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Unifi™ Connect Platform Updated IT Information

This document provides information that has been updated since our August 2021 communication with you.

What is the Unifi Connect Platform?

The Unifi Connect platform is a remote connectivity platform that provides a secure connection between our Customer Support Center and certain devices. This connection supports the identification of hardware and software problems and software upgrades, often without scheduling an on-site service call. In 2012, Hologic released the Hologic Connect platform. Over time, technology has changed, so we recently upgraded customers to our new solution, the Unifi™ Connect platform.

Are there any current actions for customers utilizing Unifi Connect?

Yes, please ensure outbound internet traffic is permitted on ports through the Customer network.

Which servers will the devices need to reach?

Please allow outbound traffic on Port 443 and Port 22 for the following Hologic Unifi Connect platform servers:

Application	URL	Protocol & Port	Connection Type
Unifi Connect	prod.unificonnect.com	TCP 443	Outbound
SecureLink	• connect.hologicsecurecare.com • connectus-west.hologicsecurecare.com • connectus-east.hologicsecurecare.com • connectus-cent.hologicsecurecare.com	TCP 22, 443	Outbound
Microsoft Azure IoT Service Bus	• proddevicefiles.blob.core.windows.net • hologiciothubprod.azure-devices.net • blob.blz21prdstr14a.store.core.windows.net • prod-ud-ns.servicebus.windows.net • iothub-ns-hologiciot-7940997-52cc229fc7.servicebus.windows.net	TCP 443	Outbound
Optional DNS Providers			
Primary DNS	OpenDNS	UDP/TCP 53	Outbound
Secondary DNS	Google	UDP/TCP 53	Outbound

SSL/TLS

The security protocols in use for the Hologic Unifi Connect platform are TLS1.3, TLS 1.2, TLS 1.1 And they support the following cipher suites:

TLS_RSA_WITH_AES_128_CBC_SHA TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA
TLS_RSA_WITH_AES_128_CBC_SHA256 TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA256
TLS_RSA_WITH_AES_128_CBC_SHA TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA
TLS_RSA_WITH_AES_128_CBC_SHA TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA

- During handshake, when server indicates that it supports TLS 1.3, TLS 1.2, TLS 1.1 or SSL 3.0, Agent proceeds with the highest common protocol
- As server, when Agent attempts to establish a session using TLS 1.3, TLS 1.2, TLS 1.1, or SSL 3.0, an Agent proceeds with the highest common protocol indicated by the client

Please contact our Technical Support Team with any questions. Email: HologicConnectSupport@hologic.com

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