



Preparing customer firewalls and proxies for the upcoming infrastructure changes – Call Home, Electronic Fix Distribution

Notification

Risk classification

HIPER (High Impact and/or Pervasive)

Risk categories

Function Loss

Subcategories for Informational notifications

Download SW & Drivers

Affected Domain

Call Home and Electronic Fix Distribution

Abstract

Public Internet IP addresses are changing for the IBM servers that support Call Home and electronic download of fixes for customer systems' software, hardware, and operating system. This change pertains to all operating systems and applications connecting to IBM for electronic Call Home and fix download.

Customer action might be required to ensure uninterrupted Call Home and fix delivery services.

Description

New network connections between your machine and IBM servers are required to keep your ability to perform Call Home and download fixes. If you have a firewall in your network, you might need to make changes to allow the new connections.

**** February 1, 2024 update ****

This is a clarification of the announcement made on October 5, 2023. The changes previously mentioned have not been modified, however, specific change times and other details have been included in this update.

Recommended Action

Firewall

IP addresses for esupport.ibm.com and www-945.ibm.com **are changing**.

As soon as possible, ensure that the following DNS names, IP addresses, and ports are open on your firewall. If these connections are NOT currently allowed, then you must create new firewall rules that allow them to flow. **Add firewall rules for ALL new IP addresses. DO NOT change or remove existing firewall rules.**

Note 1: IP addresses are subject to change. Use DNS names whenever possible.

Static IP address usage (non-DNS) for Call Home access will be deprecated November 1, 2024. This is critical to protect Call Home assets' data privacy, improve the IBM Call Home IT infrastructure security posture, avoid the chance client systems connecting to the static IP address are tracked and targeted, and allow IBM to offer a solution that is operational nearly 100% of the time. IBM will be retiring the use of Static IP address access to IBM Call Home services on November 1, 2024, allowing clients one full year to migrate and test their DNS network configuration support. All clients using Call Home should utilize DNS within our products or an appropriate corporate firewall/proxy server configuration to reference **esupport.ibm.com** and **www-945.ibm.com** Call Home services, instead of relying upon and configuring static IP addresses.

IBM will be changing our Call Home service Internet provisioning partner on March 1, 2024.

Consequently, DNS-based clients should adjust their firewalls that enable traffic from the current IP addresses to new IP addresses. After March 1, 2024, those clients can remove the current entries.

Host name	Current IP addresses (IPv4 and IPv6)	New IP addresses (IPv4 and IPv6)	Target date
esupport.ibm.com	129.42.21.70 2607:f0d0:3901:33:129:42:21:70	192.148.6.11 2620:1f7:c010:1:1:1:1:11	March 1, 2024 - 09:00 US EST - New IP enabled and returned from DNS. - Current IP disabled and no longer returned from DNS.
esupport.ibm.com	129.42.56.189 2620:0:6c4:200:129:42:56:189	n/a	March 1, 2024 - 09:00 US EST IP no longer returned from DNS, although access through static IP still allowed for non-DNS implementations. June 30, 2024 - Access through static IP disabled.
esupport.ibm.com	129.42.60.189 2620:0:6c4:200:129:42:60:189	n/a	March 1, 2024 - 09:00 US EST IP no longer returned from DNS, although access through static IP still allowed for non-DNS implementations. June 30, 2024 - Access through static IP disabled.
esupport.ibm.com	n/a	170.225.123.67	Note: This IP is being enabled for "static access only" to help ease the transition from static IP access to DNS access. March 1, 2024 - Available for access through static IP only for non-DNS implementations. IP will not be returned from DNS. November 1, 2024 - Static IP access will be disabled.
www-945.ibm.com	129.42.42.224 2620:0:6c2:1::1000	192.148.6.11 2620:1f7:c010:1:1:1:1:11	March 1, 2024 - 09:00 US EST - New IP enabled and returned from DNS. - Current IP no longer returned from DNS, although access through static IP still allowed

			for non-DNS implementations. June 30, 2024 - Access through static IP disabled.
www-945.ibm.com	129.42.26.224 2620:0:6c0:1::1000	n/a	March 1, 2024 - 09:00 US EST IP no longer returned from DNS, although access through static IP still allowed for non-DNS implementations. June 30, 2024 - Access through static IP disabled.
www-945.ibm.com	n/a	170.225.123.67	Note: This IP is being enabled for "static access only" to help ease the transition from static IP access to DNS access. March 1, 2024 - Available for access through static IP only for non-DNS implementations. IP will not be returned from DNS. November 1, 2024 - Static IP access will be disabled.

Summary of changes by date:

March 1, 2024

- esupport.ibm.com DNS will resolve to IPv4 address 192.148.6.11 instead of 129.42.21.70, 129.42.56.189, or 129.42.60.189. Corresponding IPv6 changes as well.
- www-945.ibm.com DNS will resolve to IPv4 address 192.148.6.11 instead of 129.42.42.224 or 129.42.26.224. Corresponding IPv6 changes as well.
- IPv4 address 129.42.21.70 will be disabled. Corresponding IPv6 disabled as well.
- IPv4 address 170.225.123.67 enabled for static IP access to esupport.ibm.com and www-945.ibm.com.

June 30, 2024

- esupport.ibm.com IPv4 address 129.42.56.189 will be disabled. Corresponding IPv6 disabled as well.
- esupport.ibm.com IPv4 address 129.42.60.189 will be disabled. Corresponding IPv6 disabled as well.
- www-945.ibm.com IPv4 address 129.42.42.224 will be disabled. Corresponding IPv6 disabled as well.
- www-945.ibm.com IPv4 address 129.42.26.224 will be disabled. Corresponding IPv6 disabled as well.

Nov 1, 2024

- IPv4 address 170.225.123.67 will be disabled for static IP access to esupport.ibm.com and www.ibm.com
- All static IP access to esupport.ibm.com and www-945.ibm.com will be disabled.

Summary of actions required:

- Enable firewall access to IP addresses **before March 1, 2024:**
 - 192.148.6.11 (port 443)
 - 170.225.123.67 (port 443)
 - 2620:1f7:c010:1:1:1:1:11 (port 443) - *if IPv6 connections required*

- Enable DNS or a firewall/proxy connectivity solution in place of static IP addresses **before November 1, 2024**.

Proxy server

If your machine does NOT have direct Internet access with your network configuration, then you must make sure that your proxy server is correctly configured to allow the previously mentioned connections to flow.

Questions & Answers

Q1) Am I impacted by this change?

A1: If you are using an IBM client-side application or tool that performs electronic Call Home or electronic fix download, then you might be impacted by this change.

Q2) Which applications can be impacted by this change?

A2: IBM client applications, operating systems, or system tools that perform Call Home or download fixes. Examples include Electronic Service Agent, Send PTF Order (SNDPTFORD), Service Update Management Assistant (SUMA), and TS3000 System Console (TSSC). Users of Fix Central are not affected by this change.

Q3) Which systems might be impacted by this change?

A2: All systems that connect to IBM for Call Home services or download fixes and use the following hostnames, or that have firewalls or proxies configured with IP addresses for these hostnames:

- esupport.ibm.com
- www-945.ibm.com

Date first published

18 January 2023

Cross-reference information

Risk Classification	Product	Component	Platform	Version
HIPER	AIX		Platform Independent	All Versions
HIPER	AIX 7.2 HIPERS, APARs and Fixes		Platform Independent	All Versions
HIPER	AIX 7.3 HIPERS, APARs and Fixes		Platform Independent	All Versions

Risk Classification	Product	Component	Platform	Version
HIPER	Hardware Management Console (7063-CR2)		Platform Independent	All Versions
HIPER	Hardware Management Console V10		Platform Independent	All Versions
HIPER	Hardware Management Console V8		Platform Independent	All Versions
HIPER	Hardware Management Console V9		Platform Independent	All Versions
HIPER	IBM Cloud Pak System Software		Platform Independent	All Versions
HIPER	IBM Cloud Pak System Software Suite		Platform Independent	All Versions
HIPER	IBM Cloud Pak System W3500		Platform Independent	All Versions
HIPER	IBM Cloud Pak System W3550		Platform Independent	All Versions
HIPER	IBM Cloud Pak System W3700		Platform Independent	All Versions
HIPER	IBM Cloud Pak System W4600 Commercial for VMware		Platform Independent	All Versions
HIPER	IBM Cloud Pak System W4600 Intel Commercial for RedHat		Platform Independent	All Versions
HIPER	IBM Cloud Pak for Applications		Platform Independent	All Versions
HIPER	IBM Cloud Pak for Automation		Platform Independent	All Versions
HIPER	IBM Cloud Pak for	Cloud Pak for Data System	Platform	All

Risk Classification	Product	Component	Platform	Version
	Data System		Independent	Versions
HIPER	IBM DS8000		Platform Independent	All Versions
HIPER	IBM Integrated Analytics System	IBM Integrated Analytics System->IIAS Administration->Callhome	Platform Independent	All Versions
HIPER	IBM Integrated Analytics System M4002-001	IBM Integrated Analytics System->IIAS Administration->Callhome	Platform Independent	All Versions
HIPER	IBM LinuxONE (3932-AGL)		Platform Independent	All Versions
HIPER	IBM LinuxONE (3932-LA2)		Platform Independent	All Versions
HIPER	IBM LinuxONE Emperor (2964-L30)		Platform Independent	All Versions
HIPER	IBM LinuxONE Emperor (2964-L63)		Platform Independent	All Versions
HIPER	IBM LinuxONE Emperor (2964-L96)		Platform Independent	All Versions
HIPER	IBM LinuxONE Emperor (2964-LC9)		Platform Independent	All Versions
HIPER	IBM LinuxONE Emperor (2964-LE1)		Platform Independent	All Versions
HIPER	IBM LinuxONE Emperor 4 (3931-LA1)		Platform Independent	All Versions
HIPER	IBM LinuxONE Emperor II (3906-LM1)		Platform Independent	All Versions
HIPER	IBM LinuxONE Emperor II (3906-LM2)		Platform Independent	All Versions
HIPER	IBM LinuxONE Emperor II (3906-LM3)		Platform Independent	All Versions

Risk Classification	Product	Component	Platform	Version
HIPER	IBM LinuxONE Emperor II (3906-LM4)		Platform Independent	All Versions
HIPER	IBM LinuxONE Emperor II (3906-LM5)		Platform Independent	All Versions
HIPER	IBM LinuxONE Rockhopper II (3907-LR1)		Platform Independent	All Versions
HIPER	IBM Power Systems		Platform Independent	All Versions
HIPER	IBM Spectrum LSF		Platform Independent	All Versions
HIPER	IBM Spectrum Scale		Platform Independent	All Versions
HIPER	IBM Spectrum Virtualize Software		Platform Independent	All Versions
HIPER	IBM Spectrum Virtualize Software for SAN Volume Controller		Platform Independent	All Versions
HIPER	IBM TS7700		Platform Independent	All Versions
HIPER	IBM WebSphere Automation for IBM Cloud Pak for Watson AIOps		Platform Independent	All Versions
HIPER	IBM Z LinuxONE Emperor III (8561-LT1)		Platform Independent	All Versions
HIPER	IBM Z LinuxONE Emperor III (8562-LT2)		Platform Independent	All Versions
HIPER	IBM i		Platform Independent	All Versions
HIPER	IBM z13 (2964-N96)		Platform	All

Risk Classification	Product	Component	Platform	Version
			Independent	Versions
HIPER	IBM z13s		Platform Independent	All Versions
HIPER	IBM z14		Platform Independent	All Versions
HIPER	IBM z14		Platform Independent	All Versions
HIPER	IBM z15 (8561-T01)		Platform Independent	All Versions
HIPER	IBM z15 (8562-T02)		Platform Independent	All Versions
HIPER	IBM z16 (3931-A01)		Platform Independent	All Versions
HIPER	IBM z16 (3932-A02)		Platform Independent	All Versions
HIPER	IBM z16 (3932-AGZ)		Platform Independent	All Versions
HIPER	IBM zEnterprise BC12		Platform Independent	All Versions
HIPER	IBM zEnterprise EC12		Platform Independent	All Versions
HIPER	Power System E1080 Server (9080-HEX)		Platform Independent	All Versions
HIPER	Power System E870 Server (9119-MME)		Platform Independent	All Versions
HIPER	Power System E980 Server (9080-M9S)		Platform Independent	All Versions
HIPER	Power System S814 Server (8286-41A)		Platform Independent	All Versions
HIPER	Power System S822 Server (8284-22A)		Platform Independent	All Versions

Risk Classification	Product	Component	Platform	Version
HIPER	Power System S824 Server (8286-42A)		Platform Independent	All Versions
HIPER	Power System S914 Server (9009-41A)		Platform Independent	All Versions
HIPER	Power System S922 Server (9009-22A)		Platform Independent	All Versions
HIPER	Power System S924 Server (9009-42A)		Platform Independent	All Versions
HIPER	PowerVM Virtual I/O Server		Platform Independent	All Versions
HIPER	PureData System Analytics (8280-A22)	Netezza Performance Server->NPS Platform->Call home, PureData System for Analytics->PDA Platform->Call Home	Platform Independent	All Versions
HIPER	TECHNICAL SUPPORT APPLIANCE		Platform Independent	All Versions
HIPER	TS4500 Tape Library (3584)		Platform Independent	All Versions
HIPER	Tape drives and libraries		Platform Independent	All Versions

Document Information

More support for:

[IBM Power Systems](https://www.ibm.com/mysupport/s/topic/[object Object]) (https://www.ibm.com/mysupport/s/topic/[object Object])

Software version:

All Versions

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