

# Prod-CA Server Migration - Q1 2023

## IMPORTANT NOTICE REGARDING NETWORK ADDRESS CHANGES FOR CORELOGIC CLAIMS (SYMBILITY) – ACTION REQUIRED

As part of our commitment to the highest level of security and performance, CoreLogic will perform a network migration.

**Your secure connection to our services will be affected.** Some configuration changes will be required on your part.

The following systems will be included in this maintenance:

- Claims Connect and Mobile Claims - [ca.symbility.net](https://ca.symbility.net)
- API and Integrations - [ca.symbility.net](https://ca.symbility.net)
- BI Reports - [bi-ca.symbility.net](https://bi-ca.symbility.net)
- Downloads - [downloads-ca.symbility.net](https://downloads-ca.symbility.net)
- SFTP Data Site - [sftp-ca.symbility.net](https://sftp-ca.symbility.net)

Changes will be done in 2 phases:

1. Phase 1 – Move application firewall on **Friday January 27th around 9:00pm EST**
2. Phase 2 – Move servers on **Saturday February 11th around 1:00am EST**

**Our IP addresses will change.**

**This has a direct effect on your security settings.**

### Phase 1 – Move application firewall

This phase is currently scheduled to happen **Friday January 27th around 9:00pm EST.**

No downtime is expected and this move is technically simple for us to perform.

#### What this move entails:

- The IP address for [ca.symbility.net](https://ca.symbility.net), for [downloads-ca.symbility.net](https://downloads-ca.symbility.net) and for [bi-ca.symbility.net](https://bi-ca.symbility.net) will change from 20.48.135.148 to the following:
  - 199.83.128.0/21
  - 198.143.32.0/19
  - 149.126.72.0/21
  - 103.28.248.0/22
  - 45.64.64.0/22
  - 185.11.124.0/22
  - 192.230.64.0/18
  - 107.154.0.0/16
  - 45.60.0.0/16
  - 45.223.0.0/16
  - 2a02:e980::/29
- The ciphers we support will change:
  - From (current ciphers):
    - TLS\_ECDHE\_ECDSA\_WITH\_AES\_256\_GCM\_SHA384
    - TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384
    - TLS\_DHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384

- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA
- To (upcoming ciphers):
  - TLS\_ECDHE\_RSA\_WITH\_AES\_128\_GCM\_SHA256
  - TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384
  - TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256
  - TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384
  - TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA
  - TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA
  - TLS\_RSA\_WITH\_AES\_128\_GCM\_SHA256
  - TLS\_RSA\_WITH\_AES\_256\_GCM\_SHA384
  - TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA256
  - TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA256
  - TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA
  - TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA
  - TLS\_RSA\_WITH\_CAMELLIA\_256\_CBC\_SHA
  - TLS\_RSA\_WITH\_CAMELLIA\_128\_CBC\_SHA

The sites will only work with browsers and systems with SNI support.

#### How does this affect clients:

- **Clients who whitelist IP addresses** their users can access need to make sure the IP ranges listed above are whitelisted
- Clients who whitelist IP addresses their servers (used for API integration) can access need to make sure the IP ranges listed above are whitelisted
- **Clients with older systems** used for API integration need to make sure their older systems support one of the ciphers above
- Only very old browsers (before IE 11) and OS's (like Windows XP) don't support SNI
- It's not impossible that clients with older systems used for API integration might have to do something regarding SNI

#### What's not affected:

- Our outbound IP address doesn't change in this phase (it changes in phase 2 below)
- Our services/servers will remain exactly the same after this change (they change in phase 2 below)
- The SMTP servers we use to send emails will stay the same, but a migration is planned in a few of months
- The data export / data dumps SFTP sites used by our customers will stay the same (sftp.symbility.net / no IP address changes), but a migration is planned in a few of months
- <https://staging.symbility.net> is not affected

## Phase 2 – Server Migration

This phase is scheduled to happen **Saturday February 11th around 1:00am EST** during our maintenance window. A downtime of 1 to 2 hours can be expected.

#### What this move entails:

- The outbound IP address of our APIs will change from 20.48.135.148 to the following:
  - 35.203.114.224/28
  - 34.130.18.128/28

#### How does this affect clients:

- **Clients who whitelist IP addresses** their servers (used for API integration) can access need to make sure the outbound IP addresses listed above are whitelisted
- **If data export customers whitelist the IP address of the SFTP server** ([sftp-ca.symbility.net](https://sftp-ca.symbility.net)), they will need to make sure that the new SFTP IP addresses listed above are whitelisted

- **The daily data export jobs / data dumps will not be running that weekend** and the next files will be generated Monday very early morning

## Customer Testing

It is recommended that customers confirm their API integration works properly with the new IP addresses and ciphers.

- Customers with accounts on Staging can start testing this today using <https://staging.symbility.net> – Staging has been using the latest IP addresses and ciphers for more than a year.