



SkyFile Suite

IP-change

Questions & Answers

October 2018
Ref: Version 2

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1. INTRODUCTION

1.1 SKYFILE MAIL IP UPDATE

SkyFile Mail provides reliable and cost-effective email, fax and SMS messaging and has been established for nearly 20 years.

Recently, Marlink made the decision to move over to a new Internet Service Provider and will therefore require a new IP-range.

It is an important and mandatory operation, so we hope to make it as clear as possible for all those affected.

1.2 Why are we changing?

The current IP-range belongs to an alternative service provider, but in order to remain competitive, we have now acquired our own unique IP address to ensure extra security, flexibility and better performance.

1.3 What you need to know

1.3.1 IP address

Current IP address: 193.252.234.246

New IP address: 77.70.254.246

1.3.2 Time-frame

- The SkyFile IP update is organised in several consecutive steps. To avoid service disruptions or blocking scenarios, please review the following rules. Other notifications will follow in November and December 2018
- This first step starts from now up until Friday 30 November 2018

1.3.3 Own customised Firewall system

- If you are using your own Firewall system configured with the current IP-address of SkyFile, you must add the new IP-address into your Firewall configuration. Please note that both IP-addresses will be running in parallel so do not remove the current one yet!
- This update must be completed by **Friday 30 November 2018** because both IP-address must be available before the automatic OTA update takes place the first week in December
- If you are using filters based on IP-Ports, no changes are required



1.3.4 Iridium OpenPort Firewall

- If you are using an Iridium OpenPort, and if the embedded IOP Firewall has been configured, you must add the new IP-address into the Firewall of your IOP. Please note that both IP-addresses will be running in parallel so do not remove the current one yet!
- This update must be completed by **Friday 30 November 2018** because both IP-address must be available before the second automatic OTA update takes place the first week in December

1.3.5 Marlink's Firewalling solutions

- For customers using SkyFile Mail DNS (mail.skyfile.com) or Marlink's SkyFile and firewalling solutions there is no action for you to take

2. Q&A

- Question: In SkyFile Configuration Panel I can see the IP-address "193.252.234.246", do I need to change it now?
- Answer: **NO**. The switch to the new IP-address will be automatically executed by SkyFile Mail v10.30, when available.

- Question: In SkyFile Configuration Panel, I can see the IP-address "193.252.234.246", may I change it for the new one "77.70.254.246" right now?
- Answer: **NO**, please keep the old one. It will partially work because only the IP-Port 4710 is routed today. Please wait for SkyFile Mail v10.30.

- Question: In SkyFile Configuration panel I can see the IP-address "193.252.234.246", do I need to switch back to "mail.skyfile.com"

Answer: **Un-advised** as it might be contradictory with your current firewall solutions (board or shore side).

Switching back to "mail.skyfile.com" will force the use of the DNS again. If a firewall is blocking the DNS traffic on your connection, SkyFile Mail will become blocked as well. It is recommended to install the version 10.30 as soon as it will be published to have the change performed automatically.

- Question: I do not use any proprietary Firewall onboard; do I have to change something or update the IP-address?
- Answer: **NO**, the switch will be fully transparent, managed by Marlink. Data Manager and XChange will be updated automatically.

- Question: I'm using my own firewall system onboard my vessel. My firewall is configured with "193.252.234.246", what should I do?
- Answer: **you must add** the new IP-address "77.70.254.246" into your own firewall **before the 30th Nov-18**.

- Question: I'm using my own firewall system onboard my vessel. It is configured with "193.252.234.246", may I replace it by the new one "77.70.254.246"?
- Answer: **NO, you must add it** to the existing one. Nothing else. It is necessary to keep both IP-addresses white-listed until further notice. Marlink will send an updated when it is safe to remove the old IP-address from your own firewall solution.

- Question: How many times both IP-addresses will run in parallel?
- Answer: both addresses will run in parallel till end of Q1-2019

- Question: I'm using Marlink filters and, in SkyFile Configuration panel, I can see the IP-address "193.252.234.246", will it be mandatory to install SkyFile Mail v10.30?
- Answer: **YES**, installing SkyFile Mail v10.30 is mandatory before the end of the "double-IP period" (end of Mar-19).

- Question: I'm using a **hosted domain** with Marlink, do I have to contact my Internet Service Provider for changing the IP-Address?
- Answer: **NO**, the MX of a hosting domain is pointing to "mail.skyfile.com", therefore this operation is transparent.



- Question: I'm using a **Shared domain** with Marlink; my traffic is forwarded from my Exchange Server to Marlink/SkyFile server, do I need to change a parameter?
- Answer: If the redirection of your traffic to Marlink is based on "mail.skyfile.com" you have nothing to do/change.
If the redirection of your traffic to Marlink is based on "193.252.234.246", you must change the IP-address in "77.70.254.246". This specific IP-Change must be done in Dec-18, not before.
- Question: I'm using my own firewall system onboard my vessel. My firewall is configured with "193.252.234.246". what will happen if I make no modification on my firewall and if I install SkyFile Mail v10.30 anyway when it is released?
- Answer: This will be the worst situation, conducting to a scenario of blockage. SkyFile Client will be using the new IP-address "77.70.254.246", your firewall does not know this IP, therefore SkyFile does not work anymore.
- Question: I'm using my own firewall system onboard my vessel. My firewall is configured with "IP-ports", do I need to add the new IP-address?
- Answer: **NO**, because the IP-Port numbers do not change.
- Question: I'm using an Iridium OpenPort. The embedded firewall has been configured with the IP-address "193.252.234.246", what should I do?
- Answer: you must add the new IP-address "77.70.254.246" into the IOP embedded firewall now.
- Question: am I right if I say that only the SkyFile users using their own firewall set up with "193.252.234.246" are impacted now?
- Answer: **YES**, you are right. From now only the customers using their own firewall set up with "193.252.234.246" are impacted. They must add the new IP-address "77.70.254.246" into their firewall.
- Question: am I right if I say that customers using Marlink's filtering/firewalling are not impacted now?
- Answer: **YES**, you are right. Customers using Marlink's filtering/firewalling services have nothing to do now. They will have to install SkyFile Mail v10.30 when available, first week of Dec-18



- Question: is old versions of SkyFile Mail (v5, v6 or v7) still usable?
- Answer: old versions of SkyFile Mail are still usable, but:
 - it is recalled to all customers that **SkyFile Mail v5, v6 and v7** won't be supported anymore by Marlink from **January 2019**. If you are still running any of these versions, your available support from Marlink's Service Desk is limited and you are advised to update your software. This operation is a good opportunity to make SkyFile Mail up to date and to benefit of the integrality of the Value-Added Services.
 - Furthermore, the **outdated version** will continue to run **ONLY** if "mail.skyfile.com" is being used. Therefore, to **avoid service disruption** or any troubles with SkyFile Mail program, we strongly recommend following Marlink's instructions in updating your emailing program with the v10.30 as soon as it will be available (first week of Dec-18)



3. NEED SUPPORT?

If you have any questions, please contact your Key Account Manager or Marlink Service Desk:

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