

Technical Overview

Server Information

Our Server Platform

Connections Online runs on Microsoft Windows Server 2008 Standard, Microsoft Internet Information Services (IIS) 7, and Microsoft SQL Server 2008 Standard.

Patching Policy

All high-priority updates are installed nightly.

Maintenance Schedule

Our preventative maintenance (PM) and application upgrades all occur between 8:00 PM ET and 5:00 AM ET on weekdays or any time on Saturday or Sunday. Connections Online is generally unavailable for less than 15 minutes during these times. If we know the application will be unavailable for longer than 15 minutes, we will make an announcement in the forums (go.col4.com/forums). Customers can have notifications e-mailed to them by subscribing to the Announcements forum.

Uptime Performance

Current and historical uptime statistics can be found at go.col4.com/status. We strive for 99.9% uptime, including our maintenance downtime.

Physical Location & Access

Our servers are located at a Peak 10 Data Center in Louisville, Kentucky. Access to the data center requires a key card, PIN, and fingerprint verification. Peak 10 is audited annually for SSAE 16, ISAE 3402, and AT-101 standards and is certified under PCI DSS 2.0 as a Level 1 data center service provider. More information about Peak 10's regulatory compliance is available at go.col4.com/security.

Electronic Access

Access to the Connections Online application is only available over encrypted SSL connections (HTTPS). If your browser supports it, the connection is encrypted using AES 256 CBC with SHA1 for message authentication and ECDHE RSA as the key exchange mechanism (also known as Perfect Forward Secrecy or PFS). We do, however, support simple SSL connections via AES 128 for backwards compatibility.

Access to your data is limited to Cardwell Group (application owners), Sypher Technology (application developers), and your employees who have accounts in Connections Online.

We **do not** limit access by originating IP address other than our firewall blocks for some international IP subnets.

Electronic Access Logging

Sign in, create, update, and delete actions are logged. Viewing data is not logged. Users have access to view activity logs in the application based on their security level.

Terminating a User's Access

Connections Online site administrators from your organization have access to delete user accounts or to reset user passwords from within the application.

Firewalls & Anti-Virus

All of our servers have anti-virus software installed and are running software firewalls. The servers are also protected by an Astaro Security Gateway (ASG) (now part of Sophos). The ASG is a separate hardware firewall that handles intrusion detection and prevention, allows VPN connections for our internal use, and has automatic updates of firmware and attack patterns to keep the system current. More information about this hardware is available at go.col4.com/firewall.

Password Policy

We **do not** require any specific level of complexity for user passwords. Our only requirement is that a password cannot be blank. If a user account is created with a blank password, the user will only be able to log in by requesting a temporary password from the Connections Online login page.

We **do not** store plain-text or encrypted passwords. Instead, we store uniquely-salted hashes of passwords (with a very long salt that is unique to each user).

Backups

Data is backed up nightly, both on the servers and to off-site backup locations. At least two weeks of nightly backups are kept, and monthly backups are kept indefinitely. Off-site backups are encrypted with 128-bit or higher AES encryption and stored on Amazon S3 servers for maximum redundancy and availability.

Disaster Recovery

We do not keep redundant servers available. In case of catastrophic failures, we can have temporary hardware freshly installed with Connections Online and data restored from backup within 72 hours. The temporary hardware would be replaced with permanent hardware as soon as it is available.



Client Requirements

Client Software, Plug-Ins, or ActiveX Controls

Connections Online runs in any modern web browser with JavaScript enabled. We do not use any ActiveX, Java, or other browser plug-ins.

Bandwidth Requirements

We do not have specific suggestions for our customers' bandwidth or minimum connection speeds. Connections Online includes normal web pages and images and does not include any streaming media. If your organization has an Internet connection that is satisfactory for normal web usage, it should be good enough to use with Connections Online.

Running in a Citrix Environment

We **have not** done testing with Citrix or any other specific environment outside of the web browser. If you have trouble browsing to other web sites from your Citrix workstations, we can give you a test account on our server that you may use to test your environment.

Email & Web Domain Whitelisting

We send temporary passwords, notifications of forum posts, and other support emails from the **col4.com**, **connectionsonline.zendesk.com**, and **connectionsonline.net** domains. Please make sure these domains are allowed through your email spam filers.

The Connections Online application uses many **connectionsonline.net** sub-domains, including but not limited to **my.connectionsonline.net**, **col.connectionsonline.net**, and **beta.connectionsonline.net**. The support forums use the **connectionsonline.zendesk.com** domain. We also use the **go.col4.com** domain for shortened links, as seen in this document. Please make sure access to these domains is allowed through your organizations firewalls.

Technical Support

We handle our own customer support and technical support. Users can call Cardwell at (800) 395-1410, e-mail us at support@connectionsonline.net, visit the forums (go.col4.com/forums), or use links from the application to submit bugs or questions. Our support team is well versed with every part of the application. Technical support is available 9 AM to 6 PM ET Monday through Friday. If desired, cell phone access to Karla Norwood can also be provided.