Information security guidelines

BD Biosciences workstations

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This document includes the following topics:

About this guide

Overview

This guide is intended to provide recommendations to customers regarding security on BD Biosciences workstations. This includes installation and setup of anti virus software and management of Microsoft® Windows® security updates and hotfixes.

Who should read this guide

All IT system administrators of BD instrument workstations should read this guide.

Responsibility, warranty, and liability

BD Biosciences delivers software and workstations that are intended for running the instruments supplied by BD Biosciences. It is your responsibility to ensure that all workstations are updated with the latest Windows security updates and hotfixes. It is your responsibility to install and maintain Windows security updates and hotfixes.

BD Biosciences does not provide any warranty with respect to the virus protection software or its compatibility with BD Biosciences products, nor does BD Biosciences make any representation with respect to the workstation remaining virus-free after installation. BD Biosciences is not liable for any claims related to or resulting from failure to install and maintain virus protection. It is your responsibility to ensure that all electronic files (including software and transport media) are virus-free. It is your responsibility to install and maintain up-to-date virus protection software.

We do not make recommendations for a specific brand of virus protection software.

BD Biosciences does not provide any warranty with respect to Windows security updates and hotfixes or its compatibility with BD Biosciences products, nor does BD Biosciences make any representation with respect to the workstation remaining virus-free after installation. BD Biosciences is not liable for any claims related to or resulting from failure to install and maintain Windows security updates and hotfixes.

Guide contents   This guide describes:

- Our policy on the setup and use of virus protection software on BD workstations that already have BD FACSDiva™ software, BD FACSCanto™ clinical software, BD FACS™ SPA software, or BD FACSArray™ software installed.

- Our policy on how often BD Biosciences reviews and releases a list of Windows security updates and hotfixes that have minimal impact on BD workstations withBD FACSDiva software, BD FACSCanto clinical software, BD FACS SPAsoftware, or BD FACSArray software already installed.

- Our recommendations, responsibilities, warranty, and liability regarding the maintenance of Windows security updates and hotfixes.

Where to store this guide   Store this guide near your BD workstation for reference.

Virus protection software policy

About this topic   This topic describes BD Biosciences policy on virus protection software.

Testing   These guidelines are based on tests performed using McAfee® VirusScan Enterprise v8.0i, McAfee VirusScan 2009, and Norton™ Internet Security 2010 virus protection software. BD Biosciences cannot claim that future versions of McAfee and Norton virus protection software or virus protection software from other vendors will be compatible with these guidelines.

Virus protection software setup and operation

About this topic   This topic provides general guidelines for installing and configuring third-party virus protection software on BD Biosciences workstations that already have BD FACSDiva software, BD FACSCanto clinical software, BD FACS SPA software, or BD FACSArray software installed and are running on a supported Microsoft Windows OS. Follow these guidelines to reduce the risk of impacting the performance and functionality of the BD software listed above.

Installation
See the information provided by the third-party virus protection software manufacturer for specific installation and user instructions.

When installing the virus protection software:

- Select the *Typical* or *Default* installation method.

- Disable any options to update or scan on demand.

Setup
After installing virus protection software, set it up as follows:

- Enable on-access scanning of new files, software, and all removable media.

- Enable on-access scans for unwanted scripts, including Java scripts.

- Disable any heuristics options, such as finding unknown programs or unknown macro viruses.

- Disable automatic updates of the virus protection software. Update it manually when required.

- Exclude the following BD folders from on-access scanning.

Software	Files and folders
BD FACS SPA software	C:\Program Files\BD FACS SPA Software
BD FACSArray software	C:\Program Files\BD FACSArray Software C:\Program Files\Common Files\BD C:\Program Files\Java C:\Program Files\Sybase C: or D: \BDDatabase C: or D: \BDExport
BD FACSDiva software	C:\BDCytometerSetupAndTracking C:\Program Files\BD FACSDiva Software C:\Program Files\Common Files\BD C:\Program Files\Java C:\Program Files\Sybase C: or D: \BDDatabase C: or D: \BDExport
BD FACSCanto clinical software Also include all files and folders listed above for BD FACSDiva software	C:\Program Files\BD FACSCanto Software C:\Program Files\Common Files\BD C: or D:\BDFACSCantoFCSFiles

● Schedule full-system scanning to include all files and folders (including BD files and folders). Schedule scanning to occur when the system is not in use.

The virus protection software's directory scan is processor-intensive and could adversely affect the performance of BD software if run simultaneously.

Caution! BD Biosciences is not responsible for data corruption or loss if full-system scanning occurs while BD software is running.

● Schedule automatic updates of the virus definition files during times when the instrument is not in use.

● To prevent unnecessary scanning by the on-access scanner, do not insert removable storage media or try to access information on such media while BD software is running.

Virus detection

If the software detects a virus:

● Move all infected files to a quarantine folder.

● If BD software becomes infected, reinstall it.

● Consult your IT department about whether to delete the infected files.

Installing BD software

● Before installing BD software, temporarily disable the virus protection software.

● Enable the virus protection software after you have finished installing BD software.

Upgrading virus protection software

Upgrading virus protection software might cause several changes in the configuration of the software and the exclusion list for the on-access scanner. We suggest that you verify that the recommended configuration settings and exclusion list have not been altered by the software upgrade.

Troubleshooting

If you follow these guidelines but the performance and functionality of BD software is still affected, contact your virus protection software vendor for additional software-specific guidelines.

Microsoft Windows update guidelines

About this topic

This topic describes how to manage Windows security updates and hotfixes on BD Biosciences workstations without affecting the performance or functionality of BD Biosciences software.

Applicable BD software

Windows security updates and hotfixes reviewed by BD are compatible with the following BD Biosciences software:

- BD FACSDiva software (v5.0 or later)

- BD FACSCanto software (v2.2 or later)

- BD FACS SPA software (v3.0 or later)

- BD FACSArray software (v1.0.4)

Before you begin

Contact your company's IT system administrator for the download and installation of Windows security updates and hotfixes on workstations.

Installing patches and updates

When installing Windows security updates or hotfixes:

- We recommend that you turn off the automatic update feature of Windows Update on the workstation.

- BD Biosciences reviews and updates a list of the newly released Windows security updates and hotfixes from Microsoft. Only those patches that have minimal impact on BD Biosciences software are contained in this list. Patches that have a more significant impact on software performance will be excluded until we can properly support them. We recommend downloading this document on a monthly basis to ensure that you have the most current list of Windows security updates and hotfixes reviewed by BD.

- We recommend that you work with your IT system administrator to manually update your workstations based on the current BD Biosciences list of reviewed Windows security updates and hotfixes.

  Only update from an official vendor site.

  – See www.microsoft.com for the latest Windows security updates and hotfixes.

  – See www.bdbiosciences.com for the latest list of Windows security updates and hotfixes reviewed for installation on BD Biosciences workstations.

- Your IT system administrator should test and approve the Windows security updates and hotfixes and reject undesired updates as appropriate for your company.