

Thales Next Generation Cloud Infrastructure Project

STA EU Service Delivery Zone: Urgent Updates to STA IP Address White Lists Required

Dear SafeNet Trusted Access Customer,

Thales's Next Generation Cloud Infrastructure project for the EU Service Zone is expected to go live on 5th June 2021. As part of this project, new IP addresses will be introduced for STA before 5th June 2021 ([see Table 1](#)).

Impact on STA customers

This project will have minimal impact on SafeNet Trusted Access customers as detailed below:

End Users:

There will be no impact on end-users.

STA Operators and Admins

Actions that customers may need to make:

If you're whitelisting the current STA IP addresses:

You will need to update your whitelists based on the new STA IP addresses that appear in [Table 1](#), before 5th June 2021. **Failing to update the white lists will prevent your organization from accessing the Service starting June 5th 2021.**

The IP addresses are detailed in Table1 below and are available for reference on the [Next Gen Cloud Infrastructure support page](#). The current STA IP addresses that you are whitelisting should remain, and can be removed after the go-live date on 5th June 2021.

If you're relying on FQDN and not whitelisting STA IP addresses, the DNS will resolve to the new IP addresses for the go-live date and no action is needed.

Below are the new STA IP addresses for EU Service Zone white lists:

Note that the FQDNs will resolve to these IPs starting with the go live date on 5th June, 2021. TCP/UDP Ports for these services remain the same.

Table 1: New IP Addresses

Name	IP Address	Comments and FQDNs
Public URLs/ Gke	35.227.230.123	<p>This is the new Public IP for all http traffic except for PKI, for the following FQDN</p> <ul style="list-style-type: none"> • api.eu.safenetid.com • cloud.eu.safenetid.com • dskpp.eu.safenetid.com • idp.eu.safenetid.com • msg.eu.safenetid.com • re.eu.safenetid.com • resources.eu.safenetid.com • sps.eu.safenetid.com • sta.eu.safenetid.com • userportal.eu.safenetid.com <p>Outbound access to this new Public IP should be allowed (whitelisted) on the customer side</p>
Logging	34.76.15.24	<p>This is the new Public IP for the remote logging service</p> <ul style="list-style-type: none"> • logs.eu.safenetid.com <p>Outbound access should be allowed (whitelisted) on the customer side</p>
PKI/CBA	34.78.193.16	<p>This is the new Public IP for PKI authentication service/CBACertificate based authentication</p> <ul style="list-style-type: none"> • pki.eu.safenetid.com <p>Outbound access should be allowed (whitelisted) on the customer side</p>
Sync	104.155.100.254	<p>This is the new Public IP for Sync LDAP Service</p> <ul style="list-style-type: none"> • sync.eu.safenetid.com <p>Outbound access to this new Public IP should be allowed (whitelisted) on the customer side</p>
RADIUS	34.77.242.204	<p>This is the new Public IP for Radius Services</p> <ul style="list-style-type: none"> • radius.eu.safenetid.com • radius1.eu.safenetid.com • radius2.eu.safenetid.com <p>Outbound access to this new Public IP should be allowed (whitelisted) on the customer side</p>
Nat / In Bound Services	35.195.60.54	<p>This is the new Public IP that will appear in remote logging, CustomSMTP service, Custom SMS Gateway requests.</p> <p>Inbound access should be allowed (whitelisted) on the customer side</p>

Below is a summary of required actions and their timelines:

Action	Timeline	Comments
Customers who are currently white-listing STA Service IP addresses, will need to update their white-lists.	Customers will need to update their white lists by 5 th June 2021 to ensure full Service operations as of the 'go live' date.	The new IP addresses are available in Table 1 and are published on the Next Gen Cloud Infrastructure support page . The DNS will resolve the FQDN to the new Service IP addresses of the unified infrastructure.
Customers who are using hard-coded IP addresses in their DNS Servers to access STA services MUST remove these IP entries from the DNS host files. (Customers who are already using FQDN to access STA services are NOT required to take any action.)	You will have six months following the 'go live' date on 5 th June 2021 to complete this action.	The new IP addresses are available in Table 1 and are published on the Next Gen Cloud Infrastructure support page .

Service Impact

A scheduled maintenance is planned for the go live activities, during which there may be some disruption of service. Details about this scheduled maintenance will be communicated prior to the Go Live date on 5th June, 2021.

Security and TOS

The next generation cloud infrastructure will have all the necessary security controls in place, and will adhere to the same security standards and operation procedures to maintain the existing compliance/certifications, data privacy and data residency.

The Terms of Service will be updated to reflect ongoing compliancy requirements, infrastructure changes and a potential change in the cloud service provider. You will be prompted to accept the updated Terms of Service upon your first log in after the go live date.

Communications and Updates

Customer Communications

To receive ongoing updates relating to this project, please subscribe to our [Next Gen Cloud Infrastructure support page](#), which will be regularly updated.

You can find additional details of this project in a FAQ document which can be downloaded from the [Next Gen Cloud Infrastructure support page](#).

If you have any questions or did **not** receive the earlier email communications for this NGCI project, please open a case on the [Thales Customer Support Portal](#).

Please be aware that case submission and access to the NGCI support page above requires an active Support Portal user account that can be created through the [Register](#) link on the portal's home page.