

LiveText by Watermark™

Migration to AWS

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Overview

What is happening?

Watermark is moving LiveText C1 by Watermark to Amazon Web Services (AWS).

Why is this infrastructure transition important?

The performance and scalability of AWS best meets the needs of our LiveText C1 client base and continued sustained usage.

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This transition provides three key benefits:

- **Availability:** LiveText C1 will be less at-risk for downtime due to the increased fault-tolerance and high-availability offered by AWS. This means your users will experience even higher levels of system availability.
- **Performance:** With a faster platform and additional resources, you'll see interaction times with the system pick up.
- **Scalability:** AWS provides a platform for limitless growth, which means sustainable system performance as Watermark grows.

When is this happening?

We are migrating LiveText C1 to AWS overnight, **starting at 10pm ET on Sunday, January 30th, 2022**. This timeframe was selected because it's a time of comparatively low system use.

Will there be downtime during the transition?

Yes, this transition requires that we take LiveText C1 offline for approximately six hours in the late evening. We will do our best to minimize the length of the downtime.

What is the major difference between the previous environment and AWS?

While the applications, databases, and the systems will remain the same, there are some differences in the implementation on AWS. The overall performance of the systems, storage and networking in AWS is also more performant than the current hardware.

Is there documentation I can provide to my technical team on the new environment?

Most of the existing architecture and documentation is still valid for this transition. Our technology team would be happy to discuss the transition with their peers at client institutions.

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What are the new IP addresses?

AWS is public cloud technology with infrastructure all over the world, and thousands of IP addresses, making it infeasible to restrict IPs. If you have configured an LDAP based integration, you may need to safelist the following IP addresses:

44.193.138.79
34.231.23.104
35.81.222.14
52.41.192.128
54.160.180.223
35.162.241.65

We have IP restrictions, what do we do?

Please reach out to your IT department to verify whether they've configured any firewall settings with extremely high security that may be impacted by us changing our IP addresses. If they have, they may need to safelist the IP addresses [above](#).

Is my integration (Canvas, Moodle, D2L, Blackboard, etc) going to be affected?

Integrations will not be affected unless they have IP restrictions, firewalls, etc.

The only action needed is to confirm if your IT department has made security changes that heavily restrict IP addresses, such as firewalls with an extremely high level of security. If they have, they may need to safelist the IP addresses [above](#).

What action do I need to take?

In general, no action needs to be taken, except to confirm if your IT department has made security changes that heavily restrict IP addresses, such as firewalls with an extremely high level of security. If they have, they may need to safelist the IP addresses [above](#).

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What performance improvements should we expect to see?

Expect to see consistently faster response times within LiveText C1. With the addition of servers and a faster platform, the likelihood of other processes delaying your requests diminishes.

Security and Risks

How secure is AWS compared to the hosted servers you had previously?

AWS is known for operating a highly scalable, secure and resilient cloud based computing platform. AWS hosted services match or in many cases exceed the security and availability that could be achieved with locally hosted systems and services.

Additional details on AWS security can be found here: <https://aws.amazon.com/security/>

What risks are inherent with AWS?

There are risks on any platform. Inherent risks with AWS are focused around individual data center vulnerability and human error. Watermark mitigates data center risk by maintaining and regularly testing a geographically diverse disaster recovery region within AWS. Watermark uses a configuration management and provisioning system that requires little human interaction with individual AWS components and systems. We use "Infrastructure as code" to limit our exposure to human errors. Additionally, we continuously monitor, audit and test to ensure our systems are available and secure.

Is there any change around the security of, and who can use, my data?

No. There will be no changes to who may access or use your data as a result of this migration.

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How does the transition to AWS affect Watermark's disaster recovery capabilities?

With Watermark's transition to new hosting facilities, we will be hosting the LiveText C1 production services out of multiple environments, thereby providing the ability to quickly react to specific concerns or failures. This new setup enables us to significantly shorten the recovery time in the event we need to.