

# ChemAlert Data Centre Migration

## FAQ

Published 28<sup>th</sup> August 2024

---

RMT data centre migration to primary site NEXTDC Sydney between **8:00 AM Saturday 28 September to 1:00 AM Sunday 29 September (AEST, UTC+10)**.

### How can I prepare for the maintenance?

If any of our IP addresses provided in the maintenance notification are currently hardcoded or whitelisted, please ensure your systems are updated by the effective date. This may include updating firewall rules, DNS settings, or any other configurations that reference our IP addresses.

To help speed up the propagation of DNS resolution to the new IP address changes, we will decrease the Time-to-Live (TTL) value to 1 hour.

### Why is this migration happening?

In April 2024, we failed over your services to our Perth data centre due to a Disaster Recovery (DR) event and therefore this maintenance is essential to migrate back to our primary data centre as part of our incident management process.

### Will I be able to access the ChemAlert application?

ChemAlert application will be unavailable during the maintenance window. Users will be redirected to our RMT failover ChemAlert website, where they can browse Manufacturer Safety Data Sheets (SDS).

### Will my ChemAlert mobile access work?

No, your ChemAlert mobile app will not work during the scheduled upgrade window. Users will see a login failed message when logging in.

## What should I do if I experience issues after the maintenance?

If you encounter any issues, please contact RMT support team at [ChemAlertHelpdesk@rmtglobal.com](mailto:ChemAlertHelpdesk@rmtglobal.com).

## Will there be any changes to the ChemAlert services I use?

The primary change will be the inbound and outbound IP addresses for your ChemAlert service.

If any of our IP addresses provided in the maintenance notification are currently hardcoded or whitelisted, please ensure your systems are updated accordingly.

There will be no changes to how you access your ChemAlert services.

## What will happen to our interest profile notifications in ChemAlert?

All interest profile notifications generated during the scheduled window will be delivered upon completion of the maintenance work.

## What will happen to our software integration with the ChemAlert API?

If you have third party applications that interface with the ChemAlert API then it will be inaccessible during the outage period.

## What is the risk impact analysis?

The risk impact analysis indicates a low-medium risk due to RMT's experience with failovers and their ability to avoid previous issues. IP changes have been communicated to clients well in advance, and access to ChemAlert verified during pen testing. The impact on ChemAlert services and IP changes has been outlined in our maintenance notification, and our change process includes both implementation and rollback plans for the data centre migration.

## What is the implementation plan?

The implementation is fully delivered by RMT personnel using our change process. There is no implementation action required by clients except if a client has hardcoding or whitelisting of RMT IP addresses.

## What is the backout plan?

The backout plan is included in the maintenance window. In the unlikely event that a rollback is needed, RMT will revert to our secondary site in NEXTDC P2 in Perth. You will be notified if a rollback occurs and when it is completed. If you have any hardcoded or whitelisted IP addresses, then the updated inbound and outbound IP addresses listed in the maintenance notification will remain in effect. We will not be rolling back the IP changes.