

ShareFile platform access setup guide for partners

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Notices

Customers and partners are responsible for making their own independent assessment of information in this document. This document: (a) is for informational purposes only, (b) represent technical requirements and actions required to enable access to ShareFile platform in interested organization, which are subject to change without notice, and (c) does not create any commitments or assurance from Danske Bank and its affiliates, suppliers or licensors. Danske Bank products, services and related documentation are provided “as is” without warranties, representations, or conditions of any kind, whether express or implied. The responsibilities and liabilities of Danske Bank to its customers and partners are controlled by Danske Bank agreements, and this document is not part of, nor does it modify, any agreement between Danske Bank and its customers, partners or other interested parties.

Abstract

This document provides a brief description of the platform and service used by Danske Bank to safely share files inside and outside the organization. The focus of the document is technical requirements that partner organization has to implement in order to access ShareFile service and files shared by/with Danske Bank.

This document is intended for technical architects, network engineers and business representatives with basic technical knowledge. This paper assumes that the reader knows general network engineering terms.

ShareFile is a trusted file storing & sharing platform



Introduction

ShareFile is a secure platform for businesses to store and share large files. ShareFile is a product/platform owned by [Citrix Systems](#), a well-known international software company.

It is a hybrid cloud file sharing solution consisting of infrastructure built and situated on premise and a cloud hosted web application for control of the service. This design allows to achieve a high level of infrastructure flexibility and data security. Enterprise shareable data is stored inside company network (DMZ) protected by all necessary security mechanisms and policies (ex. OWASP 10, Backups, Retention, etc.), whereas routing and access rights are managed in cloud based web application. Citrix cloud data centres used by Danske Bank for compliance requirements are located within the European Union.

Terms and conditions for using ShareFile platform in relation to Danske Bank services are available [here](#).

Technical requirements

To be able to access and exchange documents and files with Danske Bank via ShareFile service, partners and external stakeholders are required to whitelist below provided IP addresses in their firewall configurations.

If partners do not employ firewall or have non-restrictive access to internet resources, ShareFile service will work with no additional configuration.

IP ADDRESS WHITELIST

ShareFile ControlPlane

CIDR Notation	IP Address	Netmask
52.28.80.248/32	52.28.80.248	255.255.255.255
52.28.86.15/32	52.28.86.15	255.255.255.255
52.28.93.20/32	52.28.93.20	255.255.255.255
52.28.106.33/32	52.28.106.33	255.255.255.255
52.28.123.31/32	52.28.123.31	255.255.255.255
52.28.123.168/32	52.28.123.168	255.255.255.255
52.48.148.82/32	52.48.148.82	255.255.255.255
52.50.40.140/32	52.50.40.140	255.255.255.255
52.50.103.48/32	52.50.103.48	255.255.255.255
52.50.103.153/32	52.50.103.153	255.255.255.255
52.49.128.78/32	52.49.128.78	255.255.255.255
52.50.108.81/32	52.50.108.81	255.255.255.255
52.50.111.193/32	52.50.111.193	255.255.255.255
52.28.124.54/32	52.28.124.54	255.255.255.255
52.48.197.157/32	52.48.197.157	255.255.255.255
52.28.126.247/32	52.28.126.247	255.255.255.255
18.196.153.205/32	18.196.153.205	255.255.255.255
35.158.181.96/32	35.158.181.96	255.255.255.255
54.93.144.35/32	54.93.144.35	255.255.255.255
3.121.15.139/32	3.121.15.139	255.255.255.255
3.121.255.90/32	3.121.255.90	255.255.255.255
35.157.224.37/32	35.157.224.37	255.255.255.255

Storage Zones

Storage Zone	IP Address
sf.danskebank.com	185.218.228.28
z2-sf.danskebank.com	185.218.228.29
z3-sf.danskebank.com	185.218.228.30
z4-sf.danskebank.com	185.218.228.31

Office Online

Office Online Server	IP Address
oos-sf.danskebank.com	185.218.228.33

Outgoing Requests (ShareFile to Client)

Region	Primary IP 1	Primary IP 2
eu-central-1 (Frankfurt)	35.156.155.92	35.156.109.86
eu-west-1 (Ireland)	52.211.90.91	52.214.90.84

DOMAIN WHITELIST

Domain
*.sharefile.eu
*.sf-api.eu
*.sf-event.com
*.sharefile.com
sf.danskebank.com
z2-sf.danskebank.com
z3-sf.danskebank.com
z4-sf.danskebank.com
oos-sf.danskebank.com