

FAQ: Spectrum OnDemand Domain Name Change

Spectrum OnDemand is now part of Precisely, our new company brand, the joining of Pitney Bowes Software and Syncsort. Being part of Precisely allows Spectrum OnDemand to put more investment and better focus on delivering cloud-based solutions to help you solve more of the problems you face.

We will be changing all the domain names in our URLs to use new Precisely domain names that are now available. We need you to change your applications to switch over to the new domain names.

This FAQ includes:

- General description of what is changing and why
- What you may need to change if you use Spectrum OnDemand APIs
- The new domain names you should use
- What is changing if you use Spectrum OnDemand Batch SFTP
- How to sign up for a FREE testing usage for this domain name transition

What is a domain name?

It is the part of the URL, highlighted below, that identifies the name of the server that will process the web request:

<https://amer.spectrum.precisely.com/rest/ValidateAddress/results.json>

Why does Spectrum OnDemand's domain name have to change?

Spectrum OnDemand is now part of Precisely so we are changing our URLs to use the Precisely name. You need to change your applications to use these new domains by September 30, 2020 or your services will stop working.

By when do we have to make the change?

All Spectrum OnDemand customers need to switch over to the new Precisely domain names before September 30, 2020.

Can that date be pushed back?

Unfortunately, not. We are required to make these changes before September 30, 2020.

What do we need to do first?

We appreciate you may not be your company's technical contact. If you aren't, please provide us with the technical contact name using this [Survey Planet form](#) or reach out to SaasSalesSupport@pb.com. This is important so your company's application won't stop working after September 30, 2020.

If you are your company's contact, please use this [Survey Planet form](#) to let us know so we can reach out to you directly.

Why can't Spectrum OnDemand just redirect the URL like websites do?

Redirection of browser URLs only works as the browser has been written to handle it. Your application has not been written that way, so someone in your company needs to manually change your application to use the domain name. If not, your company's application will stop working after September 30, 2020.

Is Spectrum OnDemand moving its hosting infrastructure?

No, what we are doing is the internet equivalent of changing the business name associated with a phone number in the yellow pages. Everything behind the scenes is the same.

Will my current credentials work with the new domain?

Yes, your credentials are the same.

Web Service APIs

Web Service APIs (such as SOAP, REST, JSON) are integrated with your applications. You will need to make changes to ensure there is no disruption to your service.

Will the web service results between the old and new domain names APIs be the same?

Yes. The old and new domains will have the same exact processing servers answering requests so there will be no processing differences and the response times will be the same.

Do we only need to change the domain name?

For most customers, all you will need to do is change the domain name.

If you are one of the small number of customers who need to make additional changes, we will be reaching out to you individually in June to let you know what other changes you need to make and provide further guidance about what you need to do.

How much effort is it to make the domain name change?

For some, the Spectrum OnDemand domain name is in an external configuration file, so the effort is limited to configuration change(s) and retesting. How long the retesting takes depends on your company's practices.

For others, the Spectrum OnDemand domain names are hardcoded into their application code so changing it requires development effort and much more testing than a configuration change. The coding changes should be minimal as the service itself is not changing.

As to which applies to you, we cannot tell as both types of integration look the same from our end.

What additional steps should we take while making this change?

You may not know everywhere the domain name is used so we recommend you do the following:

- Search through all your code and configuration files for the old domain names. Depending on how long you have been using Spectrum OnDemand, your applications may be using many domain names.
- Once you have completed your transition to the new domain name, please let us know and we will check on our side to see if any of your traffic is going to the old domain name. It is not uncommon for health checks or test systems to still use the old domain names and be missed during the transition.
- Make the change earlier than later if possible, so you have time to investigate and resolve any unexpected usage on the old domain names by your company. It is not unheard for other groups in a company to use your Spectrum OnDemand credentials without your knowledge.

What else do I need to change?

If you are one of the small number of customers who need to make these additional changes, you need to do one or more of the following:

- Upgrade support TLS 1.2 for HTTPS encryption with the following cipher suites:

`TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256`

`TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA256`

`TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384`

`TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384`

We will not support older versions of TLS or other TLS 1.2 ciphers as they are no longer considered secure enough.

- Switch from /services XML endpoint to /rest XML or /soap XML, as the /services method is not considered secure enough by today's standards. The XML schemas are similar although not identical and the field data is the same making code changes straight-forward.

- Upgrade to a new version of the Client SDK. The older versions of the SDKs have been deprecated and are likely not be supported next year so it is advisable to make this change this summer.

If you need to make these changes, we will reach out to you individually in June with additional guidance.

Are the domain names in WSDL, WADL, and XML requests/responses changing?

Not as of part of the Sept 30, 2020 transition. We expect them to change in the future and are examining ways we can do this without requiring coding changes.

Do I need to switch from the Client SDK to REST or SOAP instead?

Our recommendation is for everyone to use REST and SOAP instead of the Client SDK as it is much more secure. However, you may continue to use the Client SDK with the new domain name.

You may need to upgrade the version of Client SDK you use. If so, we will be contacting you individually in June.

What are the new domain names for APIs?

The domain name depends on the region you are calling and what environment you are using:

Americas Regions

OLD	NEW	Purpose
spectrum.pitneybowes.com	amer.spectrum.precisely.com	Production API endpoint. Automatically rolls to other regions for processing as part of Disaster Recovery
microbatch.spectrum.pitneybowes.com	amer-microbatch.spectrum.precisely.com	Production Micro-Batch API endpoint.
staging.spectrum.pitneybowes.com	amer-staging.spectrum.precisely.com	Staging (Testing) API endpoint. Automatically rolls to other regions for processing as part of Disaster Recovery.
us.spectrum.pitneybowes.com	us.spectrum.precisely.com	Production API endpoint. This endpoint does not roll to other regions as part of Disaster Recovery

spectrum.pbonddemand.com	amer.spectrum.precisely.com	Production API endpoint. Automatically rolls to other regions for processing as part of Disaster Recovery
spectrum.gl.com	amer.spectrum.precisely.com	Production API endpoint. Automatically rolls to other regions for processing as part of Disaster Recovery
staging.gl.com	amer-staging.spectrum.precisely.com	Production API endpoint. Automatically rolls to other regions for processing as part of Disaster Recovery

Europe, Middle-East, Africa Region

OLD	NEW	Purpose
spectrum.pitneybowes.eu	emea.spectrum.precisely.com	Production API endpoint. Automatically rolls to other regions for processing as part of Disaster Recovery
staging.spectrum.pitneybowes.eu	emea-staging.spectrum.precisely.com	Staging (Testing) API endpoint. Automatically rolls to other regions for processing as part of Disaster Recovery.
emea.spectrum.pitneybowes.com	eu.spectrum.precisely.com	Production API endpoint. This endpoint does not roll to other regions as part of Disaster Recovery
spectrum.pbinsight.eu	emea.spectrum.precisely.com	Production API endpoint. Automatically rolls to other regions for processing as part of Disaster Recovery

staging.spectrum.pbinsight.eu	emea-staging.spectrum.precisely.com	<p>Staging (Testing) API endpoint.</p> <p>Automatically rolls to other regions for processing as part of Disaster Recovery</p>
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Asian Pacific Region

OLD	NEW	Purpose
spectrum.pitneybowes.com.au	apac.spectrum.precisely.com	<p>Production API endpoint.</p> <p>Automatically rolls to other regions for processing as part of Disaster Recovery</p>
staging.spectrum.pitneybowes.com.au	apac-staging.spectrum.precisely.com	<p>Staging (Testing) API endpoint.</p> <p>Automatically rolls to other regions for processing as part of Disaster Recovery.</p>
spectrum.pbinsight.com.au	apac-batch.spectrum.precisely.com	SFTP Server for Batch Processing
staging.spectrum.pbinsight.com.au	apac-staging.spectrum.precisely.com	<p>Staging (Testing) API endpoint.</p> <p>Automatically rolls to other regions for processing as part of Disaster Recovery.</p>
apac.spectrum.pitneybowes.com	eu.spectrum.precisely.com	<p>Production API endpoint.</p> <p>This endpoint does not roll to other regions as part of Disaster Recovery</p>

Are there Geo-Aware Domain names for the Web Service APIs?

With the Precisely domain name change, Spectrum OnDemand has added two domain names that will automatically resolve to the closest region. These domain names are useful in applications that may be used anywhere in the world such as in browser or mobile application.

Production

spectrum.precisely.com

Staging (Testing)

staging.spectrum.precisely.com

Will the contents of the Static IP Pool change?

Yes, they will. If you have signed the Static IP Pool agreement, we will reach out to you in June with the updated list of IP addresses.

Batch File SFTP Processing

Batch File SFTP Processing is integrated with your IT systems. You will need to make changes to ensure there is no disruption to your service.

What do I need to do to make sure there are no disruptions?

As part of the domain change, we will be changing our SFTP endpoint to use a new platform that provides:

1. Provide your Spectrum OnDemand Account Manager, or SaasSalesSupport@pb.com, with the public SSH that you want to use for security, if you have not done so already.
2. Ensure that SFTP Client must support cipher suites with Perfect Forward Secrecy (PFS), such as DHE or ECDHE.
3. Change the name of the SFTP server you use to the new name. For the AMER region, this is **amer-batch.precisely.pitneybowes.com**
As the new domain name now resolves to multiple IP addresses, do not hardcode any IP addresses. They will change over time.
4. The host fingerprint key for the SFTP server has changed so you will need to get it from your Spectrum OnDemand Account Manager if you want to verify our fingerprint.

Why am I being asked to change more than the Domain Name?

We are upgrading to a new SFTP platform that provide your service with:

- Always up availability (ending our current practice of taking our SFTP server down for 5 minutes, 2-3 times a year for maintenance)
- Auto-scaling when needed
- Improved security
- Better encryption support both externally and internally
- More easily support rotation of SSH keys.

By when, do I need to upgrade my batch account?

You have until September 30, 2020. After that point, the old batch environment will fail.

What are the new domain names?

The Batch SFTP domain names are

Americas Region

Old domain: batch.spectrum.pitneybowes.com

New domain: amer-batch.spectrum.precisely.com

Europe, Middle-East, Africa Region

Old domain: batch.spectrum.pitneybowes.eu

New domain: emea-batch.spectrum.precisely.com

NetSuite and Salesforce Apps

What do I need to do to support the domain name change?

Answer: The domain names are built into the app so you will need to download a new app from NetSuite SuiteApp or Salesforce AppExchange. We will reach out to with further details once the new app is available.

Client Portal

What is the new URL for the Spectrum OnDemand Client Portal?

The new URL is below. Please bookmark it as the old URL will only redirect for a few months.

Old URL: <https://portal.spectrum.pitneybowes.com/>

New URL: <https://portal.spectrum.precisely.com/>

Free Testing API Usage

We will provide free testing API usage to support your transition to the new domain name.

How do I get free usage to test the domain name change?

Answer: Please fill out this [Survey Planet form](#) and provide the following:

- Your technical contact for the domain name transition
- The account id or user id you are using when calling the Spectrum OnDemand service.
- The web service API(s) you need test usage for.
- How much test usage you will need. We would not expect this to exceed 1% of your annual allotment.
- When you expect your domain name transition to be complete.

Within a week of form submission, you will receive new credentials that you can use for testing. The testing credentials will last until we have confirmed your transition new domain name or September 30, 2020, whichever comes first.

What if I need more than 1% of my allotment for testing usage?

Even though 1% is outside of our standard practice, we want to support our customers making this change so we will review requests for additional usage on a case-by-case basis.

Approval of more than 1% of the allotment will require you to provide a Test Plan Summary that includes the following:

- Overview of what is being tested
- High-level diagram of the systems involved.
- The reason why the testing allotment needs to be the size requested.
- Detailing any systems where the results are being stored (if any) and for how long.
- Affirmation that the results of the test are not stored in a business data system and the results are only used for purely for testing purposes.

This Test Plan Summary is necessary to satisfy our auditors that the usage is not being used for production purposes.

What if I use my production account for test usage?

If you use your production account credentials for test usage, it will have to count towards your paid allotment.

IMPORTANT: We will NOT be able to credit your production account for any test usage. Accounting compliance rules require that test usage must be done on an account separate from your production account when it is charged at separate rates.

Why don't I already have free test usage?

Because it costs us the same to provide you with test usage as it does production usage.

Staging, our test environment, is the same network and server configuration as our production environment so they are as alike as possible. It is designed that way as our customers expect test usage to:

- Use the latest real data,
- Be accurate,
- Be performant,
- Behave like our production environment, and
- Be available whenever they need it to use it (24x365)