Customer Advisory

Update: OpenText will decommission the FTPS proxy servers on March 31, 2016. Customers who have not migrated to the new SecureLink proxy server before this date will experience a disruption in service. For more information, please read the below.

POODLE Remediation: Proxy Server Change Affecting Secure FTP Message Exchange

Details
The OpenText Cloud Support Services organization is dedicated to ensuring that you are proactively informed of any changes to our network. As part of our ongoing efforts to strengthen the configuration of the OpenText GXS network and achieve the highest levels of security, we are replacing our existing secure FTP (FTPS) proxy servers with a new proxy server called SecureLink.

Although a POODLE attack is primarily directed at browsers and web servers, it also applies to other applications, such as FTPS file transfer. As such, customers who establish a FTPS (FTP over SSL) message exchange connection with OpenText GXS are also vulnerable. With the addition of the new SecureLink proxy server, customers will benefit from improved connectivity, more secure communications, support for SHA-2 certificates, and protection from POODLE attacks.

On October 5, 2015, customers can migrate to the new SecureLink FTPS proxy server and start taking advantage of all the benefits it has to offer.

Systems Affected
Customers and trading partners who establish a FTPS message exchange connection with the following GXS communication gateways may be affected:

Pre-Production

Server Address: ftps.betagrid.gxs.com
Port Number: 6899

Server Address: sftp.beta.am.gxsics.com
Port Number: 6366

Production

Server Address: ftps.tradinggrid.gxs.com
Port Number: 6899

Server Address: sftp.am.gxsics.com
Port Number: 6366

Server Address: 204.90.130.215
Port Number: 6366
Impact
Until such time as existing FTPS customers migrate to the new SecureLink FTPS servers they are vulnerable to a POODLE attack. Customers who do not migrate to the new SecureLink proxy server before we decommission the FTPS proxy servers on March 31, 2016 will experience a disruption in service.

Solution
Beginning September 21st, customers can begin testing if they are able to establish a message exchange connection with the new SecureLink pre-production environment.

Note: The new SecureLink proxy server certificate will be signed using SHA-2.

To connect to the SecureLink pre-production environment and begin testing, customers will need to reconfigure their communications software with the new URL and port range below.

**Pre-Production URL:** b10ftps.tgms.gxs.com  
**Control Channel Port:** 6366  
**Data Channel Port Range:** 40000-49999

OpenText strongly recommends that customers test their ability to connect to the SecureLink pre-production environment before migrating to the new SecureLink production environment.

On October 5th, customers can migrate to the new SecureLink proxy server. In order to do this, customers will need to reconfigure their communications software with the new URL and port range below.

<table>
<thead>
<tr>
<th>If you connect to our services using URL…</th>
<th>Then your new URL and port range is…</th>
</tr>
</thead>
</table>
| sftp.am.gxsics.com                       | **New Production URL:** p10fts.tgms.gxs.com  
|                                          | **Control Channel Port:** 6366  
|                                          | **Data Channel Port Range:** 40000-49999 |
| sftp11.am.gxsics.com                     | **New Production URL:** p11fts.tgms.gxs.com  
|                                          | **Control Channel Port:** 6366  
|                                          | **Data Channel Port Range:** 40000-49999 |
| sftp.eu.gxsics.com                       | **New Production URL:** p12fts.tgms.gxs.com  
|                                          | **Control Channel Port:** 6366  
|                                          | **Data Channel Port Range:** 40000-49999 |

More Information
For more information, refer to our FAQ or contact Cloud Support Services.

Copyright ©2015 Open Text Corporation. All Rights Reserved. OpenText is a trademark or registered trademark of Open Text SA and/or Open Text ULC. The list of trademarks is not exhaustive of other trademarks, registered trademarks, product names, company names, brands and service names mentioned herein are property of Open Text SA or other respective owners. All rights reserved. For more information, visit: [http://www.opentext.com/2/global/site-copyright](http://www.opentext.com/2/global/site-copyright).