

Dear valued Partner and Nets Connect@Cloud user,

We are transitioning our Connect@Cloud services into the AWS platform. It will give us a more robust platform and a desired flexibility on services along with other benefits in the future. Transition will be done in several phases and in the first step there is not much required from you. Afterwards there are also a few issues that will require changes on various levels, but we are aiming to give you enough time for the transition and make it as seamless as possible. The description of the phases and required actions are clarified below.

Please forward this information to all relevant parties to avoid the issues caused by missing changes required during the transition process.

Please also note that after the transition there will be no support for TLS versions 1.0 and 1.1 and they will be closed. If any of your systems still depends on old TLS versions, you must update them before 9.4.2024.

Timeline and planned phases for transition

Phase one – planned week 15

First phase of the transition is planned to happen during week 15 (in April 2024). In this step all the services are taken into use in the AWS platform and the traffic is redirected and rerouted to the AWS endpoints. The transition will happen during a planned maintenance window of a couple of hours. This may cause some downtime for the service, but all the changes are planned to happen during the night-time when there is not too much traffic or transactions ongoing.

Timeline

- **Planned 9.4 during maintenance window 03:00-05:00 CET.**

In practise this means

- IP address linked to the `api1.cloudconnect.nets.eu` hostname will be pointing to these addresses: **75.2.40.177, 99.83.253.224**
 - ***You must make sure nothing is blocking the traffic to HTTPS/TCP443 port towards these IP addresses.***
- DNS record used for `api1.cloudconnect.nets.eu` (used for REST and Websocket) will be updated to match the AWS endpoint. **This change is distributed automatically to the client in about 30 minutes and requires no further actions.**
- All TCP traffic to 6001 in IP 212.226.157.243 will be rerouted via Nets firewall to AWS endpoint and requires no actions at this point.

Phase two – planned week 17->

Second phase includes the new Connect@Cloud API endpoint addresses for the ECR application and you must **update the existing api1.cloudconnect.nets.eu to match the new AWS address connectcloud.aws.nets.eu**. This API is using HTTPS with TCP port 443 and you must make sure nothing blocks the traffic to new API endpoint addresses.

Timeline

- Starting from week 17 and the absolute last date to use old api1.cloudconnect.nets.eu address is December 1st, 2024.

In practise this means

- Make sure that HTTPS / TCP 443 traffic is allowed to the following addresses:
3.33.230.243, 15.197.206.182
- **Update the REST / WebSocket hostname in the ECR application to use DNS hostname connectcloud.aws.nets.eu**

Phase three – planned week 17->

In the third phase all the payment terminal traffic and connections are directly pointed towards the new AWS endpoints and re-routing of the traffic is no more used. **You must make sure that nothing blocks the traffic to TCP port 6001 against the new AWS endpoint addresses.**

Timeline

- Starting from week 17 and aiming to have all terminals using the new IP addresses by the end of June 2024

In practise this means

- Make sure nothing blocks the traffic towards following IP addresses in TCP port 6001:
3.33.230.243, 15.197.206.182
- Payment terminals will be automatically updated to use the new IP address for the Connect@Cloud. **No manual actions in the payment terminal required on-site.**
 - *IP addresses are distributed via Nets backend and in the next online communication terminal updates values, reboots automatically and takes the new address in use*

Phase four – by the end of November 2024

By this phase you must have the second and third phase requirements fulfilled. Last phase includes cleaning up and closing the old connections and interfaces from the current platform. This will be done **latest by the end of November 2024** but it might happen earlier if all traffic has been moved to use the new endpoints. The SSL certificate for api1.cloudconnect.nets.eu expires in December 2024.

Conclusion and rollback plan

When all previous phases have been successfully done, the openings towards the old IP addresses and ports may be closed. Please be aware that in case of any unexpected issue is observed the rollback plan is taken into use. Therefore do not close the access to current IP address and TCP ports too soon. In case of rollback the DNS name will be updated to use the old IP address and the traffic will be routed back to the old platform.

The current and new endpoint address:

Current address (these will be closed)

- DNS: api1.cloudconnect.nets.eu

- IP: 212.226.157.243
- Ports: TCP 443, TCP 6001

New address for REST and Websocket in AWS

- DNS: connectcloud.aws.nets.eu
- IP: 3.33.230.243, 15.197.206.182
- Port: TCP 443

New address for payment terminal endpoint in AWS

- DNS: connectcloud.aws.nets.eu
- IP: 3.33.230.243, 15.197.206.182
- Port: TCP 6001

- ***Please also notice that the **ECR application uses DNS name for the connections, but the payment terminal is using direct IP address to connect to service.*****

There are no other actions required by the merchants but if after the changes the terminal is not automatically reconnected, please try to restart the payment terminal device manually or connect your usual support channels at Nets.

Thank you for understanding and apologies for any inconvenience this might cause you or our common customers!

If you have any questions about the change and process, you can reach out to technical-solution-support@nexigroup.com for assistance.

Kind regards,
Nets Connect@Cloud team