

Dear Customer

Destin8 Internet Connection – Change of Service Provider (ISP)

We are writing to inform all of our customers that in order to increase existing bandwidth and improve our back-up resiliency we will shortly be initiating a change of Internet Service Provider (ISP). Although this will be a phased implementation with an anticipated completion by the end of March 2015, some changes will begin to take effect during December.

While customers connecting to Destin8 using Domain Name Server (DNS) services for both live and UAT web access will not be affected, those who have one or more bespoke connections in place will need to review and/or modify their Destin8 network configuration. In particular, this will affect the following services and connection types as the source IP address will change:

- Where Destin8 services are routed internally within customer networks via IP address, or IP filtering is in place at, for example, external Internet facing firewalls, you will need to either accommodate the new source IP address or switch to a DNS connection.
- Where Destin8 prints are delivered direct to an LPD device, the inward connection from our LPD print server will need to accommodate the new source IP address or alternatively you may wish to switch to email (SMTP) printing. *As a number of customers are configured for both our LPD and SMTP print delivery services but only use one we would encourage all LPD users to return the brief questionnaire attached to this notice.*
- Where the Destin8 access is provided via Virtual Private Network (VPN) connection, customers will be contacted separately in order to change the connection at a mutually convenient time.
- Where Destin8 messaging is handled via our File Transfer Protocol (FTP) service customers have already been migrated to the new DNS entry method.

The source IP addresses affected by the change of ISP are as follows:

Destin8 Service	Old IP Address*	New IP Address
Destin8 Live Web Access (www.destin8.co.uk)	194.201.255.73	46.227.54.16/26
Destin8 Test Web Access (uat.destin8.co.uk)	194.201.255.66	46.227.54.15/26
LPD Printing	193.129.243.91	46.227.54.20/26
FTP Messaging Inbound (ftp.destin8.co.uk)	62.189.154.27	46.227.54.14/26
FTP Messaging Outbound	193.129.243.80	46.227.54.21/26

*** Once all Destin8 services have been migrated, old IP addresses will be discontinued.**

If you require any further information or assistance on these changes or if it causes you any technical issues then please do not hesitate to contact our Technical Helpdesk on 01394 604915 or via e-mail to helpdesk@hpuk.co.uk accordingly.

We will of course continue to keep all customers updated as we progress the migration and should you have any operational or functional questions in relation to the ISP change then you are welcome to contact us on the Destin8 Helpdesk. Meanwhile, please do remember to return the questionnaire if you take your Destin8 prints via the LPD print service!

Destin8 Network Printing (LPD) Service – Questionnaire

Company Name:		
Contact Name:		
Contact Phone:		
Contact E-mail:		
Current LPD Device ID:		Active: Yes/No (Please Circle)
Interested in switching to alternative output options:	Yes/No (Please Circle)	
Email (SMTP):	Yes/No (Please Circle)	
Delivery Method:	Text in email <i>body</i> or as an <i>attachment</i> (Please Circle)	
Preferred email address(es):		
Raw EDI* (CHIEF only):	Yes/No (Please Circle)	
Signed:		
Date:		

Faxback to 01394 600222 or email to help@destin8.co.uk – thank you!

* Raw EDI is an optional method of receiving CHIEF SADH outputs e.g. E2s, H2s, N4s, P2s, S4s, and X2s etc. in electronic format. We strongly recommend you consult with you entry software provider before selecting Raw EDI (RED) as a default output option.