

**Date:** May 24, 2022  
**To:** All File Transfer Clients  
**Subject:** New File Transmission IP for Disaster Recover IP  
**Product:** File Transfer Exchanges  
**Action:** Required Support of New IP Addresses

### **New File Transmission IP for Disaster Recover IP**

To ensure our ability to provide resilient and reliable services to our customers and partners, Heartland File Transmission Automation is establishing a new alternate data center to host file transmission services. All businesses that connect to Heartland Payments must make changes to allow connectivity to the new data center prior to **June 15, 2022**.

We're asking all customers and partners to target DNS hostname and modify firewalls to allow connectivity to and from the new Heartland Payments data center. See details below. Failure to complete these changes may result in failed file transmissions during a failover until issues are resolved.

#### *Who is Impacted?*

All businesses exchanging files with Heartland Payments, including customers connecting through VPN or MPLS.

#### *When should I implement changes?*

Please make the necessary changes as soon as possible.

#### *What actions are required?*

1. File transmission configurations to Heartland Payments should use DNS hostnames in place of IP addresses.

Heartland Payment Systems provides the compilations, summaries and other information contained within our Product Marketing Bulletins to serve as general guidelines. While we strive to make sure this information is accurate, we do not warrant the completeness, timeliness, or suitability of this information for your specific needs. In addition, the compilations, summaries and information contained within this document do not substitute for the Association Rules, which are part of your contract with Heartland Payment Systems.

- Your firewall rules should allow connectivity to and from all Heartland Payments data centers.

HPS File Transfer Environment	DNS Hostname / URL	HPS Existing Data Center - DR	HPS New Data Center - DR	Port
<b>Customer Sending to HPS</b>				
Production DR	transfer.secureexchange.net	8.25.204.208	35.211.48.141	22
<b>Customer Receiving from HPS</b>				
Production DR - External IP Address		8.25.204.13 8.25.204.2	34.75.72.160 34.73.88.60	

*RISK: What if I don't implement these changes?*

File transmissions may fail during a failover until connectivity is restored, as described above.

Please contact Heartland with any questions.

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