

Lucca is migrating your environment

to a new infrastructure

Hello,

We are upgrading the infrastructure that runs Lucca, and your environment will be migrated to it by the end of 2026. Here is what this means for you.

At a glance

- **Lucca will be unavailable for about 10 minutes**, during a scheduled maintenance outside business hours (after 6 pm, Paris time).
- **Your data stays hosted in the same region**, at OVH, in Roubaix (France) or Limburg (Germany).
- **Your only required action**: check with your IT department whether you have set up IP filtering.

Your only possible action: update your IP filters

If you do not filter connections by IP address, there is nothing to do. Otherwise, after the migration, the connections that Lucca initiates towards your systems (webhooks, SFTP/FTP, calls to your APIs, SSO...) will come from new IP addresses, and may fail if your rules are not updated. If in doubt, forward this message to your IT department.

1. **Authorise the new IP addresses of both regions now** (table below), whichever your region: if an incident forces us to switch from one data centre to the other, your connections will keep working.
2. **Keep the old IP addresses**. We will let you know when you can remove them.

Region	Current IP addresses	New outbound IP addresses
EU1	5.135.100.0/26, 5.135.54.192/28	91.134.68.34 5.39.27.96/27
EU2	135.125.164.240/28, 162.19.206.32/28, 54.36.235.0/27	162.19.236.158 51.38.105.96/27

Why this migration?

We are moving to newer, more powerful servers reserved for Lucca, and to Kubernetes, the industry-standard technology for running applications reliably.

Learn more

Our [Information System Security Policy \(ISSP\)](#) describes our hosting and security measures in detail.

You will find frequently asked questions on page 2.

For any other question: platform-migration@lucasoftware.com

Best regards,

The Lucca team

Frequently asked questions

The migration

What exactly is changing?

Nothing visible for you: the hosting provider (OVH) and the hosting region (Roubaix or Limburg) stay the same. What changes is the servers and the way Lucca is installed on them: recent physical servers dedicated to Lucca replace virtualised servers (VMware), with Kubernetes and the Talos Linux operating system.

Is the new infrastructure as secure?

Even more so. Put simply: nobody can work on a server by hand, and all operations go through code that is reviewed and tracked (an approach known as GitOps). In detail, the servers' operating system, Talos Linux, is read-only (immutable), with no shell or SSH access: its files cannot be modified, and each update replaces it entirely. Lucca's applications run in containers, and your data is stored separately, on encrypted disks. No server is exposed to the internet, network traffic is denied by default, and only applications from authorised registries run.

Is my data encrypted?

Yes. Exchanges with Lucca are encrypted (HTTPS, TLS 1.2 or 1.3), and each customer has its own database, encrypted with AES 256 and a dedicated key. On the new infrastructure, each file you upload (receipts, documents...) is also encrypted individually. This data stays encrypted in the backups, and the storage that holds them adds its own encryption.

When will my environments be migrated? Can I choose the date?

All your environments, including test ones (sandbox, training), are being migrated gradually by the end of 2026, during scheduled maintenance after 6 pm (Paris time). No date is communicated per customer, and it can be neither chosen nor postponed.

What happens during the downtime?

For about 10 minutes, Lucca is unavailable: your users see a maintenance page, and software connected to Lucca through its API (payroll, accounting...) receives an HTTP 503 error (service unavailable).

What if a problem occurs during the migration?

The migration has been tested many times, and rolling back to the current infrastructure remains technically possible.

Network and integrations (for your IT department)

Does the IP address change also affect connections to Lucca?

No. Connections from your users and your software to Lucca still go through our web application firewall (WAF): same URLs (for example your-company.ilucca.net) and same inbound IP addresses, over IPv4 or IPv6. Your firewall or proxy rules therefore remain valid. Only the connections that Lucca initiates towards your systems change IP address, because they come from our new infrastructure (see page 1).

Why authorise the other region's IP addresses too?

Each region is the disaster recovery site of the other: in the event of a major incident, your environment can switch to the other data centre and connect out from the other region's IP addresses. Please see the disaster recovery section of our [ISSP](#).

Will these IP addresses change again? Do I need to authorise IPv6?

Yes: in early 2027, the outbound IP addresses will change again. We will send you the new ones in advance. Lucca only connects out over IPv4, so there is no IPv6 address to authorise.

Are the e-mails sent by Lucca changing?

The senders and the SPF and DMARC configuration stay the same. Only the sending IP address changes: if your mail gateway filters e-mails by IP address, authorise the new IP addresses of both regions.

I upload files to Lucca's SFTP server: is it changing?

Not for now. This server will be migrated separately, at a later date.

Contract and compliance

Do we need to update our contract, our DPA (GDPR data processing agreement) or our assessment of Lucca?

No. The migration has no impact on DPAs: the hosting provider and sub-processors stay the same, and your production data remains in the same region. As described in our ISSP, a copy of the backups is also kept at OVH, in Paris.

Are your commitments and certification changing?

No. The availability target (SLO) remains 99.5%. In the event of a disaster, the maximum data loss (RPO) remains 60 minutes, and the on-site recovery time (RTO) 24 hours. The scope of our ISO 27001 certification is unchanged. The September 2026 disaster recovery test was successful on the new infrastructure: its report will soon be available on our [Trust Center](#), after signing a non-disclosure agreement.