

Change Notice: Critical – Action Required

PLEASE CASCADE TECHNICAL TEAMS AS APPROPRIATE

Payment Express Payment Cloud Improvements

At Payment Express we strive to provide the best possible experience for all our customers. In the coming months there will be some changes to the delivery of our products and endpoints.

These upgrades will ensure that you as our customer and your end users will receive the best possible experience regardless of geographic location. Specifically, response times will improve and ability to respond to DDOS attacks will be further improved.

Along with speed and efficiency, these changes will bring with it improved uptime of our services but best of all it is free to all existing customers.

To make this a reality, Payment Express have been working hard in the background to extend our Payment Cloud. Some of the changes have already been implemented but before we enable these new features we require our customers to check they will be able to take full advantage of our Payment Cloud.

What you need to do

The majority of customers will not need to make any changes as improvements will be seamlessly integrated into the existing systems, however it is very important you pass on this notice to your technical teams to check over and ensure you can take full advantage of the changes.

Deployment Dates

We will deploy these changes in multiple stages with regions migrated on different dates.

Region	Date
United States	6th August 2016 11pm-1am PDT
Canada	7th August 2016 2am-4am EDT
United Kingdom	8th August 2016 11pm-1am GMT
New Zealand	13th August 2016 11pm-1am NZST
Australia	15th August 2016 11pm-1am AEST
Malaysia	21st August 2016 7am-9am MYT
Singapore	21st August 2016 7am-9am SGT
Global	20th August 2016 11pm-1am GMT

Technical Information

IP Ranges

With these changes to our existing Payment Cloud we will have the ability to direct your traffic to the closest point of presence globally. One of the methods used for this is by changing the IP provided when a DNS lookup is performed. If you do not restrict outbound traffic to specific endpoint IPs then there should be no changes required from your end. However, if you do have a requirement to restrict traffic to a trusted list of IPs then please allow the following IP ranges.

203.207.60.0/23,
103.232.204.0/23,
202.167.253.112/28,
89.187.105.192/28,
4.15.244.193/27,
38.125.44.0/24

IMPORTANT: If you restrict traffic and the IP ranges listed are not allowed, this could impact connectivity to us.

Although this list should not change often, if you do restrict outbound IPs please send an email to support@paymentexpress.com with the subject of "Payment Express Cloud Notifications", include your company name and email address used for notifications so that we can inform you of any changes or additions to our IP ranges in future.

DNS Cache

Some applications may cache DNS for extended periods. We would advise for any applications which connect to Payment Express endpoints that you confirm your applications DNS cache settings.

As an example older Java versions will never refresh DNS entries and will only pickup DNS changes after the application is restarted. Other applications may ignore the TTL values entirely and set their own values.

We recommend that you check your application DNS cache/TTL settings to ensure the application will honour the DNS TTL values provided.

QUESTIONS?

If you require any further clarification or help on confirming if you are ready for these changes, please contact support@paymentexpress.com

US 1 877 434 0003

UK 0800 088 6040

NZ 0800 729 6368

AU 1 800 006 254

