

OPENTEXT™

This is a U.S. data center firewall change that will impact all services in the Brook Park data center. If you received this notification, it means one of your services is affected by this change.

Scheduled Maintenance Notification

Purpose: Network Maintenance
Start Date: 18 June 2017
Start Time: 03:00 GMT
End Date: 18 June 2017
End Time: 09:00 GMT
Duration: 6 Hours 0 Minutes
Change Request: 1352896
Impacted Services: Data Center Network Access
EDI
Managed Services
Messaging Services
OpenText IMS
VPN Access
Customer Action: Please monitor your VPN connection. If you experience VPN connectivity failures after 09:00 GMT on 18 June 2017, please reset your VPN connection by clearing the security associations. For more instructions, please refer to the customer advisory titled, Customer Advisory: Firewall Hardware Maintenance in the Brook Park Center.
Customer Impact: Intermittent service interruptions are expected to occur throughout this timeframe.
Additional Details: If the maintenance cannot be completed as anticipated on 18 June 2017, the activity will rescheduled for 9 July 2017 from 03:00 to 09:00 GMT. You will be notified if this backup date is needed.

We appreciate your understanding for any inconvenience this event may have on your business.

Open Text shall determine the scope of maintenance services to be conducted during the maintenance period identified above and reserves the right to modify the scope of changes and affected services during the maintenance period.

For assistance converting time from GMT, [click here](#).

If you have any questions or need additional assistance, you may contact your support organization using the contact information provided to you and reference the Change Request listed above.

If you are an EasyLink customer and you have not been provided specific contact information, you may visit <http://www.opentext.com/support/contact/easylink> for EasyLink contact information.

If you are a GXS customer and you have not been provided specific contact information, you may visit <http://techsupport.gxs.com/> for GXS contact information.

If you are not the correct person to receive this notification, please share this notification with the appropriate contact in your organization. To be removed from this distribution list, please [click here](#).

In order to prevent disruption to the customer notification process, you may receive notifications from the address CustNotification@xmr3.com from time to time. Please add the email address to your safe senders list to help ensure deliverability.

Thank you for selecting OpenText as your provider of business-to-business solutions.

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Reference #: 5080