

Paygate EN

Welcome

Here you will find general information about Computop, your merchant access and basic information on individual payment methods for Computop Paygate.

IMPORTANT TECHNICAL INFORMATION - 18 October 2021

Dear customers,

in order to make our payment platform Computop Paygate even more efficient and to position ourselves perfectly for the requirements of the future, we would like to announce to you today the change to a new server location.

At what time will the change take place?

This move will be carried out as part of maintenance work, which will take place on

Monday, 18.10.2021 between 00.00 and 06.00 a.m..

between 00:00 and 06:00. Within this period, there may be short-term restrictions on payment processing. In addition, some of our services (e.g. batch processing, back office logins, sFTP access) may be delayed.

What changes will this move bring?

With the move of the IT infrastructure, the Paygate IP addresses will change. This change affects both incoming and outgoing, as well as sFTP connection calls.

From the date mentioned, the following IP range will apply to all Paygate URLs: **new: 213.155.65.64/26**
The old IP range will no longer be available from this date: old: 91.202.48.128/26

Do you have to become active as a merchant or partner?

Important: For most connected merchants and partners, no adjustments are necessary.

As a merchant or partner, you **only need to take action** if you or your IT service provider restrict IP addresses in your systems.

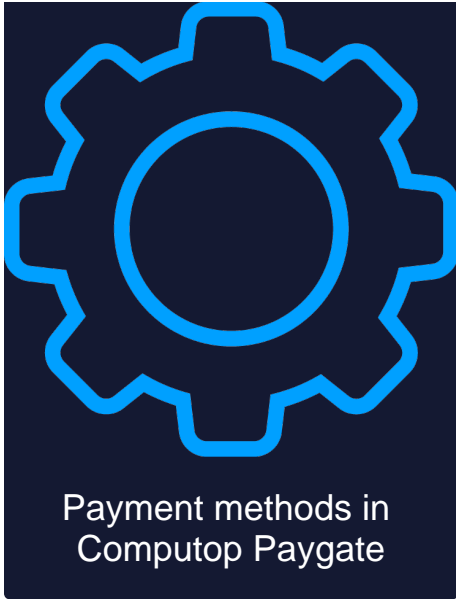
You can already include the new IP range in your whitelists.

Please forward this important information to your responsible office or IT service provider.

With the relocation of our IT Systems to the [Munich East data centre](#) of our partner Noris Network, Computop Paygate gains additional bandwidth and speed for the payment of the future. Powered by electricity from renewable energy, the new connection supports our commitment to climate-neutral payment.

Thank you very much for your attention and support.



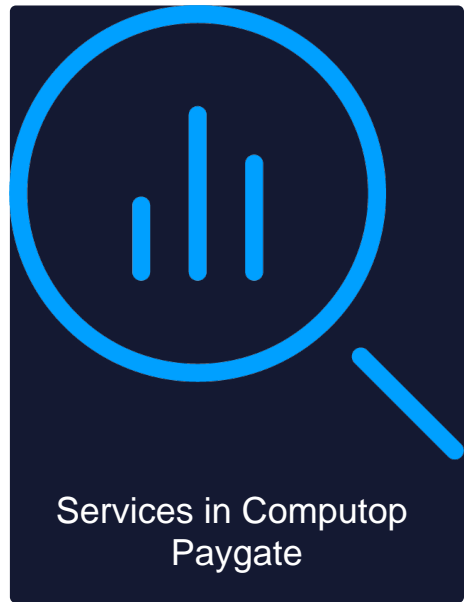


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