# Domains and IP Addresses That Should be Allowed to Prevent or Resolve Blocked Content or Blocked Emails

🕐 Oct 31, 2024 Knowledge

**Title**
Domains and IP Addresses That Should be Allowed to Prevent or Resolve Blocked Content or Blocked Emails

**Last Published Date**
10/31/2024, 3:20 PM

**URL Name**
Domains-and-IP-Addresses-That-Should-be-Allowed-to-Prevent-or-Resolve-Blocked-Content-or-Blocked-Emails

**Product**
Litmos

**Category**
Problem

**Summary** ⓘ

**Symptom**
- Email notifications are not being received
- What are the allowlist items?
- What are the allow list url's and IP addresses for Litmos content and Litmos emails?
- How to unblock blocked emails
- Emails show Delivered in Litmos server but not received on customer side
- Emails generated by the Litmos application are not delivered to users of the application
- This KB article provides information on possible causes and solutions regarding ho

w to make sure emails are delivered to end
 users

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**Cause**

- The client's email servers detected email
  originated at a server other than one of
  their known internal servers and is
  blocking Litmos emails
- Client has a limitation as to how many
  emails that can be sent within a time
  period, also known as Bombing, E-mail
  bomb and mass email
- The client uses a 3rd party email provider
  that could be blocking traffic at a deeper
  level

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**Body**

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**Resolution**

US: Include: us-spf.email.litmos.com (This covers all current
live email source IPs for US hosted accounts. The Full list is
also available below)

EU: Include: eu-spf.email.litmos.com (This covers all current
live email source IPs for EU hosted account. The Full list is
also available below)

With this SPF configuration, there are options on how to impl
ement it. **A domain has a limit of 10 DNS lookups.** A looku
p is where the DNS resolver needs to "lookup" a domain nam
e (such as "litmos.com") However, adding an IP address dire
ctly doesn't increase the count, because that doesn't require a
 lookup.

If you choose to add our new SPF domain as an include, e.g.
'include:us-spf.email.litmos.com', it will add 1 lookup, as the
resolver needs to check what is associated with that domain,
but it'll be easy to maintain and will likely require few (if
any) modifications in the future.

If you choose to add all of our new IP's directly, e.g.
'ip4:23.251.230.216' etc, it does not count any of the 10
lookups since it already has the IP's it would be looking up.
In that case, you will need to keep your records in sync with
the IP's we provide.

**Note: It is up to clients to allow SPF records or the individual IP addresses.**

**AWS Email Services**

- 54.240.44.190
- 54.240.44.191
- 54.240.44.192
- 54.240.44.193
- 54.240.44.194
- 23.251.230.212
- 23.251.230.213
- 23.251.230.214
- 23.251.230.215
- 23.251.230.216
- 23.251.230.217
- 23.251.230.218
- 23.251.230.219

**AWS AU Email Services (Subject to change)**

- 13.210.199.173
- 3.25.181.209
- 13.211.7.120
- 3.106.70.147
- 13.238.220.144
- 54.153.149.248
- 54.252.191.133

**AWS EU Email Services (Subject to change)**

- 35.156.232.13
- 35.157.153.112
- 18.197.41.247

- 52.59.83.36
- 3.127.202.36
- 35.158.111.45
- 3.122.249.44

**US Hosted Litmos IPs**

- 20.120.107.42
- 20.84.0.159
- 52.226.243.190

**AU Hosted Litmos Domain**

- **\*.litmos.com.au**

**EU Hosted Litmos Domain**

- \*.litmoseu.com

**Other Services**

- system@litmos.com (Email address that All Litmos Email Notifications are all sent from to users)
- @email.litmos.com
- @email.amazonses.com
- g1.litmos.com
- app.litmos.com
- litmos.com
- contentlive-scanner.s3.amazonaws.com **- for US hosted Litmos sites**
- litmos-contentlive-au-scanner.s3-ap-southeast-2.amazonaws.com **- for AU hosted Litmos sites**
- litmos-contentlive-eu-scanner.s3-eu-central-1.amazonaws.com **- EU hosted Litmos sites**
- static1.litmos.com **- where the static portion of content is saved (ie CSS, JS, images)**
- static2.litmos.com  **- as above**
- contentlive.s3.amazonaws.com **- amazon s3 bucket from where the content is served**

- cdn1.litmos.com **- Content Distribution Network for US hosted Litmos sites**
- cdn1.litmos.com.au **- Content Distribution Network for AU hosted Litmos sites**
- cdn1.litmoseu.com **- Content Distribution Network for EU hosted Litmos sites**
- d16smq18f8amlc.cloudfront.net **- serves the images that you upload in Litmos, for instance course image, theme logo, user profile photo, etc.**
- jwpcdn.com **- JWPlayer which is used to play Video files within Litmos**

**For Learning Seat Compliance Course Content**

The following addresses must be allowed in your firewall/proxy (ports 80 & 443) and pop-up blocker/trusted sites:

- *.learningseat.com
- delivery-api.learningseat.com
- delivery-cdn.learningseat.com
- learningseat-cdn.learningseat.com
- tracking-api.learningseat.com
- s3-ap-southeast-2.amazonaws.com/ls-cdn-repo-prod
- vimeo.com

*NOTE: Third-party cookie support must be enabled*