Cannot open server '[ServerName]' requested by the login using a Sharepoint Online

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A customer had the following issue:

- They have created an external List with Business Connectivity Service. If their customers try to show data in SharePoint Online they got the following error Message: Cannot connect to the LobSystem (External System). Reason: 'Cannot open server '[ServerName]' requested by the login. Client with IP address '104.146.201.161' is not allowed to access the server. To enable access, use the Windows Azure Management Portal or run sp_set_firewall_rule on the master database to create a firewall rule for this IP address or address range. It may take up to five minutes for this change to take effect.'
  They resolve this issue by adding the whole IP address Range of SharePoint online.
- They are asking about why is this range not automatically add at AzureDB?

In my troubleshooting steps I've found:

IP address 104.146.201.161 doesn't belongs to Azure Environment using URL: https://www.microsoft.com/en-in/download/details.aspx?id=41653 ⧉ I need to calculate some range IPS using http://www.subnet-calculator.com ⧉.

However, the URL: https://whois.arin.net/rest/net/NET-104-146-0-0-1/pft?s=104.146.201.161 ⧉ reported that this IP 104.146.201.161 belongs to Microsoft.

After discussing with a Technical Lead of Sharepoint Online Support Team, they confirmed that the IPs that are on this URL for Sharepoint Online is not consider as Azure just Office 365 - https://support.office.com/en-us/article/Office-365-URLs-and-IP-address-ranges-8548a211-3fe7-47cb-abb1-355ea5aa88a2?ui=en-US&rs=en-IN&ad=IN#BKMK_SPO ⧉

So, at this time, there is needed to add the IP/range from Sharepoint Online to the Azure SQL DB firewall.

How good have you found this content?