Canon

Canon Europe Ltd

3 The Square
Stockley Park
Uxbridge
United Kingdom
UB11 1ET

Tel: +44 208 588 8000
Fax: +44 208 588 8001

www.canon-europe.com

Changes to data hosting.

Dear Customer,

As you know, we offer eMaintenance, which proactively monitors and manages your Canon print devices to help you keep working as smoothly and efficiently as possible. For this application to work effectively, Canon devices are connected to a cloud platform that stores relevant data on your print use and device function. We are writing to let you know that we are changing the way we host your data as part of an overall tools improvement strategy.

The changes we are making to how your data is stored

As part of our commitment to innovation, we re-invest 8% of our annual global turnover into researching new and improved solutions and services, which will help you achieve your business goals more effectively. Until now, the data we collect for eMaintenance has been hosted on Fujitsu servers based in Japan. But to improve efficiency and compliance, we are moving this data to Amazon Web Services, on servers based in Europe.

You are unlikely to notice any changes to the service during this migration, which will be carried out overnight and/or during the weekend.

The migration is currently scheduled for 9-10 October.

Why we are making the changes

By changing the provider and location for our cloud platform we can drive new improvements to your service, including:

- Improved reliability and security
- More straightforward compliance with GDPR
- Faster data access and a more scalable solution
- Better compatibility across different browsers
- A portal that is easier to use

What do I need to do?

STEP 1: Modify your Customer Portal URL

As part of the service, we are creating a new Customer Portal. On the Migration Date, the URL for the new portal will change to:

https://www.srv.ygles.com/ccb/Login

Remember to update this link in the favourites in your browser so you can access it quickly. Your login (username and password) will remain the same, so there is no need to change these. After the Migration Date the current Customer Portal will no longer be available for you to use.

STEP 2: Network configuration settings

Check whether you are currently using the following static IP addresses as part of static NAT or passive screening firewall settings:

- 202.248.100.72
- 202.248.100.75

If so, please change the dynamic filter settings in your network devices (routers or firewalls) to allow the following URLs:

- a01.ugwdevice.net
- b01.ugwdevice.net

This will help ensure a strong connection without compromising your network security.

STEP 3: Make sure you can receive notifications from the new address

If you receive email notifications, there is one final step. After the migration, notifications will be sent from a new email address:

sendonly@rcm.ec1.srv.ygles.com

Please ensure you white list this address, so that your notifications are not blocked by any spam filters.

How will I know when the migration is completed?

Once the migration is complete, you will have access to the new portal URL, and you will not be able to log in to the previous portal. Other than this, there will be no immediate visible changes.

For any technical assistance, please contact the Canon Contact Centre for any other questions please speak to your Canon Account Manager. We are happy to help.

Yours faithfully,

Anders Eriksson

Canon Services and Support Director