

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
- API and Integrations

Changes will be done in 2 phases:

1. Phase 1 – Move application firewall on **Friday April 30th around 9:00pm EDT**
2. Phase 2 – Move servers on **Saturday May 8 around 1:00am EDT**

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 April 30th around 9:00pm EDT. No downtime is expected.

What this move entails:

- The IP address for www.symbility.net, for downloads.symbility.net and for bi.symbility.net will change from 66.203.104.249 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 May 8 around 1:00am EDT 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 66.203.104.254 to the following:
 - 34.83.132.80/28
 - 34.66.126.64/28

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
- **The Business Intelligence module will not be running** during that weekend and will only be back up the following Monday morning
- **The daily data export jobs / data dumps will not be running that weekend** and the next files will be generated Monday very early morning

What's not affected:

- The SMTP servers we use to send emails will stay the same, but a migration is planned in only a couple 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 only a couple of months
- <https://staging.symbility.net> is not affected

Customer Testing

It is highly 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://staging2.symbility.net> instead of <https://staging.symbility.net>.
- Customers who also want to test Production can start testing this today using <https://www2.symbility.net> instead of <https://www.symbility.net>.

Note that even if the test URLs are used, outbound calls done by Claims Connect will still use our current outbound IP address 66.203.104.254 (for Production).

Also note that the <https://staging2.symbility.net> and <https://www2.symbility.net> URLs are for testing purposes only and will eventually be decommissioned.