



Customer Server Access Guideline

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Customer Server Access Guideline

In order for The CBORD Group, Inc. to support a CS Gold® customer, remote access must be provided to the card systems servers (including CS Gold TPS, CS Gold DB, MICROS, NetVupoint, associated video servers such as NICE, and associated access servers such as DSR). Direct Oracle access is also required for full support.

The preferred remote access solution is WebEx. Remote access through pcAnywhere or Remote Desktop is also supported.

Access may be left disabled during normal operations. If access is normally disabled, then access should be enabled before calling The CBORD Group, Inc. for support and should be left enabled as long as the call is open

WebEx Remote Access

Web Browser Exceptions

- Add an exception for the entire webex.com domain (*.webex.com).
 - At a minimum, add the following addresses as exceptions: YOURSITENAME.webex.com and akamaicdn.webex.com
- ActiveX and/or JavaScript will need to be allowed through the firewall for this connection and web browsers should be configured to not restrict ActiveX and/or JavaScript.
- WebEx sites should not be cached (content or IP-path) on proxy servers.

IP Exceptions:

Due to dynamic IP address allocation, WebEx cannot guarantee your WebEx site will operate with a given IP at all times. Therefore, it is necessary to add the full IP address range to ensure proper connectivity to your WebEx site in all situations.

CIDR	NET RANGE
66.163.46.0/23	66.163.46.0 - 66.163.47.255
64.68.96.0/19	64.68.96.0 - 64.68.127.255
66.114.160.0/20	66.114.160.0 - 66.114.175.255
66.163.32.0/20	66.163.32.0 - 66.163.47.255
209.197.192.0/19	209.197.192.0 - 209.197.223.255
208.8.81.0/24	208.8.81.0 - 208.8.81.255
210.4.192.0/20	210.4.192.0 - 210.4.207.255
62.109.192.0/18	62.109.192.0 - 62.109.255.255
173.243.0.0/20	173.243.0.0 - 173.243.15.255
114.29.192.0/19	114.29.192.0 - 114.29.223.255

Ports used by the WebEx client for communication for both inbound and outbound traffic:

PORT	ACCESS TYPE
TCP 80	Client Access
TCP 443	Client Access – Secure Traffic (SSL Sites)
TCP/UDP 1270	Client Access (Non SSL Sites)
TCP/UDP 53	Domain Name System (DNS)
TCP/UDP 5101	MMP
TCP 8554	Audio Streaming Client Access
UDP 7500	Audio Streaming
UDP 7501	Audio Streaming
UDP 9000	VoIP/Video
UDP 9001	VoIP/Video

pcAnywhere

pcAnywhere uses ports 5631 (TCP) and 5632 (UDP).

Remote Desktop

Remote Desktop uses port 3389 (incoming).

Direct Oracle Access

If USE_SHARED_SOCKET=TRUE is set, then this applies to a single port, usually port 1521. If USE_SHARED_SOCKET=TRUE is not set, then all ports in the range (1521,1526,1024-64k) must be enabled.

IP Addresses for CS Gold Service and Support

Access must be provided to all of the following IP address ranges, which belong to The CBORD Group, Inc. facilities that are used to support Card Systems products:

IP RANGE	SUBNET MASK	LOCATION
192.135.174.0	255.255.255.0	Waco, TX (Development)
65.243.24.0	255.255.255.0	Waco, TX (Development)
67.79.87.170	255.255.255.255	Waco, TX (Development)
24.39.174.1	255.255.255.255	Ithaca, NY / Canton, OH (Help Desk)
24.39.174.81	255.255.255.255	Ithaca, NY / Canton, OH (Help Desk)
70.61.233.170	255.255.255.255	Canton, OH (Help Desk)

Where MICROS devices are in use, access must be provided to the following IP addresses, which belong to the MICROS Systems, Inc. facility and the Merchant Link, LLC facility that are used to support MICROS products:

IP RANGE	SUBNET MASK	LOCATION
63.163.61.3	255.255.255.255	Columbia, MD (Help Desk)
74.95.80.180	255.255.255.255	Silver Spring, MD (Merchant Link)

VPN

Remote access may be constrained for use through a VPN. Currently, Cisco and Microsoft VPN's are supported.

IP RANGE	SUBNET MASK	LOCATION
192.135.174.0	255.255.255.0	Waco, TX (Development)
65.243.24.0	255.255.255.0	Waco, TX (Development)
67.79.87.170	255.255.255.255	Waco, TX (Development)
24.39.174.1	255.255.255.255	Ithaca, NY / Canton, OH (Help Desk)
24.39.174.81	255.255.255.255	Ithaca, NY / Canton, OH (Help Desk)
70.61.233.170	255.255.255.255	Canton, OH (Help Desk)
