

LexisNexis® Risk Solutions / VitalChek DNS Migration & IP Range Updates Frequently Asked Questions

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PURPOSE: The purpose of this document is to provide LexisNexis® Risk Solutions / VitalChek customers with detailed information about upcoming DNS changes.

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About the Change

What is changing?

LexisNexis® Risk Solutions is transitioning platform URLs from an on-premises Domain Name System (DNS) solution to a third-party provider. This change will improve DNS availability, stability and performance for our solutions and will support a smooth transition for those applications moving to the cloud. As a result, many LexisNexis Risk Solutions / VitalChek product URLs are resolving to new IP addresses.

To prevent a service interruption, customers who have outbound IP restrictions in place must add new IP ranges and validate their ability to connect.

What are the benefits of this change?

- 251 points of entry, resulting in higher availability
- A third-party provider whose core business offering is DNS solutions
- Faster updates only take three (3) to five (5) seconds to propagate through the global network
- Improved security posture, including DNSSec, SSL at the edge, and DDoS (L7)
- Increased redundancy and improved stability
- Transparent product traffic changes

Which URLs will be affected by this change?

Many LexisNexis Risk Solutions / VitalChek DNS URLs are impacted by this change. [A full list of impacted domains is available at the end of this FAQ.](#)

What action do I need to take?

- ✓ If your organization has outbound IP restrictions in place, allow the new ranges listed below. Do not remove any existing LexisNexis Risk Solutions / VitalChek IPs.

- ✓ Validate your organization's connectivity by following the [instructions listed on page 3 of this FAQ](#).
- ✓ If your network supports URL allow lists, LexisNexis Risk Solutions / VitalChek recommends adding LexisNexis Risk Solutions / VitalChek URLs to allow lists.

What are the new IP ranges that need to be added?

The new IP ranges are listed below. Do not remove any existing LexisNexis Risk Solutions / VitalChek IPs included in your outbound firewall rules.

- Subnet Ipv4 – 198.62.62.0/23
- Subnet Ipv4 – 69.84.182.0/23
- Subnet Ipv6 – 2620:100:403e::/47

How can I tell if my network has outbound IP restrictions?

Contact your Network Administrator to determine if your organization has any outbound IP restrictions in place.

My organization does not currently have any outbound IP restrictions. Do I need to make changes?

No. If your organization does not have outbound restrictions in place for URLs or IP ranges there are no changes to make. We strongly encourage all customers to validate connectivity to confirm that there is no impact to them. [Instructions on validating your connectivity are on page 3 of this FAQ](#).

I am a reseller. Do my customers need to take action or validate connectivity?

No, only the entity making the call to LexisNexis Risk Solutions / VitalChek platforms and services needs to take action.

When is this change occurring?

URL migrations will begin taking place in Q4 2023. LexisNexis Risk Solutions / VitalChek will notify customers and provide details (e.g., dates, times) ahead of any change taking place.

What URLs are in scope for this change?

[A full list of URLs affected is included at the end of this FAQ](#).

Impact

What kind of impact can I expect?

Customers will experience an interruption in service if your organization has outbound IP restrictions in place and **the new IP ranges are not added** to existing rulesets.

Will the DNS changes be applied to both Staging and Production environments?

Yes.

Will the current IP addresses still be in place to access services?

Yes, current IP addresses will remain in place for the time being. Do not remove our current IPs from any existing firewall rulesets.

My organization has many rulesets. Which outbound firewall rules should my organization review?

Typical firewalls include those with outbound traffic to the internet or VPN tunnel (if applicable). Rules that contain **209.243.48.0/20** or **69.84.176.0/20** are where the new ranges should be added.

LexisNexis Risk Solutions / VitalChek stores my organization's IP addresses. Will those IPs remain supported during the transition to the new DNS provider?

Yes. LexisNexis Risk Solutions will not change any existing customer IP addresses.

I want to add new rulesets to the IP addresses that LexisNexis Risk Solutions / VitalChek stores for my organization. How do I do that?

Contact your Account Manager to initiate a request for this work.

My organization uses Proxy or Secure Socket Layer (SSL) Certificates. Do I need to add the new IP ranges?

Proxy certificates do not use IP addresses; they typically allow URLs. SSL certificates are based on URLs and are not impacted by these IP changes.

Are network ports used for communication with LexisNexis Risk Solutions / VitalChek products and services going to be impacted?

No, the ports currently used to call to use LexisNexis Risk Solutions / VitalChek products are not changing. LexisNexis Risk Solutions / VitalChek products and services typically utilize TCP 443, and DNS utilizes UDP/TCP Port 53. If an organization uses another service like sFTP, the port is TCP/22.

Validating Connectivity***How do I validate connectivity?***

Customers must point to validation URL from your organization's specific environment(s):

- [Validation URL](#)

How do I validate connectivity for web applications?

1. **If your organization's network is in the same range as your desktop connection**, click on the validation links provided in the accompanying email
 - a. If you are typically connected via company VPN, test these links while connected to your VPN
2. **If your network is not in the same range as your desktop connection**, work with your Network Administrator to point your environment(s) to the URLs listed above.
3. **If you are successful**, the validation site will deliver the result pictured below.



4. **If you are not successful**, contact your network administrator to ensure IP ranges have been added.

How do I validate an API connection?

1. Point your XML server to both validation links (**demo.permitwizard.com**)
 - a. Some commands that may aid in confirming connectivity:
 - i. Perform a **curl** command
 1. curl -k <https://<connected URL>>
 - ii. Perform a **traceroute** to determine if traffic is reaching the URLs.
 1. traceroute <connected.lexisnexisrisk.com>
 - iii. Perform a **telnet** to confirm that your network can hit the endpoint
2. **If you are successful:**
 - a. In a browser, navigate to one of the validation links (**demo.permitwizard.com**).
 - b. You will be prompted to fill out a webform. This data is used for validation tracking purposes, and we encourage you to provide as much detail as possible.
3. **If you are not successful:**
 - a. Contact your network administrator to ensure IP ranges have been added.
 - b. If you encounter error codes using one or more of the options listed above, screenshot these codes and contact our Customer Support team listed in the email.

What are some troubleshooting tips to consider when validating connectivity?

Customers may fail to connect for a variety of reasons. Possible causes include firewall rules, network routing and proxy servers. In all cases, it is recommended that you work with your network administrators to troubleshoot.

If you encounter issues during a validation attempt:

- Attempt to access the validation URLs on a device not connected to your organization's network. If you can successfully reach the URLs, then the connectivity issue is localized to your organization's network.
- If you encounter issues while running the traceroute command, the URLs may be blocked by your network, or the Internet Control Message Protocol (ICMP) may be turned off.

Listed below are some helpful commands. The output of these commands may assist in identifying a connection issue:

- Perform a **curl** command
 - curl -k <https://<demo.permitwizard.com>>
- Perform a **traceroute** to determine if traffic is making it through and capture any error codes if unsuccessful
 - traceroute <demo.permitwizard.com>
- Perform a **telnet** to confirm whether you can hit the endpoint

If you encounter error codes using one or more of the options listed above, screenshot these codes and contact our Customer Support team.

Troubleshooting After the Change is Complete

How can I tell if this DNS change is causing a problem with my access to LexisNexis Risk Solutions / VitalChek products?

It is possible that your organization's business or internet service provider's (ISP) DNS system may cache the old location of our DNS post transition. Please take the following steps to troubleshoot this issue:

1. Open a command prompt and type: nslookup <hostname> you were trying to reach. For example: nslookup www.lexisnexisrisk.com
2. Note the IP address result or if none was returned.
3. Go to an internet-based DNS lookup site, such as <https://mxtoolbox.com/DNSLookup.aspx> or <https://www.digwebinterface.com> or <https://dnschecker.org>.
4. Look up the URL or hostname you are trying to reach and compare to the results in step 1.
 - a. If you receive the same result, there is no problem related to DNS.
 - b. If the result is different, go to step 5.
5. Open a trouble ticket with your network support team and have them replicate your results. Then request they flush their DNS system's cache. This will delete any obsolete cached values and reload the correct values from the internet, which should fix your issue.
6. Contact LexisNexis Risk Solutions / VitalChek support if this does not correct your accessibility issue.

Questions

Please direct your questions to our Customer Support team:

vcncustomercloudjourney@vitalchek.com or 1.800.628.9244 Option 3

URLs In Scope

Many LexisNexis Risk Solutions / VitalChek DNS production URLs are being migrated and will be impacted by this change. This includes the domains listed below.

agency.vitalchek.com
clientintegration.vitalchek.com

cookcountyvitalrecord.com
customers.vitalchek.com

daveaz.vitalchek.com
 davein.vitalchek.com
 davema.vitalchek.com
 davenc.vitalchek.com
 davenystate.vitalchek.com
 daveok.vitalchek.com
 davewv.vitalchek.com
 funeralhome.vitalchek.com
 funeralhomeapp.vitalchek.com
 lacstorefront.vitalchek.com
 mirror.vitalchek.com
 orders.paymentsolutions.lexisnexis.com
 pastorefront.vitalchek.com
 payments.lexisnexis.com
 paymentsolutions.lexisnexis.com
 services.vitalchek.com
 support.vitalchek.com
 vcnsftp.vitalchek.com
 www.cocourts.com
 www.permitwizard.com
 www.vitalchek.com
 demo.agency.vitalchek.com
 demo.funeralhome.vitalchek.com
 demo.cocourts.com
 demo.daveaz.vitalchek.com
 demo.davein.vitalchek.com
 demo.davema.vitalchek.com

demo.davenc.vitalchek.com
 demo.davenystate.vitalchek.com
 demo.daveok.vitalchek.com
 demo.davewv.vitalchek.com
 demo.payments.lexisnexis.com
 demo.paymentsolutions.lexisnexis.com
 demo.permitwizard.com
 demo.services.vitalchek.com
 demo.vitalchek.com
 uat.clientintegration.vitalchek.com
 uat.cocourts.com
 uat.daveaz.vitalchek.com
 uat.davein.vitalchek.com
 uat.davema.vitalchek.com
 uat.davenc.vitalchek.com
 uat.davenystate.vitalchek.com
 uat.daveok.vitalchek.com
 uat.davewv.vitalchek.com
 uat.lacstorefront.vitalchek.com
 uat.pastorefront.vitalchek.com
 uat.permitwizard.com
 uat.vitalchek.com
 uat-agency.vitalchek.com
 uat-funeralhome.vitalchek.com
 uat-payments.lexisnexis.com
 uat-paymentsolutions.lexisnexis.com
 uat-services.vitalchek.com