



GenWatch3®
Security Compliance
Software Version 2.23.5

GenWatch₃

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Support

Customer satisfaction is our number one priority at Genesis. We are here to provide you with the best software possible, and we want to know when you have any questions, concerns or problems with GenWatch3 so that we can make it a better product for everyone.

Refer to the Troubleshooting & Support section of this manual for complete support and contact information.

Document History

Revision	Description	Author
Revision #1.0	Initial Release	Jeff Schubert
Revision 2	Additional security documentation	Daron Walls

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Goals

This manual describes Security Compliance measures for the GenWatch3 solution including information for iVista and Trio.

Who Should Read This Manual?

This manual is written for the intended audience of novice to mid-level Motorola trunked radio system users and novice to mid-level PC users.

How This Manual Is Organized

This manual is organized as follows:

- **Introduction:** Provides information about the objectives, underpinning principles, and generic definitions.
- **Auditing:** Describes security compliance measures related to auditing.
- **Authentication:** Describes security compliance measures related to authentication.
- **Database Authorization:** Describes security compliance measures related to database authorization.

This manual contains the following images, used to indicate that a segment of text requires special attention:



Additional Information: Additional information is used to indicate shortcuts or tips.



Warning: Warnings are used to indicate possible problem areas. Such as a risk of data loss, or incorrect/unexpected function.

This chapter will provide information about the objectives, underpinning principles, and generic definitions for GenWatch3 security compliance.

This chapter contains the following sections:

- **Preamble:** Describes the structure of this Security Compliance document.
- **Objectives:** Describes the goals of this Security Compliance document.
- **Definitions:** A list of terms and definitions used within this manual.

Preamble

This Security Compliance document is for GenWatch3, iVista, and Trio.

This document aims to provide compliance measures and details as it relates to security. Each section of this document contains measures pertinent to a specific security aspect, such as auditing.

Objectives

The objectives of this document are to:

- Document how the product complies with various security requirements.

Definitions

GenWatch3 – Core GenWatch3 software distributed by The Genesis Group

iVista – The GenWatch3 web interface software.

Trio – A module of GenWatch3 that is the core customer billing and management functionality.

This chapter outlines security compliance related to auditing.

This chapter contains the following sections:

- **Availability:** Describes how auditing affects system availability.

Availability

Auditing measures are employed throughout the system. However, system availability is paramount to the operation of the system. As such, if resources required for auditing purposes are not available or near exhaustion, the availability of the system takes precedence and auditing events, logs, or records could be lost until those resources are restored.

This chapter outlines security compliance related to authentication.

This chapter contains the following sections:

- **Command-Line Tools:** Describes the use of authentication with command-line tools.
- **GenWatch Databases:** Describes the use of mixed-mode authentication.

Command-Line Tools

When using command-line tools, users must use a logon method that does not expose the password. Obfuscation, such as display asterisks when a user types in a password, is one example. Any users who would use these tools should receive approval for their use, be trained in the importance of not using the plain-text password option and in how to keep the password hidden, and they must adhere to this practice.

Microsoft SQL Server Command-Line Tools

SQLCMD and other command-line tools are part of any Microsoft SQL Server installation. While GenWatch uses SQL Server in a mixed-mode authentication environment, these tools are not used or needed by GenWatch.

GenWatch Databases

GenWatch needs to use mixed-mode authentication in SQL Server during installation. GenWatch and SQL Server can be manually configured after installation to operate in Windows Authentication Mode. This applies to the GW, KPI, and Trio databases.

This chapter outlines security compliance related to database authorization.

This chapter contains the following sections:

- **GW database:** Describes the access control for the GW database.
- **KPI database:** Describes the access control for the KPI database.
- **Trio database:** Describes the access control for the Trio database.

GW Database

Each GenWatch user has a corresponding account in SQL Server. GenWatch user accounts are assigned to the db_gw3user role. The account which GenWatch Windows service runs under is assigned to the db_gw3service role.

Database Roles

- db_gw3service
 - Owner: user that created role
 - Permission: Delete
 - Permission: Insert
 - Permission: Update
 - Permission: Select
 - Permission: Insert
 - Permission: Alter any user
 - Permission: Checkpoint
- db_gw3user
 - Owner: db_securityadmin
 - Permission: Delete
 - Permission: Insert
 - Permission: Update
 - Permission: Select
 - Permission: Execute

KPI Database

Each GenWatch user has a corresponding account in SQL Server. GenWatch user accounts are assigned to the db_gw3user role. The account which GenWatch Windows service runs under is assigned to the db_gw3service role.

Database Roles

- db_gw3service
 - Owner: user that created role
 - Permission: Delete
 - Permission: Insert
 - Permission: Update
 - Permission: Select
 - Permission: Insert
 - Permission: Alter any user
 - Permission: Checkpoint
- db_gw3user
 - Owner: db_securityadmin
 - Permission: Delete
 - Permission: Insert
 - Permission: Update
 - Permission: Select
 - Permission: Execute

Trio Database

Each GenWatch user has a corresponding account in SQL Server. GenWatch user accounts are assigned to the db_gw3user role. The account which GenWatch Windows service runs under is assigned to the db_gw3service role.

Database Roles

- db_gw3service
 - Owner: user that created role
 - Permission: Delete
 - Permission: Insert
 - Permission: Update
 - Permission: Select
 - Permission: Insert
 - Permission: Alter any user
 - Permission: Checkpoint
- db_gw3user
 - Owner: db_securityadmin
 - Permission: Delete
 - Permission: Insert
 - Permission: Update
 - Permission: Select
 - Permission: Execute