Notice of Scheduled Maintenance - New pan IP Addresses

pan will be upgrading its servers and moving data centers on **Sunday, April 28th starting at 12:01am Eastern Daylight Saving Time (US)**. **This maintenance will take approximately 12 hours, during which no access to the system will be possible, including testing, scheduling or accessing test results. Please share this information with all pan users within your organization and/or clients of your organization using the pan system.**

If your organization does not restrict access to known IP addresses or URLs, no action should be necessary on your part. However, if your organization does restrict access to the internet to only known IP addresses and URLs, you will need to update your "allow" list with the information in the table(s) below. We have included both the legacy IP addresses and the new IP addresses for your convenience.   At this time, we recommend adding the new IP addresses to your allow list but refrain from removing the legacy IP addresses until after the upgrade.

If you are unsure whether your organization restricts access or not, we recommend that you consult your IT department. We have setup a special web site to test your ability to access our new data center. The URL is https://ConnectivityTest.panpowered.com. If you get the "Congratulations" message, you have access.

Firewall Rules

The pan platform operates from many IP addresses that must be opened in your firewall. The following is a list of IP addresses that the platform uses: Please note, not all addresses/sites may apply to your use of the pan platform.

For Clients utilizing the **pan** 2.0 and/or the Vita Platform:

Site	Old IP	New IP
scripts.vitapowered.com	12.148.77.6	209.43.7.4
tara.vitapowered.com	12.104.201.193	209.43.7.3
secure.vitapowered.com	12.104.201.191	209.43.7.1
oasis.vitapowered.com	12.104.201.194	209.43.7.5

For Legacy Core pan/Private Label and Marketing sites

Site	Old IP	New IP
www.etestingnetwork.com	12.104.201.223	209.43.7.15
www.panpowered.com	12.104.201.225	208.113.147.11
www2.panpowered.com	12.104.201.225	209.43.7.14
www.pantesting.com	12.104.201.247	209.43.7.13
www.vitapowered.com	12.104.201.225	208.113.147.11
oasis.vitapowered.com	12.104.201.194	209.43.7.5

Frequently Asked Questions

Q: *Why are you sending this notice to me, now?*

A: We want to give you sufficient notice to update your firewall or "allow" list before the move.

Q: *Will the **pan** URLs be changing as part of this maintenance?*

A: No, the **pan** URLs will not change as part of this maintenance. Only the associated IP addresses will be changed.

Q: *Will there be a follow up email to let me know when the move is complete?*

A: Yes, we will be sending out a follow up email after the
maintenance. We will also post an update on our company blog at www.panpowered.com/blog.

Q: *Why is **pan** doing this?*

A: **pan** is constantly striving to deliver the best technology. We have reached a point where our current infrastructure was limiting our ability to implement newer technologies. This upgrade removes those barriers.

Q: *This list of IP addresses seems to be long, can my IT department just whitelist a network segment in my firewall?*

A: Yes, they may whitelist **209.43.7.0/26** (subnet mask 255.255.255.192).

Q: *I'm not sure which of the **pan** systems I use, what should I do?*

A: Please contact your **Pearson Talent Assessment** representative at **888.298.6227**. They will be able to guide you.

Q: *My question is not on your list. Who do I contact?*

A: Please contact **Pearson Talent Assessment Support** at **888.298.6227** if you have any questions.

Thank you for your patience and understanding while we conduct the upgrade!