



Litmos Data Center Transition for US Customers: Frequently Asked Questions (FAQ)

Topic

This document provides answers to common questions related to the Litmos Data center transition for customers in the United States.

Environment

Litmos Platform US Instance

Questions and Answers

1. What does and does not change with the transition?

Our cutover methodology does not impact URL endpoints, application domain-based URLs, and Integration (API) endpoints, however, IP addresses will change.

NOTE: This FAQ will be updated with the new list of IP addresses in November.

2. What actions are required to ensure that there is no impact to integrations?

Integrations that use URLs and APIs will not be impacted; only integrations that use IP addresses need to be updated. Also, any IP addresses that are using allowlist will have to be updated. Examples would be SSO's IDP system, if they use allowlist.

3. Will any customer files or learning content on the Content Delivery Network (CDN) be migrated as well?

No. Cloud content storage remains unchanged.

4. Will there be any downtime?

Yes, there will be some downtime, estimated at less than 24 hours. Also, this transition is scheduled for January 13, 2023, which falls on a Friday, to ensure that your working environment disruption is minimal during standard business hours.

5. Will there be any performance changes?

Yes, this transition sets the foundation for improved performance upgrades and greater redundancy, resulting in a better cloud experience.

6. Do I need to make adjustments for email and text messaging?

No changes need to be made.

7. What are the IP addresses for whitelisting?

20.120.107.42

20.84.0.159

52.226.243.190