

ADDITIONAL IP ADDRESS SETTING INFORMATION & INSTRUCTIONS

For Users of **IAR Interactive Plus, APS and Back Office Test Systems**

Beginning September 19, ARC will make a change to the IP address settings used to access the above applications.

The DNS name "iar.arccorp.com" which currently resolves to the IP address 204.251.206.6 will also resolve to the IP address 12.181.252.6, as of September 19.

THIS CHANGE WILL NOT IMPACT YOU IF:

- your organization does not use firewalls, OR
- the firewall you use does not specify unique IP addresses to enable communications, OR
- you access IAR directly through your GDS (without the GDS acting also as an Internet Service Provider [ISP]), OR
- your organization has already transitioned to IAR 2.0.

FIREWALL SETTING MODIFICATIONS

This change WILL impact you if:

- your organization has firewall settings in place that specify a unique IP address and port to permit communication with these applications. If this is the case, you will need to make a modification to your firewall settings. If you do not make this change, the next time you attempt to access these applications, you may receive the system message "ERROR 10060 CONNECTION TIMEOUT." This error will occur every time the "iar.arccorp.com" IP address picked by the DNS server is 12.181.252.6.
- you also use your GDS as an Internet Service Provider (ISP). If this is the case, you may need to work with your GDS to make this change. If the GDS had to open port 9970 in order for you to connect to ARC, you may experience problems if the GDS firewall is not updated. Therefore, you may need to contact your GDS and ask them to update the firewall to accept the second IP address.
- you use a proxy server. If this is the case, you will need to make a change if that proxy server uses the DNS name "iar.arccorp.com" and is behind a firewall. If the proxy server only uses the IP address 204.251.206.6, your access will still work if you do not implement this change, but you will lose the benefits of redundancy that are being created at ARC with the implementation of a second IP address.

BOTTOM LINE FOR THOSE IMPACTED

BE READY FOR THIS CHANGE AND MODIFY THE SETTINGS ON YOUR FIREWALL SO IT ACCEPTS **TWO** IP ADDRESSES FOR THE DNS NAME "IAR.ARCCORP.COM" (**204.251.206.6** AND **12.181.252.6**).