

IP Whitelisting for FormAssembly

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Introduction

When working with FormAssembly connectors, there may be times when you need to whitelist FormAssembly IP addresses to be able to receive the information being passed from FormAssembly. In those cases, please whitelist the IP addresses listed below.

IP Addresses for Whitelisting

All FormAssembly plans have Trusted IPs to whitelist per the chart below. These IPs are for customers whose instances are hosted **inside the US**.

FormAssembly Offering	Trusted IPs
Professional, Premier, and Basic plans	34.230.105.243 18.221.37.214
Essentials, Team, and Enterprise plans	35.169.15.41 34.231.230.11 18.217.101.3 18.217.15.195
Government plan	Contact Support

Note: Salesforce Trusted IPs require both a start and end IP entry. When entering Salesforce Trusted IPs, enter the same IP address for the start and end IPs.

Please refer to the list below for customer instances hosted **outside the US**.

Frankfurt

18.196.248.135

Paris

15.188.178.68

London

52.56.159.99

Singapore

13.229.172.189

Sydney

13.210.101.251

Montreal

52.60.131.5

IP Whitelisting in Salesforce Marketing Cloud

If you are running into errors when trying to validate your Client ID and Client Secret with the Salesforce Marketing Cloud Connector, you may need to ensure that FormAssembly's IP addresses have been whitelisted within your Marketing Cloud Setup.

An example of such an error would be:

```
Unable to validate App Keys(ClientID/ClientSecret) provided.: Unable to validate App Keys(ClientID/ClientSecret) provided, requestToken response:{"message":"Unauthorized","errorcode":1,"documentation":""}
```

Please ask your Salesforce Marketing Cloud administrator to follow the steps below to resolve this.

1. Check your IP Whitelist Settings

Once your Salesforce Marketing Cloud administrator has logged into their account, they will need to navigate to **Admin** → **Account Settings** → **Security Settings**.

Once there, they should look under **Username and Logins** to see if "Restrict Logins by IP Address (IP Whitelisting)" is disabled.



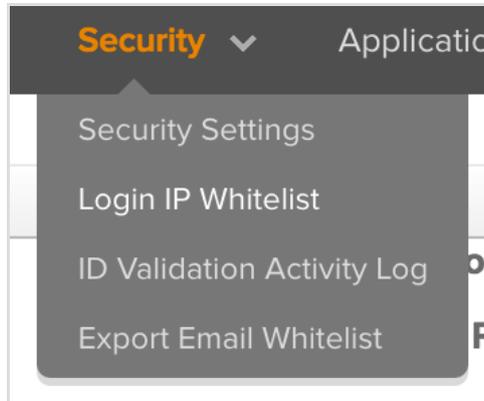
The screenshot shows the 'Username and Logins' configuration page. It contains a table of settings with the following values:

Setting	Value
Login Expires After Inactivity	never expires
Invalid Logins Before Lockout	3
Count Invalid Logins Across Sessions	Yes
Minimum Username Length	6 characters
Restrict Logins by IP Address (IP Whitelisting)	IP Whitelisting Disabled

If this feature is enabled, then you will need to add FormAssembly's IP address ranges to that list.

2. Update your IP Login Whitelist

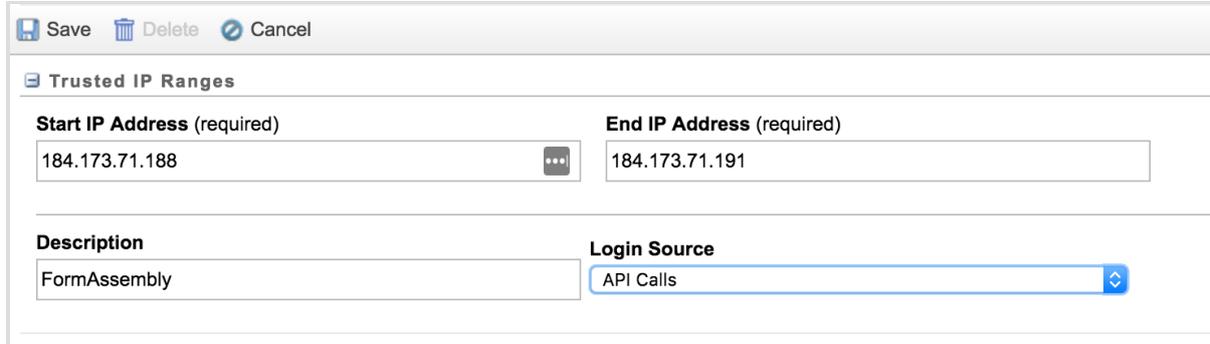
To add FormAssembly's IP ranges to your whitelist, you will need to navigate to **Security** → **Login IP Whitelist**.



Click on **Create** at the top left and enter the start IP address and end IP address from the list below. You will need to enter each IP.

Once you have added the Start and End IP addresses, you can add a **Description** to identify that this range is used for FormAssembly. You must also select **API Calls** from the Login Source dropdown list.

Make sure to click **Save** after each range you add in.

A screenshot of a form titled 'Trusted IP Ranges'. At the top, there are three buttons: 'Save', 'Delete', and 'Cancel'. Below the title, there are four input fields. The first two are 'Start IP Address (required)' and 'End IP Address (required)', both containing the IP address '184.173.71.188'. The third is 'Description' containing 'FormAssembly'. The fourth is 'Login Source' with a dropdown menu showing 'API Calls'.

Trusted IP Ranges	
Start IP Address (required)	End IP Address (required)
184.173.71.188	184.173.71.191
Description	Login Source
FormAssembly	API Calls