TRIPLE e TECHNOLOGIES

Managed Firewall

Managed Firewall Recommendation

PCI–DSS recommends that merchants implement a managed firewall device into their computer networks.

What is a managed firewall?

A managed firewall is an information security system designed to prevent unauthorized access to and from a computer network. Managed firewalls separate the credit card processing environment from other parts of the network and the internet. This means that all credit card and internet activity located behind the firewall will be restricted, and only applications and web addresses approved by your managed firewall provider can be granted internet access.

How does this affect Triple E customers?

Most Triple E software applications will function normally without any effort on your part, so you will still be able to accept payments, sync data, and operate your business as usual in your new network system. The following are the only Triple E applications that may need custom Firewall settings on a case-by-case basis:

- OneTouchSync (TCP connection between clients and home office)
- Email Assistant SMTP settings
- Health Monitor SMTP settings

In addition, the following third party applications will need custom Firewall settings on a case-by-case basis in order to work properly:

- Custom back-office software
- Secondary remote desktop software (other than Vigilix)
- Any software requiring internet access

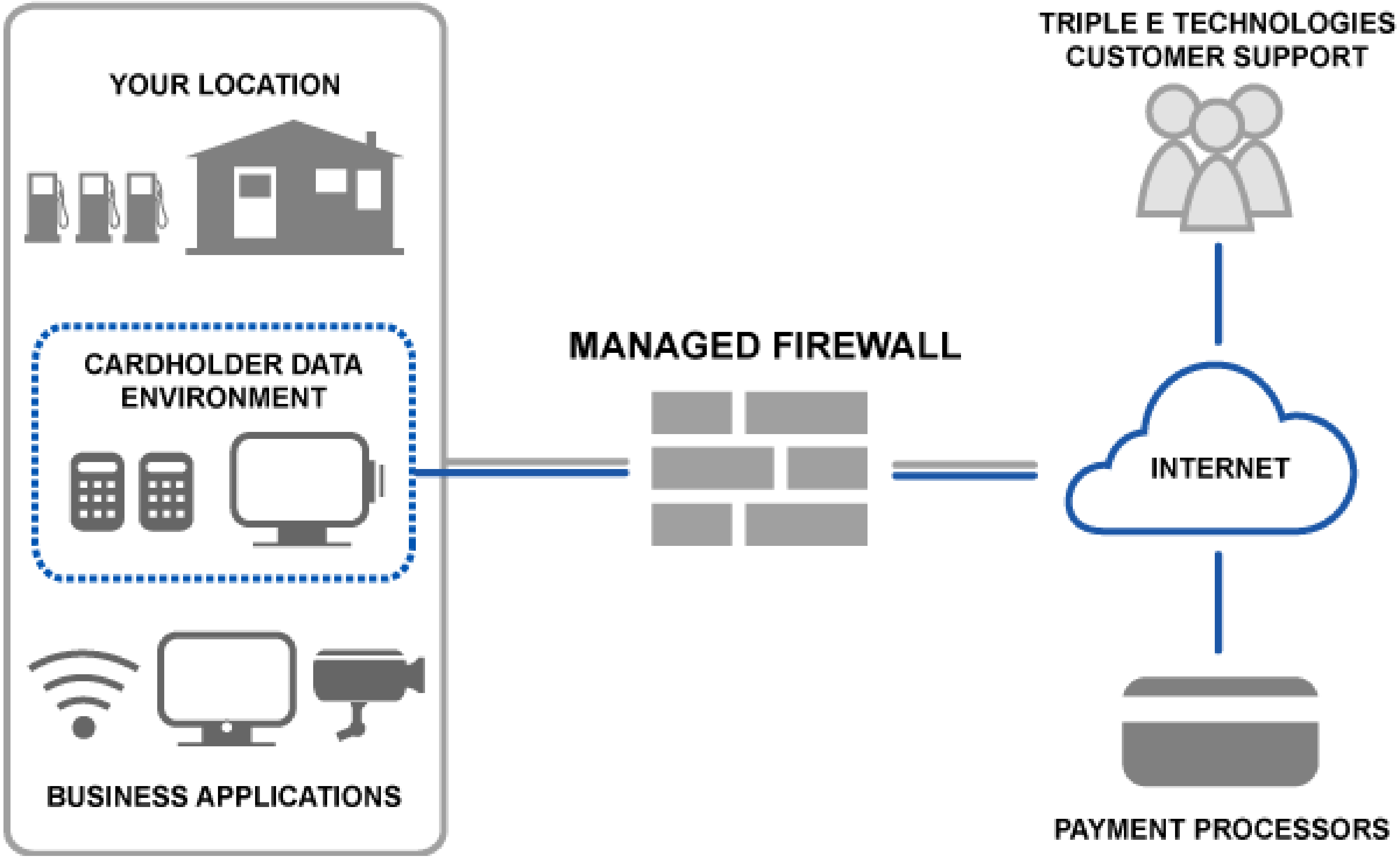
Other applications and web addresses outside of the Triple E software suite may not work in your new network system.

We can provide you with a whitelist of items that will function normally with your new system. If you’re unsure whether or not your other applications are affected, or if you want to add an application or web address to the whitelist, contact your managed firewall provider.

Questions?

If you have any questions about this requirement, security features, or whitelisted items, please contact your managed firewall provider.

Managed Firewall Diagram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