

eNETS Network Setting Upgrade Exercise 2020 FAQs

1. What is this network upgrade exercise on 19 April 2020, and how does it impact you?

As part of eNETS' continuous efforts to enhance service resilience, we are updating IP Addresses to maximise payment service availability in the event that certain Internet Service Providers (ISP) encounter connectivity challenges / disruptions.

eNETS merchants using UMAPI, SOAPI (eNETS 2.0) and NETS QR online API (NPS QR) will need to whitelist corresponding IP addresses in your firewall.

Please take note that the Network Upgrade exercise is on the eNETS production environment. eNETS UAT environment is not impacted.

2. How do I know if this upgrade impacts me?

The eNETS Network Upgrade impacts merchants who apply whitelisting of IPs in their existing firewall. Merchants who do not apply any IP restriction on their firewall will not be affected by this upgrade exercise. No action would be required from this group of merchants.

3. What are the affected services?

Most payment services will be affected, specifically at the notification part. You will need to ensure your firewall allows the payment requests to be submitted to eNETS, and allow incoming traffic from eNETS as payment notifications. Your firewall should also be configured to allow Admin portal accesses.

i. UMAPI and SFA Merchants

Integration Method or submission mode	Payment Services	Online Transaction	Settlement file download via HTTPS	Settlement file download via SFTP	Online Transaction Query	Admin portal
Server to Server	Credit (Visa, MasterCard, Amex)	Impacted	No impact	No impact	No impact	No impact
Browser Submission	Credit (Visa, MasterCard, Amex)	Impacted	No impact	No impact	No impact	No impact

ii. **SOAPI (eNETS 2.0) Merchants**

Integration Method or submission mode	Payment Services	Online Transaction	Settlement file download via HTTPS	Settlement file download via SFTP	Online Transaction Query	Admin portal
Browser Submission	Credit (Visa, MasterCard, Amex) Direct Debit QR	Impacted	No impact	No impact	No impact	No impact

iii. **NETS QR Online API (NPS QR) Merchants**

Payment Services	Online Transaction	Online Transaction Query	Merchant Connect Portal
QR	Impacted Fail to receive NETS call back notifications	No impact	No Impact

4. What are the actions required?

Merchants with impacted services should whitelist the new IP addresses into their firewall before 19 April 2020. Please refer to the configuration categories below for more details:

No.	Configuration Scenario	Action Required	Timeline
1	Static Configuration of IP without Firewall blocking	Kindly add the new IP in static file and whitelist the relevant IPs.	By 15 March 2020.
2	Static Configuration of IP Firewall blocking	Kindly add new IPs in firewall and Static File.	
3	Dynamic Configuration (DNS) with Firewall blocking	Kindly add new IPs in firewall	
4	Dynamic Configuration (DNS) without Firewall blocking	No action required	N/A



5. How would your eNETS services be affected if the above IP whitelisting has not been completed after 19 April 2020?

Before 19 April 2020, the merchant will still be able to make transactions, download settlement and login to Admin Portal.

If you fail to update your IP addresses by 15th March 2020, you will experience difficulties using API and services after the 19 April upgrade exercise:

Payment failures due to failed S2S/notification from NETS with below API

- UMAPI and SOAPI credit card payments.
- SOAPI QR payments

Missing eNETS notifications after payments (i.e. eNETS connection denied by merchants' firewall)

- UMAPI and SOAPI direct debit payments.
- NPS QR payments.

For further technical clarification and details on IP addresses to whitelist, please reach out to enetsts@nets.com.sg.