

If you have not received emails from Ariba, your company's email security settings could have been blocking the messages.

If the following issue is occurring, your Information Technology (IT) department can resolve it as the following description explains.

Most email filters have what are called "whitelists". Whitelist-based filtering relies on a list of email addresses of people from whom you expect to receive email. Email from addresses on this "whitelist" always goes through while email from other addresses is filtered into a separate, low-priority mailbox.

If your IT department requires an Internet Protocol (IP) range to ensure that e-mails from the Ariba system are not filtered, the following range of IP addresses support the full set of servers composing the Ariba Sourcing Platform. Please, contact your IT department to have the following IP addresses included on your email whitelists to allow you to receive all Ariba Sourcing emails:

(Note: This follows "Cisco Extended Access-List" format):

216.109.104.0 0.0.0.255

216.109.108.0 0.0.1.255

216.109.110.0 0.0.1.255

In simple terms this translates to the following IP range:

216.109.104.0 to 216.109.104.255

216.109.108.0 to 216.109.108.255

216.109.109.0 to 216.109.109.255

216.109.110.0 to 216.109.110.255

216.109.111.0 to 216.109.111.255

Notes: The equivalent CIDR notation for these IP addresses:

216.109.104.0/24

216.109.108.0/23

216.109.110.0/23

If you require further assistance, please do not hesitate to contact us between Sunday 8 p.m. to Friday 8 p.m. Eastern time.

Telephone [Toll Free]: 1-866-218-2155 [US]: 001-412-222-6153 Telephone [Europe]: +44 20 7187 4144 Telephone [Asia]: +65 6311 4745

Thank you,