Concept ◈ Pro

ENHANCED PASSWORD NOTICE

Our market leading security just became even stronger.
We have enhanced our security rules to make Concept Pro systems even more secure.

A secure password must now be created during initial setup and a recovery e-mail address must be input in case the password is ever lost/forgotten. In addition, security questions can be answered and registered as an alternative for password recovery. Finally, a convenient pin code log-in may be registered to allow for more convenient local user interface log-in.

To help guide engineers through these changes we have printed an enhanced security guide in each Concept Pro recorder. The document is there to guide the engineer through the start up wizard and explain other security features on the recorder.

Enhanced Password

Part of the enhanced security requires a secure password to be set.
To help ensure a secure password is used we have put rules in place on the type of password that can be used.

a. The password must contain at least 8 characters.

b. The password cannot contain the user ID.

c. The password must contain uppercase letters, lowercase letters, numbers, and special characters.

It is important that this password is known to the installation company and kept secure.

Pin Code Log-in

We understand the potential inconvenience of entering an enhanced password during every log-in and have also added a convenient pin code log-in option. By registering a pin code, the system can be accessed locally by either entering the enhanced password or the pin code. NOTE: pin code log-in is available for the local user interface only and cannot be used to remotely log-in to the recorder (i.e., Concept Pro Viewer mobile app, web user interface, i-PIMS software).

Recovery Email

Whilst every effort should be made to ensure the secure password is known and accessible to those that need it we understand that passwords may become lost or forgotten over time.

We have therefore developed a section in the start up wizard to add in a recovery email .

It is critically important that the email address used for recovery is both valid and accessible to the business who will be responsible for account management on the recorder. It is best to avoid personal email addresses. Password recovery may be required at any point during the life of the installation.

TIP: It is a good idea to use a secure central company email address where only those that need access have access for password recoveries.

Email Authentication

Recorders that are connected to the network can authenticate the email address during set up or anytime after set up is complete.

This authentication will send a code to the email address entered as the recovery email which can be entered during the set up to authenticate the email address. This step is gives peace of mind the email address entered is both valid and accessible.

Security Questions

An alternative option for password recovery that does not require a network connection is to register security questions, Security questions can be selected from a list and answers can be registered. If the password is lost/forgotten, the system can be accessed by correctly answering the three registered security questions.

Lost / Forgotten Passwords

If the password has been lost or forgotten and the recovery e-mail address is not valid or accessible, or if the security questions

aren't registered/forgotten, or the pin code log-in wasn't registered/forgotten then the unit must be returned to Videcon. There is no other way to reset the password.

TIP: It is a good idea to have a password policy to help guide employees on setting the right password and utilising the right email address for recovery and encouraging email authentication during set up.

ADDITIONAL SECURITY FEATURES

Our Concept Pro products have no backdoor or manufacturer access and below are just some of the additional security features we have on our Concept Pro range of recorders to give you peace of mind that you have one of the most secure systems on the market

Direct Input Log-in

The latest Concept Pro enhanced security recorder firmware requires the user ID be directly input during log-in rather than the traditional method of selecting a user ID from a drop-down list.

Password Expiration

A useful feature for keeping passwords secure is automating password expiration. Password expiration will automatically prompt users to change their passwords to new passwords after a configured time interval

Auto Log-out

The latest Concept Pro enhanced security firmware now has auto log-out enabled by default. This will automatically log out the current user after 5 minutes of inactivity. This prevents unauthorised access if a user forgets to log out of the recorder.

Network Protocols

Concept Pro recorders are set to turn most network protocols off by default to reduce the risk of an unused protocol causing larger security risks. These can be turned on in the menu structure

IP Filter

The Concept Pro recorder can also be configured to use an IP filter. This is a useful feature that can be configured to either allow or deny connection from select subnet mask ranges or specific IP addresses to the recorder. This can reduce the risk of unauthorized remote connection to the recorder.

HTTPS Protocol & Encryption

The Concept Pro recorder can be configured to utilize more secure video encryption and web service authentication protocols. This increases the security of remote web log-ins and remote video transmission

Log-in Fail System Events

The Concept Pro recorder can also be configured to detect a log-in fail event that triggers select event actions if a user attempts and fails to log-in a configured number of times. This can be useful for detecting when an unauthorized individual is attempting to guess a password to locally access the recorder.

Remote Log-in Fail System Events

The Concept Pro recorder can also be configured to detect a remote log-in fail event that triggers select event actions if a user attempts and fails to log-in a configured number of times from a web browser, mobile app, or client software.

Audio

The Concept Pro recorder has several controls in place by default to limit the use of audio. First, audio recording is turned off by default. Second, audio transmission over the network to a remote client is also turned off by default. This can prevent accidental audio recording and broadcast of audio over the network.