound TCP/25
smtp7.swiftwavenetwork.com	199.36.166.46	Inbound TCP/25
smtp8.swiftwavenetwork.com	199.36.166.47	Inbound TCP/25
smtp9.swiftwavenetwork.com	199.36.166.48	Inbound TCP/25
smtp1.schoolmessenger.com	199.36.164.54	Inbound TCP/25
smtp2.schoolmessenger.com	199.36.165.54	Inbound TCP/25
smtp3.schoolmessenger.com	199.36.166.54	Inbound TCP/25

## SFTP Data Upload Servers

Used by customers who transfer account data files via SFTP.

DNS Hostname	IP Addresses	Traffic Profile
ftp.swiftwavenetwork.com	199.36.164.45 199.36.165.45 199.36.166.45	Outbound TCP/9922 and TCP/22

## Contact Manager Web Servers

Used by customers who have the Contact Manager feature enabled.

DNS Hostname	IP Addresses	Traffic Profile
contactme.schoolmessenger.com	199.36.164.42 199.36.165.42 199.36.166.42	Outbound TCP/80 and TCP/443

## Reliance Accounts Portal

Used by customers who have the Contact Manager feature enabled.

DNS Hostname	IP Addresses	Traffic Profile
accounts.relianceco.com	199.36.164.52 199.36.165.52 199.36.166.52	Outbound TCP/80 and TCP/443

## SmartCall Servers

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

DNS Hostname	IP Addresses	Traffic Profile
calldispatch1.swiftwavenetwork.com	199.36.164.43 199.36.165.43 199.36.166.43	Outbound TCP/443
calldispatch2.swiftwavenetwork.com	199.36.164.44 199.36.165.44 199.36.166.44	Outbound TCP/443