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Trakka Apps

Ingress Firewall Rules. Customers & Third Party Integrations

Dingo customers need to be able to resolve the below domains and subdomains via DNS:

- *.dingotrakka.com
- *.dingo.com
- *.dingoplatform.com
- api.npms.io
- *.rudderstack.com
- *.powerbi.com
- *.powerapps.com
- *.visualstudio.com
- *.windows.net

Please note that our Trakka apps are hosted using a combination of CDNs (Content Distribution Networks) and Cloud Load Balancers. We do not have static IP addresses for our front-end services. If added controls are needed, we recommend allowing *:443 and *:80 in any relevant firewalls and using a proxy allow and deny list to control ingress or egress traffic the above DNS lists.

- Customer -> Trakka Apps
 - HTTPS, TCP 443
 - HTTP, TCP 80
 - Note, we will always redirect HTTP to HTTPS, but we recommend allowing HTTP to improve user experience

Egress Firewall Rules. Customers & Third-Party Integrations

When Trakka connects to you, your suppliers or partners for web services, SFTP or otherwise. You will always see our connections come from one of two IP addresses:

- Trakka Production
 - <https://trakka.dingo.com>
 - 52.52.103.101/32
- Trakka UAT
 - <https://trakkauat.dingo.com>
 - 52.52.90.81/32

Trakka Egress Firewall Rules cont.

The ports we use to connect to your environments are customer specific. Please refer to your Account Managers or internal IT teams to determine the relevant TCP or UDP ports as these are determined by you and your suppliers.

Trakka Email Services

Email to and from Dingo will come via one of two platforms:

- [Office 365](#)
- mail.dingo.com
 - IP: 50.18.192.143

Required ports, ingress, and egress:

- For email:
 - SMTPS, TCP 587
 - SMTP, TCP 25

Connectivity Troubleshooting Recommendations

Basic troubleshooting recommendations:

- Ensure you can connect to the following sites in a browser:
 - <https://trakka.dingo.com> (TCP 443)
 - <https://app.dingotrakka.com> (TCP 443)
 - <https://trakkauat.dingo.com> (TCP 443)
 - <https://app-uat.dingotrakka.com> (TCP 443)
- Ensure your email systems can receive traffic from:
 - SMTP and SMTPS from Office 365
 - SMTP and SMTPS from mail.dingo.com

Advanced troubleshooting recommendations:

- At the session layer, ensure your browser supports TLS 1.2 *at a minimum*. Dingo services will never be able to be connected to using TLS 1.1 or less.
- If issues persist following the above, please contact your Account Managers or reach out to support on support@dingo.com for further assistance.