Technical Requirements and Procedures For Connecting CDC Business Applications

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Created by CDC-IT

Objective

The objective of this document is to define the procedures required for accessing CDC's business applications from client premises through their assigned terminal machine(s). The respective clients are requested to strictly follow them in order to get smooth and secure services.

Network Connectivity Channels

Client may connect through the following network connectivity channels:

1) PSX-LANs
2) Internet (with Static Public IP Address assigned by Internet Service Provider)
3) Multinet L2-VPN

Hardware / Software Specifications for CDC Business Applications

In order to achieve maximum security/ performance, the end user must ensure that a dedicated PC with the following recommended configuration must be exclusively used only for CDC applications. No Unnecessary software should be installed.

Minimum Hardware Requirements

Processor	At least Intel Core i3 / i5 Series Gen5 or above
RAM	Minimum 8 GB or more
Hard Disk	40 GB minimum
Peripheral Device	NIC, Keyboard, Mouse, LCD/LED, USB ports & DVD ROM
UPS	Minimum 30 minutes backup power supply is recommended
2-Factor Authentication Token	CDC will provide a 2-Factor authentication token to its client(s) to establish secure network connectivity via VPN

Software Requirements

Operating System	Licensed Windows 8.1 or Windows 10 or above.
Acrobat Reader	Up to date version of Acrobat Reader is recommended
Security Software	Licensed version of renowned Endpoint Security Solution that includes Antivirus / Anti-malware and Host Intrusion Prevention System (HIPS).
Internet Browser	Updated Firefox, Chrome or Internet Explorer version 11.0
VPN Client	Cisco Anyconnect or as provided by CDC
Java	JDK 8u192

Note: The Client must provide appropriate Admin level rights/access to the PC for the installation of the CDC's application, where required. **Installation on Virtual Machine is not supported by CDC.**

General Instructions and Guidelines

All clients shall practice and follow below instructions and guidelines:

1) Ensure that CDC application terminal has reputed End-point Security solution (i.e. antivirus/anti-spyware/anti-malware) installed and operational at all times, keep them up-to-date and run a full system scan at least weekly.
2) Keep the terminal's operating system and security patches up-to-date.
3) Do not install any unnecessary software on the terminal as they could possibly be infected with spyware/adware/key logger and can comprise your information security.
4) Watch for signs of malicious software - frequent pop-up ads, unexpected icons on your desktop, random error messages or sluggish computer performance are all signs of infection.
5) Always use difficult to guess passwords (containing a combination of upper and lower cases and numbers) to access CDC application.
6) Use firewalls (if applicable) to isolate your production network from other networks or the internet.
7) Turn-on Windows built-in firewall for added protection.
8) Operating System of CDC application terminal should be protected with a User ID and Password to avoid un-authorized access.
9) Operating System installed on all CDC application terminal must be Windows 8.1 or Windows 10 as prescribed above. (**Note: Windows XP and Windows 7 are not supported anymore**)
10) As a precautionary measure, the users should shut down their PCs at day-end or disconnect their VPN when not in use.
11) In case of primary connectivity failure, the client should have an alternate internet based DR connectivity.
12) Always follow CDC's instruction(s) for the safety and security of your terminal(s).
13) Never share your passwords and 2FA token with anyone.
14) Always ask for CDC identification card from the CDC staff arrived for CDC application troubleshooting/ updates from CDC.
15) CDC staff will never ask for Password from its clients via any phone call, email, SMS, Weblink, social media or through in-person interaction etc.
16) Always keep your GEMALTO Token in safe custody and keep the PIN code secret for your own safety.

Disclaimer: In order to get the best results Central Depository Company (CDC) strongly recommends adhering to its specifications, instructions and guidelines and may not be able to fully support in case of variations/violations.