DataManager IP Address and Port Listing - DMRPP

Use the information in this guide to help you set up for testing and identify or resolve issues with accessing the *DataManager* Remote Proctoring Portal (DMRPP). If technical problems occur during testing, first contact your local technical support or technical coordinator. If your local support team cannot resolve the issue, ask your technical coordinator to contact the **DataManager Support Center** at 877-246-8337.

Review your firewall or proxy server settings

You will need to apply these settings to any firewall, content filter, or other security device that is set up on your local machines or local network. If your institution is part of a larger network such as a district, county, or any sort of parent institution, then please share this information with the appropriate parties at that location as well (such as a Network Administrator):

- Please ensure that HTTPS Inspection is turned OFF. This can be very resource intensive, as it decrypts and encrypts every packet. This setting is usually turned on by default.
- Remove any cap limitations on your HTTP and HTTPS communications. If either or both of those are capped at a certain limit of MBs, then that limitation will affect testing.
- The following IP addresses are set as approved/unblocked or given the highest priority.
- URLs have been approved and given unrestricted access.

Note: Proxy connections are not supported.

DataManager Component	URL	External IP	Port
DataManager	https://www.riversidedatamanager.com	34.195.142.181 34.197.71.104	443
DataManager Reports	https://reports.riversidedatamanager.com	54.152.20.95 54.86.207.116	443
DataManager Online Testing	https://www.riversideonlinetest.com audio.riversideonlinetest.com starttest.riversideonlinetest.com http://starttest.com https://starttest.com **NOTE:** If you experience problems with the URLs above, try entering them as follows: http://starttest.com *.starttest.com* *.starttestrp.com	34.195.142.181 34.197.71.104 64.106.220.0/24 NOTE: If your system does not accept '0/24', then try entering the address without the /24.	

Automatic Updates

Turn off automatic updates during the testing window.

Getting Assistance

If you have questions or need assistance, contact *DataManager* Support:

- By phone at (877) 246-8337
- By email at help@riversidedatamanager.com