Tech Updates

Communications Experience

May 2023

Forward Looking Statements

"Safe harbor" statement under the Private Securities Litigation Reform Act of 1995: This presentation contains forward-looking statements about the company's financial and operating results, which may include expected GAAP and non-GAAP financial and other operating and non-operating results, including revenue, net income, diluted earnings

per share, operating cash flow growth, operating margin improvement, expected revenue growth, expected current remaining performance obligation growth, expected tax rates, stock-based compensation expenses, amortization of purchased intangibles, shares outstanding, market growth, environmental, social and governance goals and expected capital allocation, including mergers and acquisitions, capital expenditures and other investments. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties and assumptions. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, the company's results could differ materially from the results expressed or implied by the forward-looking statements it makes.

The risks and uncertainties referred to above include -- but are not limited to -- risks associated with the effect of general economic and market conditions; the impact of geopolitical events, natural disasters and actual or threatened public health emergencies, such as the ongoing Coronavirus pandemic; the impact of foreign currency exchange rate and interest rate fluctuations on our results; our business strategy and our plan to build our business, including our strategy to be the leading provider of enterprise cloud computing applications and platforms; the pace of change and innovation in enterprise cloud computing services; the seasonal nature of our sales cycles; the competitive nature of the market in which we participate; our international expansion strategy; the demands on our personnel and infrastructure resulting from significant growth in our customer base and operations, including as a result of acquisitions; our service performance and security, including the resources and costs required to avoid unanticipated downtime and prevent, detect and remediate potential security breaches; the expenses associated with our data centers and third-party infrastructure providers; additional data center capacity; real estate and office facilities space; our operating results and cash flows; new services and product features, including any efforts to expand our services beyond the CRM market; our strategy of acquiring or making investments in complementary businesses, joint ventures, services, technologies and intellectual property rights; the performance and fair value of our investments in complementary businesses through our strategic investment portfolio; our ability to realize the benefits from strategic partnerships, joint ventures and investments; the impact of future gains or losses from our strategic investment portfolio, including gains or losses from overall market conditions that may affect the publicly traded companies within our strategic investment portfolio; our ability to execute our business plans; our ability to successfully integrate acquired businesses and technologies; our ability to continue to grow unearned revenue and remaining performance obligation; our ability to protect our intellectual property rights; our ability to develop our brands; our reliance on third-party hardware, software and platform providers; our dependency on the development and maintenance of the infrastructure of the Internet; the effect of evolving domestic and foreign government regulations, including those related to the provision of services on the Internet, those related to accessing the Internet, and those addressing data privacy, cross-border data transfers and import and export controls; the valuation of our deferred tax assets and the release of related valuation allowances; the potential availability of additional tax assets in the future; the impact of new accounting pronouncements and tax laws; uncertainties affecting our ability to estimate our tax rate; uncertainties regarding our tax obligations in connection with potential jurisdictional transfers of intellectual property, including the tax rate, the timing of the transfer and the value of such transferred intellectual property; the impact of expensing stock options and other equity awards; the sufficiency of our capital resources; factors relatedto our outstanding debt, revolving credit facility and loan associated with 50 Fremont; compliance with our debt covenants and lease obligations; current and potential litigation involving us; and the impact of climate change.

Further information on these and other factors that could affect the company's financial results is included in the reports on Forms 10-K, 10-Q and 8-K and in other filings it makes with the Securities and Exchange Commission from time to time. These documents are available on the SEC Filings section of the Investor

Information section of the company's website at Salesforce.com, inc. assumes no obligation and does not intend to update these forward-looking statements, except as required by law. Third party trademarks are the property of their owners.

Tech Updates

Topics May 2023

Product Innovation

Key resources for Spring ‘23

Release Updates

Release Update in the Spotlight:
Deploy Enhanced Domains

Infrastructure Improvements

Instance Refresh Events and Resources

Best Practices for Infrastructure Maintenances

Salesforce IP Addresses & Ranges

System Maintenances

Plan around your Preferred Maintenance Windows

Trust Notifications

Site Switches

Continuous Site Switching

Feature Retirements

Feature Retirement Monthly Digest

Upcoming Feature Retirement list

Product Innovation

Prepare for the Summer ’23 Release

Tune in for Release Readiness Live starting May 19 through May 26. Our product management team will discuss and demo the latest features in the Summer ’23 release. You’ll also get a sneak peek into the roadmap for 2023! Get the full schedule and add sessions to your calendar here.

The Sandbox Preview began on May 5. Use the Sandbox Preview Guide to determine if your sandbox is preview or non-preview and what to do to move to the next release (Summer ’23) or stay on the current release (Spring ’23).

Stay up to date on all of the key dates for Summer ’23 and get more information on everything release-related in the Release Readiness Trailblazer Community.

Infrastructure Improvements

Instance Refresh, Resources, & More!

Instance Refresh

Upcoming Instance Refresh

Salesforce occasionally performs an Instance Refresh which upgrades the infrastructure supporting your instance in our data centers. Following this type of maintenance, you will be on new infrastructure and your instance name will change. To learn more, visit how to prepare for your instance refresh.

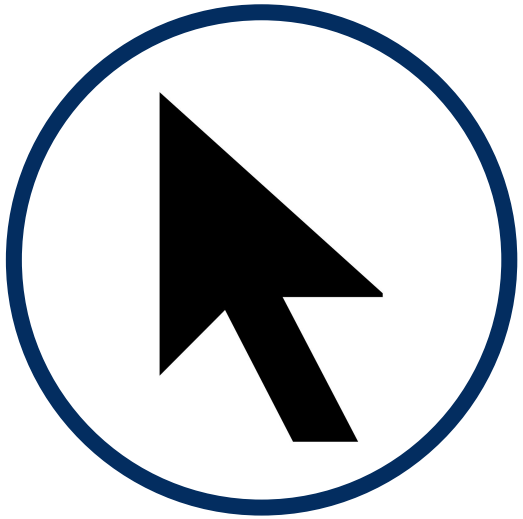
- **Planning is currently underway for future instance refreshes, stay tuned!**

Note: The maintenance window for Instance Refreshes has been shortened to 90 minutes.

Infrastructure Maintenance

Salesforce's Best Practices

Enable My Domain



Update Hard-coded References

Allow Salesforce IPs

Plan Around Maintenance System Windows

Instance Refresh

Additional Resources

For more information, we encourage you to review the following resources:

- Watch the recording of the webinar, How to Prepare for Your Instance Refresh.
- Read over the Instance Refresh Maintenance article and attached checklists.
- Collaborate with others on the Trailblazer Community with the topic ***#MyRefresh*** in the Salesforce Service Delivery group.

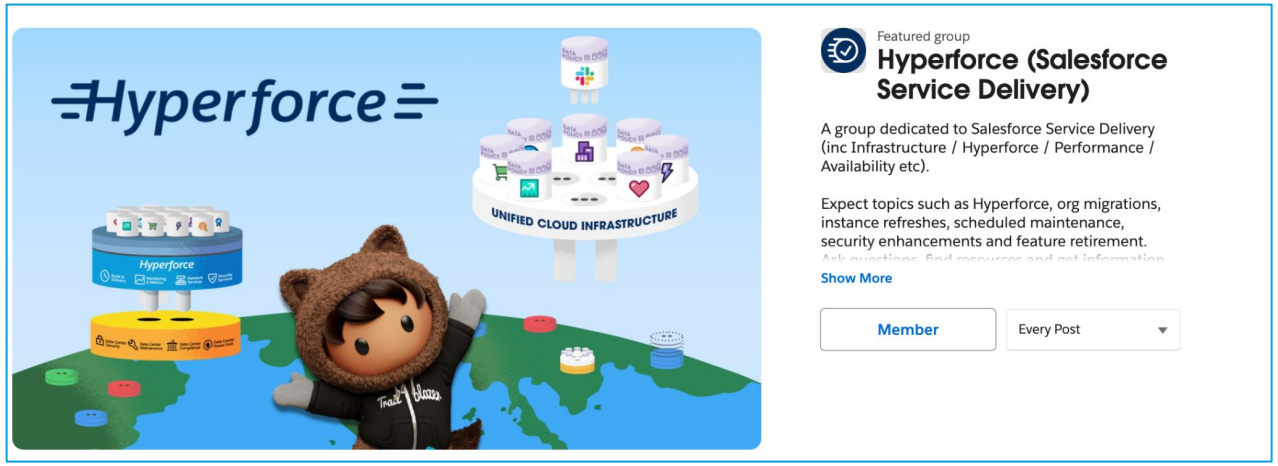
Salesforce IP Addresses & Domains to Allow

- If your company restricts web access to specific IP ranges, review the Salesforce IP Addresses and Domains to Allow article. The article was last updated on **April 26, 2023**.
- If you are on a Hyperforce instance, IP addresses will no longer be published for Hyperforce customers. In addition to the published IP ranges, you should follow our recommendations as outlined in the Retain uninterrupted access to Salesforce services on Hyperforce article.
- Salesforce recommends that you **do not** restrict the ability to receive email to specific IP ranges. Instead of allowlists, we recommend relying on standard email security protocols - TLS, SPF, DKIM, and DMARC. Salesforce supports everything you need to set up your mail to be safely sent from Salesforce and received by your organization's email services using these standards.
- If your organization opts to restrict IPs, review the Ensure you can receive email from the Salesforce application article for the list of IP ranges to allow. The article was last updated on **April 26, 2023**.

Got Questions?

Join the Conversation!

- Join our dedicated group for all things Salesforce Service Delivery (inc Infrastructure / Hyperforce / Performance / Availability etc).
- Expect topics such as Hyperforce, org migrations, instance refreshes, scheduled maintenance, security enhancements and feature retirement.
- Ask questions, find resources and get information with details, updates, best practices, and maintenance info. Join the conversation with fellow Salesforce admins, IT sponsors and architects!



System Maintenance

System Maintenance

Best practice is to plan your major Salesforce-dependent initiatives around system maintenance windows

System Maintenance Schedule

Plan around the Salesforce Maintenance windows

System Maintenance Description	Typical Activities	Comments
Sustaining the Infrastructure supporting Salesforce Services	Security, Availability and Performance changes	Confirmed maintenances posted on Trust.com Maintenance Calendar Scheduled for the **first and third weekends (Saturday or Sunday)** of every month.

Instance	Pacific Time	UTC During Standard Time	UTC During Daylight Savings Time
NA69, NA72, NA75, NA76, NA77, NA80, NA86, NA87, NA90, NA92, NA93, NA94, NA95, NA96, NA99, NA109, NA111, NA112, NA113, NA114, NA115, NA116, NA118, NA120, NA121, NA122, NA124, NA126, NA129, NA130, NA134, NA141, NA142, NA146, NA149, NA150, NA151, NA153, NA154, NA155, NA158, NA160, NA161, NA163, NA165, NA168, NA169, NA170, NA171, NA196**	Sunday, 12:00 a.m. – 4:00 a.m.	Sunday, 08:00 – 12:00	Sunday, 07:00 – 11:00
Other NAx, USA1, USA2S, USA3S	Saturday, 7:00 p.m. – 11:00 p.m.	Sunday, 03:00 – 07:00	Sunday, 02:00 – 06:00
EU17, EU18, EU19, EU28, EU32, EU37, EU39, EU44, UM3, UM4, CS80, CS81, CS84, CS86, CS87, CS88, CS89, CS100, CS101, CS102, CS105, CS106, CS107, CS108, CS109, CS110, CS119, CS121, CS122, CS126, CS127, CS128, CS129, CS162, CS173, CS174, CS189, IND1, IND2S, IND3S	Saturday, 2:00 p.m. – 6:00 p.m.	22:00 Saturday – 02:00 Sunday	21:00 Saturday – 01:00 Sunday
Other EUx, UMx***	Saturday, 7:00 p.m.– 11:00 p.m.	Sunday, 03:00 – 07:00	Sunday, 02:00 – 06:00
AP4, AP5, AP6, AP7, AP8, AP9, AP10, AP11, AP12, AP14, AP15, AP17, AP18, AP19, AP22, AP24, AP25, AP26, AP27, AP28, CS5, CS6, CS31, CS57, CS58, CS72, CS73, CS74, CS75, CS76, CS111, CS112, CS113, CS114, CS115, CS116, CS117, CS137, CS151, CS152, AUS1, AUS2S, AUS3, AUS4S, AUS5, AUS6S, AUS7, AUS9, AUS11	Saturday, 7:00 a.m. – 11:00 a.m. PST Saturday, 8:00 a.m. – 12:00 p.m. PDT	Saturday, 15:00 – 19:00	Saturday, 15:00 – 19:00
AP0, AP3, AP13, AP16, AP20, AP21****	Saturday, 8:00 a.m. – 12:00 p.m. PST Saturday, 9:00 a.m. – 1:00 p.m. PDT	Saturday, 16:00 – 20:00	Saturday, 16:00 – 20:00
Other CSx	Saturday, 7:00 p.m. – 11:00 p.m.	Sunday, 03:00 – 07:00	Sunday, 02:00 – 06:00

Key Resources

Tip: Bookmark these!

- ★ Preferred Salesforce Maintenance article
- ★ How is my Org Impacted during Maintenance article
- ★ Salesforce Trust Site

Opt-in for Notifications

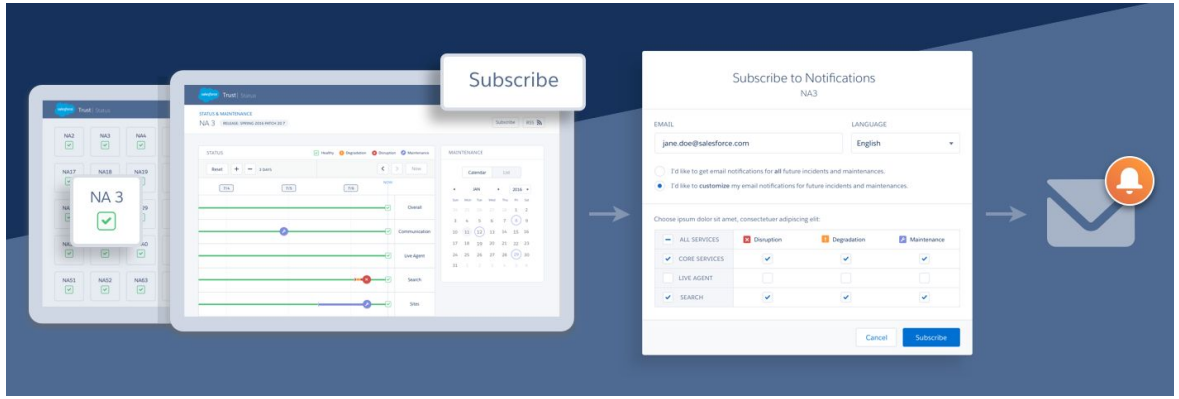
Trust Notifications

Trust Notifications: Self-subscribe

Trust Notifications are near real-time email notifications regarding incidents and maintenances posted to our Trust site, https://status.salesforce.com. Notifications are available to all customers and allow you to control your own subscription settings.

Examples of Trust Notifications include:

- Site Switches
- Instance Refreshes
- Release Maintenances
- Emergency Maintenances
- Incidents



Review the Trust Notification User Guide to learn more about Trust Notifications.

Site Switches for Salesforce Core

At-a-glance

- Each Salesforce instance is built and maintained in two geographically separate locations.
- An instance is actively served from one location (the **active** site) with transactions replicating in near real-time to the other completely redundant location (the **ready** site).
- During a site switch, we switch the active and ready sites.
- To see when your next scheduled site switch is, look at your instance's maintenance schedule on Trust.

Site Switches for Salesforce Core

Important Actions

- Subscribe to Trust Notifications to know when site switches are scheduled.
- Follow Salesforce infrastructure best practices by not restricting access to Salesforce IP ranges, removing hard-coded references, and by setting your DNS timeout value to five minutes (default setting).
- Salesforce orgs with Live Agent should avoid hard-coded references as this can impact Live Agent availability post-site switch. However, if hard-coded references to API endpoint URLs to Live Agent are necessary, make sure these are update after any site switch.
- If you need to view your email logs after a site switch, request for your email logs prior to the maintenance window.

For more info review the article, Optimized Site Switching Overview & FAQ

Continuous Site Switching for Salesforce Core

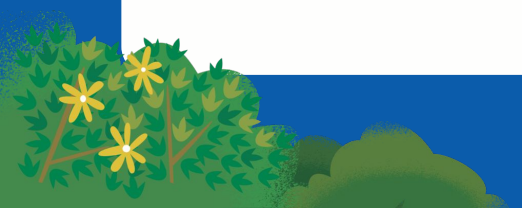
At-a-glance

Continuous Site Switching entails switching each Salesforce instance to its ready site on a periodic basis. For more information, review the Continuous Site Switching article.

***NOTE**: We recommend subscribing to Trust notifications for the most up-to-date information regarding Site Switches. See the Trust Notifications slide for more information.*

Visit our Trust Site for more details on when your site switch is scheduled:

*Subscribe to **Trust** notifications for the most up-to-date information about your site switch.*



Release Updates

Release Update Spotlight

Deploy Enhanced Domains

To comply with the latest browser and security standards, Salesforce is updating the hostname formats for domains that serve Salesforce orgs. This change allows your users to access Salesforce using browsers that block third-party cookies. With enhanced domains, a customer's company-specific My Domain name is included in the URLs that serve their Salesforce org, including Experience Cloud sites, Salesforce Sites, Visualforce pages, and content files.

Type of Change:

Enforcing Change

Related Releases:

- Winter '23
- Spring '23
- Summer '23
- Winter' 24

For additional timeline details, see Enhanced Domains Timeline in Salesforce Help.

Impacted Customers:

Existing customers who do not have enhanced domains deployed in their Salesforce orgs.

Opt-Out Available:

Yes. Customers can opt-out of enhanced domains being deployed in Spring '23. See this Knowledge Article for more information.

Release Update Spotlight

Deploy Enhanced Domain

Release	Notes
Winter ‘23	Enhanced domains deployed in sandboxes orgs, with options to opt-out & disable the feature.
Spring ‘23	Enhanced domains deployed in all orgs that don’t have enhanced domains deployed, with options to opt-out & disable the feature.
Summer ‘23	Enhanced domains deployed in all orgs that don’t have enhanced domains deployed, with an option to disable the feature.
Winter ‘24	Enhanced domains enforced in all orgs.

For additional timeline details, see Enhanced Domains Timeline in Salesforce Help.

Release Update Spotlight

Deploy Enhanced Domains

Salesforce Help

Enhanced Domains Timeline

Salesforce Enhanced Domains FAQ

Enhanced Domains

Why Enhanced Domains

Update Your Org and Test My Domain Changes

Release Notes

Review the New Timeline for Enhanced Domains

Deploy Enhanced Domains (Release Update)

Webinars/Video

Enhanced Domains Overview Video

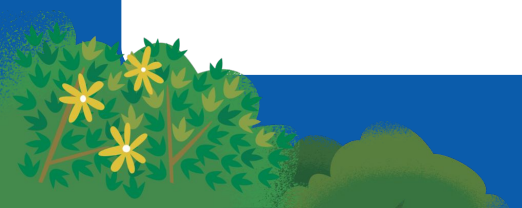
Prepare for Enhanced Domains

Enhanced Domains Enforcement: July 2022 Updates and Authentication Deep Dive

Questions?

Visit our Trailblazer group, or raise a case with Salesforce Support

Join an Enhanced Domains Office Hours. Registration is limited. Sign up early and post your question in the My Domain and Enhanced Domains Trailblazer Community using #EDOfficeHours.



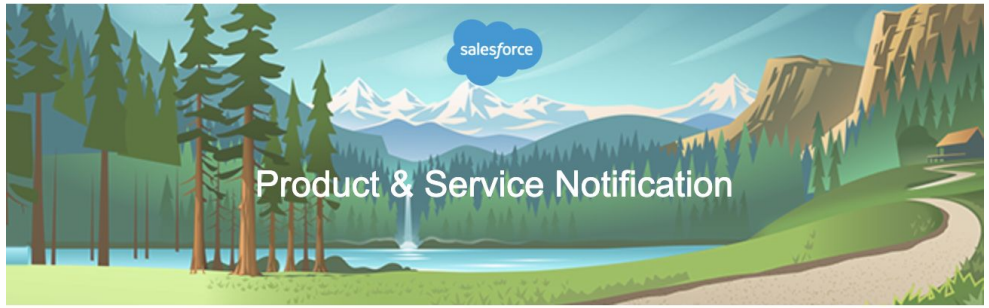
Product & Feature Retirements

Product & Feature Retirements

Monthly Newsletter At-A-Glance

The Salesforce Product & Feature Retirement monthly newsletter makes it easier for you to find all retirement related information in one place.

This consolidated view shows upcoming retirements that impact your Salesforce orgs. Each retirement listed is accompanied by a link to an article with more information on the retirement.



This Salesforce Product & Feature Retirement newsletter is your monthly consolidated view about all upcoming retirements that impact your Salesforce orgs. Each retirement listed will be accompanied by a link to an article about the retirement and its date. If you have any questions about the items listed, please open a case with Support via Salesforce Help.

Affected Service/Feature: [redacted]

Retirement Name	End Date
Einstein Account Insights	August 16, 2023
Einstein Opportunity Insights	August 16, 2023

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Product & Feature Retirements

Upcoming 2023

Retirement / Article	End Date
MC Classic Content	April 24, 2023
Platform API Version 21.0 through 30.0	June 1, 2023
Pardot Real Time Automation Rule Setting	June 1, 2023
Salesforce Mobile App Version 228	June 2, 2023
Einstein Vision for Planogram Compliance	July 31, 2023

Retirement / Article	End Date
Einstein Account Insights	August 16, 2023
Einstein Opportunity Insights	August 16, 2023
Einstein Object Detection & Image Classification	July 31, 2023
Frequency Type Fields on the Maintenance Plan	February 1, 2024
JDK Locale Format	February 1, 2024

Product & Feature Retirements

Upcoming 2023

Retirement / Article	End Date
Salesforce Outlook	June 1, 2024
Google Analytics 360	July 31, 2024
MC Social Studio	November 18, 2024
Live Message	Contract End Date
Signature Success (original purchase date before 2020) and Mission Critical Support Plans	Contract End Date

Retirement / Article	End Date
Admin Assist	Contract End Date
IoT Explorer	Contract End Date
SOS	Contract End Date
Work.com Workplace Command Center	Contract End Date
Identity Connect	Contract End Date

Product & Feature Retirements

Upcoming 2023

Retirement / Article	End Date
Third-Party Integrations for Salesforce Maps Live Tracking	Contract End Date

Thank you