



# Tech Note--Configuring CloudSOC Gateway IP Address Whitelisting

**Symantec CloudSOC Tech Note**

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## Introduction

You use two types of whitelisting to ensure traffic to SaaS apps from managed devices is steered through the CloudSOC Gateway:

- **Egress whitelisting at your enterprise firewall** ensures that it allows traffic from your network users to reach the CloudSOC Gateway. You whitelist the CloudSOC Gateway ingress addresses that endpoints (browsers, corporate proxy-chaining proxies, etc) use to send requests to the Gateway.
- **Ingress whitelisting at the SaaS app** ensures that the service accepts traffic from the CloudSOC Gateway egress IPs.

Symantec strongly recommends that, if practical, you configure egress whitelisting at your firewalls by domain name, for example, `gw.elastica.net`. If domain whitelisting is not practical, consider having all web traffic destined to the CloudSOC Gateway first traverse an on-premises proxy, and have the edge firewall whitelist all traffic coming from that proxy.

If the techniques described above are not practical, you can use IP whitelisting according to the CloudSOC Gateway addresses listed later in this Tech Note. However, note that if you whitelist by IPs, you are constraining your user traffic to a limited pool of gateway IPs. You won't get the full advantage of CloudSOC's dynamically-added IPs and the improved load balancing between them.

If you want, you can also configure ingress whitelisting at your SaaS services so that they only allow access from the CloudSOC Gateway when it proxies the traffic towards them, and do not accept access requests from other IPs.

## Egress and ingress IP addresses

Use the IP addresses listed below if you want to configure egress or ingress whitelisting by IP address. Symantec strongly recommends that you whitelist all listed IP addresses. This approach ensures that traffic can reach the CloudSOC Gateway even in the event of datacenter failures in your expected hemisphere.

**Note:** These IPs are only to be used for whitelist purposes. Do not assume that any particular IP listed in this is active, as individual IPs may become unresponsive with no notice. For example, never proxy-chain traffic from an on-premises proxy to specific CloudSOC Gateway IPs.

Australia	52.63.36.115
	52.63.36.231
	52.64.10.98
	52.64.14.87

	52.64.77.31
	52.64.114.198
	54.66.195.72/29
Brazil	18.228.1.160/27
Canada	35.183.38.96/27
Europe	34.241.197.0/27
	34.251.75.47
	34.251.76.3
	52.19.53.150
	52.212.62.18
	54.154.127.248/29
Singapore	54.169.103.213
	54.169.128.115
	54.169.130.27
	54.169.191.160/27
US East	34.192.8.160
	34.192.9.173
	34.192.82.31
	34.194.216.44
	34.197.170.207
	34.199.45.143
	34.226.36.128/27
	34.238.188.64/26
	54.210.63.224/28
US West	13.56.24.0/26
	54.193.89.248
	54.193.89.250
	54.193.90.141
	54.193.91.15
	54.241.190.144/28

## Revision history

Date	Version	Description
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15 February 2017	1.0	Initial release
24 March 2017	1.1	Update IP address lists
4 April 2017	1.2	Restore missing last octet for 54.193.46.0, remove redundant 54.193.91.158
13 June 2017	1.3	Update US West addresses
15 June 2017	1.4	Corrections to US West addresses
28 August 2017	1.5	Update US East addresses
11 January 2018	1.6	Update Europe addresses
12 February 2018	1.7	Fix typo
10 May 2018	1.8	Add Canada addresses
20 June 2018	1.9	Add Brazil, remove deprecated addresses
7 May 2020	1.9	Verify IP addresses, and update cover
7 December 2020	1.9	Updated IP addresses for Europe