Cloud Node & MyStandard Questions and Answers

Which ports shall be opened for Cloud Node to work?

- Outbound communication is required.
- Inbound is not required.
- Port 80 and 443 are required to be opened.
- Proxy servers are not supported.
- Firewalls that filter port 80 / 443 on protocol level are not supported (must be turned off for the Cloud Node outbound traffic).

What data encryption is used?

For security reasons, we do not divulge that information. However, both banks and government institutions run our system and have passed all security concerns.

How are the company's decryption keys backed up?

There is a version specific encryption which is in the source code. An encryption key is stored in the customer database which is located wherever backups are saved.

What kind of information is collected?

Cloud Node tracks the system's environmental information, such as disk space, system usage and usage statistics.

Who is the data recipient and what is their responsibility regarding sensitive data?

No sensitive data is collected. Access to Cloud Node information is limited to customer's handling the system through MyStandard and HansaWorld certified staff.

What are employee/subcontractor responsibilities regarding data?

Every employee and subcontractor is bound by non-disclosure agreements in their respective employment and consulting contracts.

Where and how long is collected data stored?

Data is stored for three months. The location is dependent on the customer's location.

What safeguards does the company have in place to prevent staff devices from being compromised?

Passwords and public key cryptography.

Does the company have monitoring mechanisms to detect and prevent data leaks?

Yes

Is a security solution in place to protect the company's network?

Yes

How are customers notified of security or IT incidents that have impacted the company?

- Automatic notifications configurable by the customer themselves.
- Manual notifications.
- Notification modes can include navigation center banners, SMS, and emails.

Is it possible for External Gateway to be controlled by the Cloud Node so it is available on MyStandard?

It is possible, but not currently a function offered on MyStandard. It is, however, in the pipeline.

When using MyStandard to run a backup and then import it, it renames HANSA.HDB to HANSA.HDB-YYMMDD, or similar. Is there a check for available disk space to ensure there's enough to create the new HDB?

Currently, this is part of ongoing development improvements for MyStandard.

On MyStandard, when viewing the backup list, the most recent one is not zipped. Is there any way to zip it up before downloading?

Yes. Go to File Manager > Backup Folder > Create Archive
Once there, select the file you want to be zipped, then select "Submit".
You will then see the file after it has been zipped, and you can download via the file manager.

How to install Cloud Node if we have multiple SERP servers on the same physical server?

You should install Cloud Node one customer and, for all other customers, send your local Product Manager the following information:
- on which server the node is.
- customer code.
- customer name.
- exe name that is used to run the server.
- hansa port, web port, https port (if there is one)

What if MySandard is down, or has lost contact with the Cloud Node? If Cloud Node service has stopped, does it also stop the Standard ERP Server?

No. Stopping Cloud Node service will not give stop command to Standard ERP Server.

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