Customer Advisory

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 plan to replace 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, and protection from POODLE attacks.

Very soon we will announce when customers can begin to 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 (date TBD) will experience a disruption in service.

Solution

To begin preparing for this change and help prevent any disruption in service, customers should confirm that their communications software supports TLS 1.0 and SHA-2 signed certificates before migrating to the new SecureLink proxy server.

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

When the time comes to migrate, customers will need to reconfigure their communications software with a new IP address and port range. Further details will be provided as they become available.

More Information

For more information, contact Cloud Support Services.