

# RegOnline - Emails - Spam blocking prevention

## Issue

**Issue** Emails from RegOnline are not going through. How can I prevent them from being blocked by the recipient's spam filter?

## Solution

- Solution**
- Spam/junk filters are the most common cause of emails not being received
  - Some spam filters block emails coming from RegOnline because it is sent from a RegOnline server, but says that it is coming from your email address
  - Typically this happens because your sender email address uses a SPF record to protect your domain and prevent email spoofing
  - When your domain has a SPF record, RegOnline emails may be blocked by a recipient automatically and appear within the spam/junk mailbox
  - If you suspect emails are being blocked for recipients, you can whitelist our RegOnline IP addresses on your SPF record (if applicable)
  - Doing so will prevent RegOnline emails from being flagged as spam

### LIST OF LANYON EHLO NAMES AND IP ADDRESSES FOR WHITELISTING

- Some recipients may only allow emails from manually whitelisted senders, so they will need to whitelist Lanyon's IP addresses
- The specific steps to whitelist will vary depending on the recipient (they will want to consult with their IT Department)
- Lanyon is providing both EHLO name and IP address for convenience
- Even though certain IPs shown below are dedicated to specific Lanyon products, if Lanyon has a software or hardware issue, we may re-route email thru any of the other available servers which are still running
- Therefore, to guarantee delivery, the email recipients should whitelist Lanyon's entire list of IPs shown below:

EHLO NAME	IP ADDRESS
alpha.out.prod.lanyonemail.com	52.22.10.189
bravo.out.prod.lanyonemail.com	52.70.196.131
charlie.out.prod.lanyonemail.com	52.71.20.6
delta.out.prod.lanyonemail.com	52.71.64.190
mail.lanyonevents.com	72.4.119.8
mtn1.out.prod.lanyonemail.com	52.205.191.224
mtn2.out.prod.lanyonemail.com	52.205.191.225
mtn3.out.prod.lanyonemail.com	52.205.191.226
mtn4.out.prod.lanyonemail.com	52.205.191.227
mtn5.out.prod.lanyonemail.com	52.205.191.228
mtn6.out.prod.lanyonemail.com	52.205.191.229
evn1.out.prod.lanyonemail.com	52.205.191.230
evn2.out.prod.lanyonemail.com	52.205.191.231
evn3.out.prod.lanyonemail.com	52.205.191.232
evn4.out.prod.lanyonemail.com	52.205.191.233
evn5.out.prod.lanyonemail.com	52.205.191.234
evn6.out.prod.lanyonemail.com	52.205.191.235
pkn1.out.prod.lanyonemail.com	52.205.191.236
pkn2.out.prod.lanyonemail.com	52.205.191.237
pkn3.out.prod.lanyonemail.com	52.205.191.238

pkn4.out.prod.lanyonemail.com	52.205.191.239
pkn5.out.prod.lanyonemail.com	52.205.191.240
pkn6.out.prod.lanyonemail.com	52.205.191.241
tvn1.out.prod.lanyonemail.com	52.205.191.242
tvn2.out.prod.lanyonemail.com	52.205.191.243
tvn3.out.prod.lanyonemail.com	52.205.191.244
tvn4.out.prod.lanyonemail.com	52.205.191.245
tvn5.out.prod.lanyonemail.com	52.205.191.246
tvn6.out.prod.lanyonemail.com	52.205.191.247
ron1.out.prod.lanyonemail.com	52.205.191.248
ron2.out.prod.lanyonemail.com	52.205.191.249
ron3.out.prod.lanyonemail.com	52.205.191.250
ron4.out.prod.lanyonemail.com	52.205.191.251
ron5.out.prod.lanyonemail.com	52.205.191.252
ron6.out.prod.lanyonemail.com	52.205.191.253
inf1.out.prod.lanyonemail.com	52.205.191.254
inf2.out.prod.lanyonemail.com	52.205.191.255

#### ADDITIONAL INFORMATION ABOUT SPF

- If you are making use of a SPF record to protect the domain for your sender email address, you can whitelist the most up-to-date listing of our IP addresses by altering your SPF record to include

"spf.lanyonemail.com".

- For example, a record may look like this:

TXT "v=spf1 include:spf.lanyonemail.com -all"

#### Keywords

#### Related

**Related** [RegOnline - Emails - CAN-SPAM Act compliance](#)

#### System Information

**Original Created Date** 6/26/2017 7:19 PM

**Review Date** 6/27/2018 7:19 PM

**Legacy Source Article No** 3019