

### Important Service Change in Web Services

**Affected customers:**

Corporate eGateway customers which are using Web Services connection.

Local Web Services customers in Finland, Estonia, Latvia and in Lithuania which are using Web Services connection without Corporate eGateway service.

**Customer impact:**

We performed technical change for Web Services on Aug 7th, 2018, and new IP addresses are taken into use for Web Services endpoint URL. Please make sure you update your firewall rules and IP whitelist accordingly.

The change was implemented in the morning of **Aug 7th, during 06:45AM-07:30AM**

Customers who have not implemented all the needed changes will experience problems when connecting, but can still use our old setup serving as the backup solution, which will be available till Aug 31<sup>st</sup>.

It was also found that customers whose software don't support SNI also have trouble connecting the new setup, the old setup should be used in this case, and we are working on some changes so that customers don't need to upgrade the software for using the new setup.

**New production setup**

URL remains unchanged: <https://FileTransfer.Nordea.com/services/CorporateFileService>

New IPs : 158.233.249.133 and 158.233.249.134

Certificate: remains unchanged

**Old production setup (backup setup for short period from Aug 7th - Aug 31st)**

New URL: <https://oldFileTransfer.Nordea.com/services/CorporateFileService>

IPs remain unchanged: 193.234.187.44 and 193.234.187.55

Please contact support if you have questions or problems.

To subscribe our Service Status/Change and Development newsletters for new users, please go to Nordea.com and search with "cashmanagement newsletter", and choose the page under "Cash Management/Support and contact".

We apologise for the inconvenience.

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