

ObservePoint

**WHITELIST
INSTRUCTIONS**

Whitelisting and Proxies

The ObservePoint data collection servers use multiple IP addresses to access your website or mobile app. Your IT department and analytics administrators need to know these IP addresses for firewall and analytics whitelisting.

Firewall Whitelisting

For security purposes, the ObservePoint IP addresses should be whitelisted to prevent a firewall from blocking traffic detected from the ObservePoint servers. ObservePoint can hit your website with dozens of page requests per minute as you run audits and web journeys, which can sometimes appear to your security devices as a malicious attack. To prevent your firewall from rejecting traffic from the ObservePoint servers, have your DevOps team whitelist all the IP addresses from the table on the next page.

Analytics Whitelisting

For web analytics traffic, some analysts prefer not to include ObservePoint traffic in any of their analytics reports. If this is the case, whitelist all IP addresses from the list on the next page in your analytics administration console. See [Exclude by IP Address](#) for Adobe Analytics or [Exclude Internal Traffic](#) for Google Analytics.

IP Addresses and Proxy Locations

The following chart shows each of the IP addresses used by ObservePoint's technology. Best practices is to whitelist all of these on your firewall. These IP addresses are also available in a downloadable [CSV file](#).

IP Address	Amazon Proxy	Location	Coordinates	City
35.161.29.125	Direct server	Direct—Oregon, US	45.5423706,-122.9345088	Portland
54.241.3.7	aws1.west.proxy.observepoint.com	Proxy - N. CA US	38.5617131,-121.5129516	Sacramento
54.215.6.50	aws2.west.proxy.observepoint.com	Proxy - N. CA, US	38.5617131,-121.5129516	Sacramento
54.235.253.73	aws1.east.proxy.observepoint.com	Proxy - N. VA, US	38.8151083,-77.1258427	Alexandria
54.83.59.214	aws2.east.proxy.observepoint.com	Proxy - N. VA, US	38.8151083,-77.1258427	Alexandria
54.246.83.204	aws1.emea.proxy.observepoint.com	Proxy - Dublin, IE	53.3242381,-6.3857834	Dublin
79.125.118.108	aws2.emea.proxy.observepoint.com	Proxy - Dublin, IE	53.3242381,-6.3857834	Dublin
54.248.228.95	aws1.apac.proxy.observepoint.com	Proxy - Tokyo, Japan	35.6682234,139.6708286	Tokyo
54.250.119.103	aws2.apac.proxy.observepoint.com	Proxy - Tokyo, Japan	35.6682234,139.6708286	Tokyo
54.233.189.245	aws1.bra.proxy.observepoint.com	Proxy - Sao Paulo, BR	-22.530593,-50.8787667	Sao Paulo
54.233.210.11	aws2.bra.proxy.observepoint.com	Proxy - Sao Paulo, BR	-22.530593,-50.8787667	Sao Paulo
35.176.213.160	aws1.lon.proxy.observepoint.com	Proxy - London, UK	51.5285582,-0.2416782	London
35.176.42.87	aws2.lon.proxy.observepoint.com	Proxy - London, UK	51.5285582,-0.2416782	London
35.157.253.184	aws1.deu.proxy.observepoint.com	Proxy - Frankfurt, DE	50.1211909,8.566525	Frankfurt
35.159.7.189	aws2.deu.proxy.observepoint.com	Proxy - Frankfurt, DE	50.1211909,8.566525	Frankfurt
13.228.165.163	aws1.sgp.proxy.observepoint.com	Proxy - Singapore	1.3142837,103.7475779	Singapore
13.228.165.59	aws2.sgp.proxy.observepoint.com	Proxy - Singapore	1.3142837,103.7475779	Singapore
52.65.182.248	aws1.aus.proxy.observepoint.com	Proxy - Sydney, ASTL	-33.8479271,150.6518023	Sydney
54.79.15.183	aws2.aus.proxy.observepoint.com	Proxy - Sydney, ASTL	-33.8479271,150.6518023	Sydney
15.222.131.206	aws1.ca.proxy.observepoint.com	Proxy - TOR, Canada	43.7181557,-79.5181383	Toronto
52.60.121.52	aws2.ca.proxy.observepoint.com	Proxy - TOR, Canada	43.7181557,-79.5181383	Toronto
3.36.203.19	aws1.seoul.proxy.observepoint.com	Proxy - Seoul, Korea	37.57014467452795,126.98294318229894	Seoul
3.37.11.36	aws2.seoul.proxy.observepoint.com	Proxy - Seoul, Korea	37.57014467452795,126.98294318229894	Seoul

App Proxies

All App functionality is hosted in a different data center from Technology Governance. If you have any security restrictions on your APIs or backend, best practice is to whitelist the following IP Addresses on your servers so that the app can send back data to your servers. Also, to ensure, the test traffic is not adding unnecessary noise to your analytics data, best practice is to whitelist these addresses in your Analytics tool as well.

IP Address	Use/Location
54.186.109.74	Default AppAssurance traffic
162.251.166.0/24	Default AppAssurance traffic
18.228.79.189	Brazil (new with 2019-05-21)
35.182.57.108	Canada (new with 2019-05-21)
34.240.240.157	Europe
52.18.122.77	Europe
18.185.212.24	Germany (new with 2019-05-21)
13.115.95.178	Japan (new with 2019-05-21)
3.0.225.178	Singapore (new with 2019-05-21)
13.125.164.173	South Korea (new with 2019-05-21)
13.48.17.227	Sweden (new with 2019-05-21)
18.130.42.202	United Kingdom (new with 2019-05-21)
13.57.103.60	US West
13.56.176.188	US West
34.236.213.55	US East
34.236.218.43	US East
18.221.74.211	US East (new with 2019-05-21)

Important Notice:

Other IP Addresses for App Journeys

If you use App Journeys in your staging or other testing environments you may notice traffic recorded from IP addresses that you do not recognize. Our servers use the following IP addresses when interacting with your apps in ObservePoint. There is no need to whitelist any of the following IP addresses, but knowing about them makes it easier to identify them.

IP Address	IP Address	IP Address	IP Address
63.135.170.0/24	66.55.157.0/24	66.185.22.0/24	73.15.222.0/24
95.141.32.0/21	108.61.41.0/24	209.222.0.0/24	208.52.188.0/22
208.78.104.0/22	158.58.172.0/24	162.251.166.0/24	162.221.89.0/24
185.44.128.0/21	199.38.80.0/21	198.206.133.0/24	108.61.27.235/32
162.243.172.107/32	67.205.164.129/32	165.227.215.40/32	165.227.50.72/32
50.186.114.53/32	24.2.96.230/32	67.163.89.229/32	173.68.131.112/32
100.38.117.40/32	108.6.205.53/32	73.15.223.215/32	108.46.227.225/32
199.195.144.6/32	67.170.234.8/32	158.58.173.209/32	108.6.205.82/32
162.253.133.102/32	162.253.133.103/32	162.253.133.107/32	

LiveConnect Proxy

If you use LiveConnect, your firewall must allow access to the LiveConnect IP address: **13.57.103.60**. This may have already been set up if you have configured all the App proxies above. When a new proxy is created for LiveConnect, the port range is arbitrarily chosen and is between **49153** to **65535**.