Secure Email Cloud Gateway - Data Center Migration London to Frankfurt

Contents

Introduction

This document describes the process and impact of Cisco decommissioning our London data center for our Cloud Email Security (CES) hosted devices.

Description

Moving services from London to Frankfurt datacenters involves the seamless migration of critical infrastructure, applications, and data between two major European hubs. This process requires careful planning to ensure minimal disruption to business operations, optimized network performance, and compliance with data residency regulations. By relocating services to Frankfurt, organizations can leverage improved scalability, enhanced security measures, and access to central European customers. The migration also involves key considerations such as latency, bandwidth optimization, and potential impacts on service-level agreements (SLAs) to ensure continued efficiency and reliability during and after the transition.

Prerequisites

- Cisco Secure Email Cloud Gateway device(s) located within the London data center

Do I Have Cisco Secure Email Cloud Gateway Devices in the London Data Center?

You can check this in various ways:

- You have c3s2 in the URL that you use to log in to Gateway and Email & Web Manager dashboard
  - Example: https://xxxxx.c3s2.iphmx.com
- You have c3s2 in the mx records
  - Example: mx1.xxxx.c3s2.iphmx.com
- You have c3s2 in the host name of the device
  - Example: esax.xxxxx.c3s2.iphmx.com

Customer Impact

We want to assure you that the upcoming migration will not impact your services or require any action on your part. Our team is committed to ensuring that the process proceeds seamlessly, with no anticipated interruptions or data loss. Your IP addresses and existing configurations will remain unchanged, maintaining the continuity of your operations. Additionally, you will receive notifications regarding the migration schedule and any further updates, so you are always informed. Rest assured, our priority is to make this transition as smooth and invisible as possible for you.
Please note: The secondary Data Center in Amsterdam will remain unchanged, and no modifications will be made there.

Migration Dates

Start	Completion
January 2025	March 2025

✎ **Note**: Migration dates are tentative

FAQ

1. Does the Migration impact only London data center appliances?

    a. Yes, this migration only affects appliances in the London data center.

2. Will customers be notified about their allocation migration-specific date and time slot?

    a. No, as the migration will be over time and seamless. No impact is expected.

3. Will our appliances be the same models after migration?

    a. Yes. There will be no change to the model(s) type.

4. Will our MX records change? Do we have to reconfigure SPF?

    a. No, MX records will not change and therefore no reconfiguration is required for SPF.

5. We have a VPN route to mailbox, will that be impacted after migration?

    a. No, VPN will not be impacted.

Support

If any technical issues arise during or after the migration, we recommend contacting Cisco Customer Support for Secure Email for assistance. For urgent inquiries regarding this maintenance or its potential impact, please contact Cisco TAC at https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html.

Related Information

- Cisco Secure Email Cloud Gateway End-User Guides
- Cisco Secure Email Gateway End-User Guides