

Network Security Recommendations

Dear Valued Customer,

IDEXX is constantly working to review and assess the recommendations that we make to our customers regarding the equipment we support. As part of this ongoing process, security protocols were reviewed and we have made some updates to our recommendations.

To increase the security of your network we are recommending that you disable external access to your network, if currently enabled. This can be done by changing the settings on the device that connects to the internet (your router). Disabling port forwarding and remote management on your router will help block unauthorized remote access from outside the practice network. IDEXX strongly recommends updating these security settings on your system. The potential exists for serious damage to your business and/or computer due to viruses, malware, compromised personal data and more.

Note: Network security is the responsibility of the practice. If you elect not to make the updated changes upon receipt of this notice, any technical support assistance you may need as a result of not making these changes may be subject to additional charges.

In addition to making these changes, please review the following considerations completely if you currently access your computers from any external locations such as from home or public locations, etc.:

- The IDEXX recommended solution is Symantec pcAnywhere™ software. This product will allow for one remote connection at a time. Using a software solution like this in addition to changing the above noted settings will help to protect your system from access by unwanted external parties when compared to some other remote access options. You can learn more about this software by calling 888-224-4408 to speak to an IDEXX Supplies Representative.
Note: If utilizing pcAnywhere software please verify you are using version 12.5 SP4 (Build 1086) or later.
- If you use another software solution such as Logmein®, TeamViewer® or GoToMyPC® in order to remotely access your system, these products will also allow for one remote connection at a time. As with Symantec pcAnywhere, using these software solutions in addition to changing the above noted settings will help to protect your system from access by unwanted external parties when compared to some other remote access options.
- If remote access is required for multiple simultaneous users, we recommend working with a local technician to setup a secure form of remote access utilizing a VPN or other remote access solution.

Should you need assistance with this update or have additional questions, please contact IDEXX Technical Support at 1-800-695-2877 and select option 6.

If you have not purchased your router from IDEXX, you will need to work with either your Internet Service Provider or your local computer technician to make the appropriate changes.

Sincerely,

Mark Hurley
Hardware Product Manager