



# FAQ

**CONNERS CPT-3 / KCPT-2 / CATA**

## FREQUENTLY ASKED QUESTIONS

The following FAQ's are based on the questions about the Conners CPT-3/KCPT-2/CATA and have been compiled to provide our clients with answers to questions regarding security and privacy of these applications.

## APPLICATION INSTALLATION

- What is the installation type (On Premise or SaaS, ASP, hosted)?
  - On Premise
- Is any of the hardware provided by MHS?
  - Yes – USB Key
- Application delivery (Web, Client/Server, Citrix, etc.):
  - USB key. Updates to the software are done via downloads.
- Is there separate front and back end access URL's?
  - No.
- What is the filename and directory for the Access database that will store data for this application?
  - The data resides in the following location and is locked to users: File Explorer >> Open This PC >> Local Disk C: >> Program Data >> Multi-Health Systems >> CIII.MDB.
- The CPT-3/KCPT-2/CATA application is asking me to register.
  - An initial registration process is required when you first install the application.
- Does the USB Key need to be in the computer to run the CPT-3/KCPT-2/CATA?
  - Yes, the USB key does need to be in the computer to launch the CPT-3/KCPT-2/CATA.

## AUTHENTICATION AND ADMINISTRATION

- What is the application logon authentication type (Native, SLDAP, Kerberos, and SAML)?
  - Native
- If Native or local authentication, what are the password capabilities:
  - No requirements or constraints; only one level of access within the application. Login ID feature can be turned On or Off. The Client can control access within their own operating system and security controls.
- Does the application have user access controls (login page) to prevent unauthorized users from accessing the application?
  - Yes, the user can set a password within the MHS Scoring Software to prevent unauthorized logins.
- Support for Role Based Access Control (RBAC Extent):
  - No RBAC support is available.

- How is Single Sign On (SSO) supported?
  - SSO is not available.
- Describe Active Directory integration with and without AD Groups:
  - No Active Directory integration is available, this is purely a USB product that users will have direct access to.
- Describe application administrative functionality:
  - No such functionality exists
- Describe the process to add and remove users and rights:
  - There is no such process for this product, only one user per key can use this product.
- Does the system prevent concurrent logon by a user?
  - The system prevents multiple user accounts on the same computer from accessing the application. The USB key needs to be inserted in the computer and activated using an activation code. This activation code can only be used on one computer within one user account at a time.

## PASSWORD CONTROL

- Are there any restrictions on the number of attempts due to failed logins?
  - No, there are no restrictions on the attempts made.
- Are the user accounts locked out if inactive for 90 days or longer?
  - No, accounts are not locked if inactive.
- Does the solution prevent the reuse of the last 5 passwords?
  - No, currently the solution has no such restriction.
- Does the solution restrict in creating password with one numeric, alphabet, and special character?
  - There is no password complexity requirements, however, users will be prompted if the password is under 6 characters.
- Are the stored passwords hashed to protect against retrieval of password in clear text?
  - Yes. All user credentials are hashed.
- Can the user change their password at any time?
  - Yes.
- Does the application force “new” users to change their password upon first login into the application?
  - The application does not force users to change their password. This is an optional feature.

## DATA STORAGE

- Are all Personal Identifiable Information (PII) / Protected Health Information (PHI) relayed to MHS?

- o No, all PII / PHI information is stored in client's local database. Only the registration information is relayed to MHS.
- Is the data saved to the USB key?
  - o No, data are not saved in the USB key, all data are saved on the local computer it was installed and activated on.

## ARCHITECTURE

- Do you provide clients with the architecture diagram showing all tiers and connectivity, administrators guide, installation guide and security documentation with this document?
  - o We do not provide architecture diagrams. There is no administrators guide or specific security documentation for the CPT-3/KCPT-2/CATA.
- Will any data be migrated or imported to the application?
  - o Data is entered via app and is entered into an Access file (.mdb), which is saved on the local drive on the client's system.
- Does the CPT-3/KCPT-2/CATA need to be connected to the Internet in order to use the test?
  - o The CPT-3/KCPT-2/CATA does not need to be connected to the Internet in order to use the test, although the software can connect to the Internet for the purposes of activation and registration. If the CPT-3/KCPT-2/CATA does not connect to the Internet, it is possible to register/activate by phone.

## AUDIT

- Is there an application audit trail / log capabilities for users, administrators, systems and databases?
  - o Not within the software. Login ID feature can be turned On or Off. Audit/controls for access would be maintained by client's operating system controls.
- Where are the audit trail / logs located / stored?
  - o There are no audit features available.
- Monitoring capabilities or requirements:
  - o There are no monitoring capabilities available.

## PATCHES

- How are patches deployed and frequency?
  - o Once the application has been loaded on a system with internet access, the application will automatically check for updates. The client would be responsible for downloading any updates MHS provides. The client is responsible for managing any communication technologies.
- Are there any requirements or exclusions for standard Anti-Virus applications?
  - o No, there are no other requirements.

## WORKSTATION

- Does the CPT-3/KCPT-2/CATA work on a MAC O/S?
  - No, it does not function on a MAC operating system.
- What interfaces will be used to/from other applications?
  - USB key used which will load a desktop Icon.
- Workstation O/S and O/S versions supported:
  - Intel Core i3 or equivalent performance (recommended)
  - 2 GB of Ram
  - Windows XP SP3 or higher
  - 1 available USB port
  - 12" monitor (or larger) with a minimum resolution of 1024 x 768 pixels
  - Wired mouse or keyboard
  - Browsers supported / requirements:
    - No browser requirements are available.
  - Transport Encryption:
    - No encryption features are available.
  - Session Time Out options:
    - n/a
- Can the CPT-3/KCPT-2/CATA be hosted in a virtual environment?
  - No

## MOBILE

- Are mobile client types supported?
  - No such support is available
- Are mobile O/S versions supported?
  - No such support is available
- Is there a mobile application delivery?
  - No such support is available
- Is there a transport encryption or any other type of encryption employed?
  - No encryption services are available.

- Is there a session time-out options?
  - There are no session timeouts.

## APPLICATION SERVER

- Application Server O/S version supported or required?
  - This is strictly an USB key, there is no access or connection to an external server
- Does the application require any file shares?
  - No such capability available.

## WEB APPLICATION SERVER

1. Web Server software supported or required?
  - Not required.
2. How is the web server URL accessed (public or private)?
  - This does not apply for the CPT-3/KCPT-2/CATA.
3. What level of encryption is supported?
  - No encryption services available. Client will need to apply their own local encryption or other security measures in its place.

## DATABASE SERVER

- Database type (Oracle, SQL, MySQL, Pervasive)?
  - Access File.
- Database Encryption?
  - No database encryption is available, but database is locked to users.
- Database Authentication?
  - Entry through the application only allows access to Access file database.

## NETWORK REQUIREMENTS

- Provide any special network configuration requirements for the following: Firewall, Proxy, Wi-Fi, Wireless, cellular, telephony, VOIP, VPN, NAT, VLAN, Ports, IPSEC, DMZ, etc?
  - The CPT-3/KCPT-2/CATA is a USB key that requires a secure, HTTPS/Port 443, internet connection to download updates, and information for activation and only registration is relayed to MHS. No other special configuration is required for this product.

## LICENSING

- Can I put the CPT-3/KCPT-2/CATA on multiple computers?
  - While the application can be installed on multiple computers, the CPT-3/KCPT-2/CATA activation code can only be activated on one computer within one user account at any time.
- I am trying to activate my CPT-3/KCPT-2/CATA, and I need a new activation code.
  - Your CPT-3/KCPT-2/CATA activation code would have been included with your product when it was first purchased and your activation code never changes. If you are having difficulty with your activation code, please contact our Technical Support team at 1-800-456-3003 or +1-416-492-2627 or via email at [support@mhs.com](mailto:support@mhs.com).
- Can I transfer my CPT-3/KCPT-2/CATA activation code to another computer?
  - You can transfer your CPT-3/KCPT-2/CATA activation code to another computer up to a maximum of 5 times.
- My activation code says "Unlimited" therefore why can I not have the CPT-3/KCPT-2/CATA on multiple computers?
  - The activation code is unlimited so that you can generate an unlimited number of administrations/reports using on a single device.

## SUPPORT

- If providing support, does MHS login to the systems with a unique username and password?
  - Yes. MHS staff will access with their own credentials and will provide an access code to access the remote service. The access code will have to be inputted in the remote service site <https://mhs.com/remote> to establish a connection between MHS and the client.
- What kind of support is available by MHS to assist its clients?
  - MHS support is available via the following methods:
    - Technical Support via MHS Client Services, Website or Email.
    - Via Email: [customerservice@mhs.com](mailto:customerservice@mhs.com) for client inquiries or [support@mhs.com](mailto:support@mhs.com) for Technical Support.
    - If you are in the United States, or outside of North America, please contact
      - Tel: 1-800-456-3003 or +1-416-492-2627
    - In Canada, please contact,
      - Tel: 1-800-268-6011 or 416-492-2627
    - For Technical Support, please contact
      - Tel: 1-800-456-3003 or +1-416-492-2627