

LexisNexis® Risk Solutions DNS Migration & IP Range Updates

Frequently Asked Questions

Updated July 28, 2022

PURPOSE:

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

Background

In Q4 2022, LexisNexis Risk Solutions will be migrating platform URLs to a new DNS provider. This change will improve DNS availability, stability and performance for our solutions and support a smooth transition to the cloud.

Customers using IP firewalls to access LexisNexis Risk Solutions product delivery platforms will need to add new IP ranges to prevent any disruptions.

What is changing?

LexisNexis Risk Solutions is changing its DNS zones from an on-premises solution to a third-party DNS solution. This new infrastructure foundation will advance our technology, provide improved stability, and it will also ensure that customers whose product delivery platforms are moving to a new cloud environment will be prepared for a successful transition.

As a result, many LexisNexis Risk Solutions product URLs will resolve to new IP addresses and customers accessing LexisNexis Risk Solutions products via IP firewalls will need to allow additional IP ranges.

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

Customers whose product delivery platforms are moving to a new cloud environment will be also prepared for a successful transition. To learn more about this transition, visit <https://risk.lexisnexis.com/cloud-transformation>.

What action do I need to take?

- ✓ Confirm how you access LexisNexis Risk Solutions products within your company network. **If your organization has IP firewalls in place, you will need to take action. If you do not have IP firewalls in place, there is no further action required.**

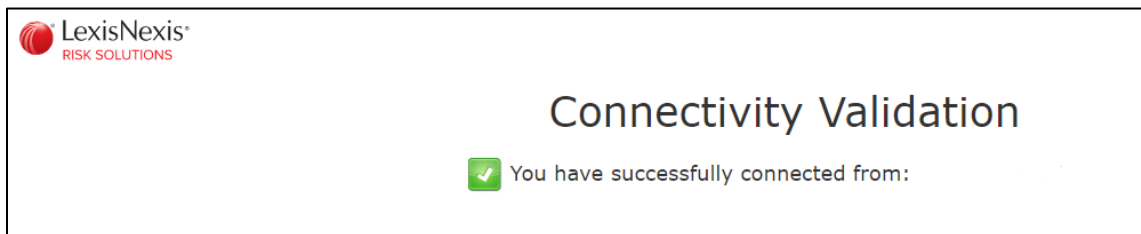
- ✓ **Allow URLs:** LexisNexis Risk Solutions recommends adding URLs to allow lists in lieu of IP additions; however, this capability may not be available for every customer.
- ✓ **Allow IP ranges:** If you use **IP firewalls**, locate where you have those existing rules in place and add these additional ranges. Do not remove any existing LexisNexis Risk Solutions IPs.
 - Subnet IPv4 – 198.62.62.0/23
 - Subnet IPv4 – 69.84.182.0/23 – **NEW RANGE ADDED in June 2022**
 - Subnet IPv6 – 2620:100:403e::/47
- ✓ New IP ranges need to be in place by **September 1, 2022**. We urge you to act now to prevent any possible interruptions during future cloud cutovers. Customers that do not allow new IP ranges will experience service interruptions when URLs are moved to the new DNS provider.
- ✓ Validate that you can connect with the new IP ranges. Follow the instructions outlined in this FAQ.

How can I tell if my network has IP restrictions?

If you are not sure whether your organization currently has IP restrictions in place, click on the following links from your network. If you are typically connected via company VPN, test these links while connected to your VPN:

- <https://connected.lexisnexisrisk.com>
- <https://connected2.lexisnexisrisk.com>

If you are successful, there is no further action needed. Successful validation will deliver this result:



If you are not successful, please work with your Network Administrator to allow the new ranges and follow the validation instructions outlined in this FAQ.

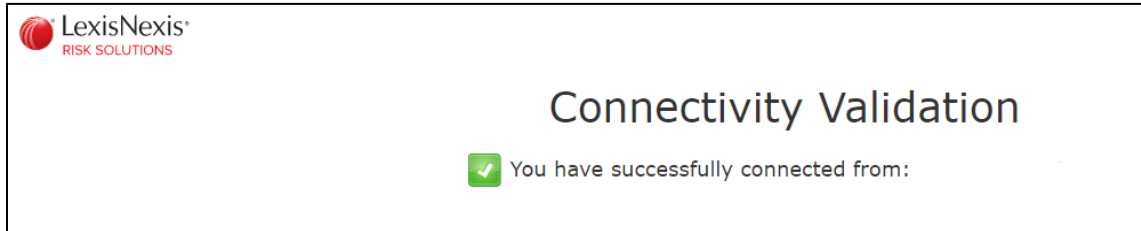
How do I validate my changes?

To validate your connection:

- Customers must point to the validation URLs from their specific environment(s). If your network is in the same range, click on the following links. If you are typically connected via company VPN, test these links while connected to your VPN:

- <https://connected.lexisnexisrisk.com>
- <https://connected2.lexisnexisrisk.com>

- **If you are successful**, there is no additional action needed. You may be asked to provide some contact information for tracking purposes. Successful validation will deliver this result:



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

API Customers:

- Confirm that the source XML server can access <https://connected.lexisnexisrisk.com> and <https://connected2.lexisnexisrisk.com> to validate connectivity with the new IP range (i.e., curl, wget, etc.).
- **If you are successful**, go to <https://connected.lexisnexisrisk.com> to confirm you have successfully validated connectivity. You may be asked to provide additional information for tracking purposes.
- **If you are not successful**, contact your network administrator to ensure IP ranges have been added.

When is this change occurring?

To prevent any possible interruptions during future cloud redirects, we recommend that customers make this change before **September 1, 2022**. Production URL migrations will begin taking place in Q4 of 2022.

What kind of impact can I expect?

Customers who do not add the new IP ranges to their IP firewall lists **may experience an interruption in service** and may not be able to validate in the new cloud environment.

How can I determine if this DNS change is causing a problem with my access to LexisNexis Risk Solutions 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 product support if this does not correct your accessibility issue.

Questions

Please direct your questions to our Customer Support teams:

<https://lnrs.force.com/CustomerSupportHub/s/>

Which URLs will be migrated/are affected by the change?

Many LexisNexis Risk Solutions DNS production URLs are being migrated and will be impacted by this change. This includes the following domains:

aac accurint.com	bridgerdirect.lexisnexus.com
accurint.com	bridgerinsight.lexisnexus.com
accurintcrimeanalysis.com	bridgerinsight2.lexisnexus.com
accurintle.com	bridgerinsighteu.lexisnexus.com
addressvalidation.choicepoint.com	BridgerStaging.LexisNexus.com
addressvalidation.edata.com	BridgerTest.lexisnexus.com
amlinsight.lexisnexus.com	businessassurance.lexisnexus.com
amlinsight.lexisnexusrisk.com	cds.edata.com
apihealthcare.lexisnexusrisk.com	communitycrimemap.com
apps.enclarity.com	covid19.lexisnexusrisk.com
apps2.enclarity.com	ct.healthcare.lexisnexus.com
apps2-enclarity-bct.risk.regn.net	dr.identitydataintelligence.lexisnexusrisk.com
appsstg2.enclarity.com	dr.marketview.lexisnexusrisk.com
appstg2.enclarity.com	dr.providerintegrity.lexisnexusrisk.com
atacraids.com	dr.verifyhcp.lexisnexusrisk.com
avcc.lexisnexusrisk.com	fastdataweb.lexisnexus.com
batch accurint.com	gateway.edata.com
batchtransfer.enclarity.com	gma.lexisnexus.com
batchwebgateway.lexisnexus.com	hcbatchtransfer.lexisnexusrisk.com
betaaddressvalidation.choicepoint.com	healthcare.lexisnexus.com
billing accurint.com	healthcare.lexisnexusrisk.com
billing.lexisnexus.com	healthcareportal.lexisnexusrisk.com
bridger accurint.com	healthcareportal2.lexisnexusrisk.com
bridger.lexisnexus.com	healthcareportalssso.lexisnexusrisk.com
bridger.lexisnexus.eu	healthcareportaluat.lexisnexusrisk.com

identitydataintelligence.lexisnexisrisk.com
 insiderthreat.lexisnexisrisk.com
 insurance.edata.com
 lnproxy.seisint.com
 lprivatebridger.risk.lexisnexis.eu
 m.enclarity.com
 maprod accurint.com
 marketview.lexisnexisrisk.com
 masterpersonindex.lexisnexisrisk.com
 nac.lexisnexisrisk.com
 nac-hhsc.lexisnexisrisk.com
 optout.lexisnexis.com
 pdvprod.lexisnexis.com
 pdvuat.lexisnexis.com
 pe.hmsonline.com
 polapi.lexisnexisrisk.com
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 R3.lexis.com
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riteaid-verifyrx.lexisnexisrisk.com
 rmprod1 accurint.com
 runlumen.com
 screen.edata.com
 secure accurint.com
 secureipv6 accurint.com
 testipv6 accurint.com
 tomcat.enclarity.com
 uat.healthcare.lexisnexis.com
 updatesxg.bridgerinsight.lexisnexis.com
 upsla.com
 upsla.edata.com
 upsvalidate.edata.com
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