NHSmail Relay Service IP address testing

To test access to the additional Relay Service IP addresses, you should run a Telnet command prompt from your local email server to ensure a connection can be established.

You should not re-point your Relay-connected services directly to the IP address.

Best practice remains that organisations should connect using relay.nhs.uk

The table below outlines the IP addresses that you should test.

<table>
<thead>
<tr>
<th>Service</th>
<th>Existing IP address</th>
<th>Existing Port</th>
<th>New IP address</th>
<th>New Protocol / Port</th>
<th>Direction</th>
<th>Test to complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relay Service (Email Gateway)</td>
<td>194.62.42.123</td>
<td>TCP 25 (SMTP)</td>
<td>155.231.210.221</td>
<td>TCP 25 (SMTP)</td>
<td>In / Out</td>
<td>Run the command below from a command prompt to check you can connect to port 25: telnet 155.231.210.221 25</td>
</tr>
<tr>
<td>Relay Service (Email Gateway)</td>
<td>194.62.42.123</td>
<td>TCP 25 (SMTP)</td>
<td>155.231.210.222</td>
<td>TCP 25 (SMTP)</td>
<td>In / Out</td>
<td>Run the command below from a command prompt to check you can connect to port 25: telnet 155.231.210.222 25</td>
</tr>
<tr>
<td>Relay Service (Email Gateway)</td>
<td>192.62.42.123</td>
<td>TCP 25 (SMTP)</td>
<td>155.231.210.253</td>
<td>TCP 25 (SMTP)</td>
<td>In / Out</td>
<td>Run the command below from a command prompt to check you can connect to port 25: telnet 155.231.210.253 25</td>
</tr>
</tbody>
</table>
If you are able establish a connection with the Relay Service, you should receive a response similar to either 220 SMTP-S or 220 SMTP-H as illustrated below:

What to do if the tests fail
If the test(s) fail, you will need to make arrangements with your local IT support to ensure that the necessary changes are implemented to your organisation’s firewalls. If you do need to make changes to your N3 firewalls then please add the full IP ranges (155.231.210.192/26 and 10.222.62.0/24) used for NHSmail not just the IP addresses shown in the table above.

Information for application managers
There are no changes to the protocols and host names used for applications to connect to the service over the N3. Application managers should continue to follow existing guidance and ensure that applications connect to the service via IMAP, POP, SMTP or LDAP.

Information for third party organisations
If you are a third party organisation accessing NHSmail, you will not need to take any action as a national change request has been raised with the N3 Team to implement a change to your N3 router.

Contacts for further help
NHSmail helpdesk: 0333 200 1133 / helpdesk@nhs.net
Relay helpdesk: 0333 200 4333 / relayhelpdesk@nhs.net
General Feedback: feedback@nhs.net
Service status: http://nww.hscic.gov.uk/servicemanagement/status

(N3 only)
NHSmail support pages: http://support.nhs.net/