

Livescan Vendor Bulletin

LEADS Livescan Machines and Microsoft Windows XP Service Pack 2

Summary

To avoid any interruption to service, any Livescan machine connected to Ohio's LEADS network that is running Windows XP Service Pack 2 must be updated to Service Pack 3 **prior to September 1, 2010**.

Per the attached Ohio LEADS July newsletter:

Beginning September 1, 2010, LEADS will issue warnings to agencies with non-compliant workstations missing required antivirus software or updates.

If the Service Pack 2 workstation is not updated to Service Pack 3 within six hours of receiving the on-screen warning, the workstation will be disconnected from the LEADS network.

Background

As of July 13th, 2010 Microsoft ended support for Windows XP Service Pack 2. An unsupported version of Windows will no longer receive software updates from Windows Update. These include security updates that can help protect your PC from harmful viruses, spyware, and other malicious software, which can steal your personal information.

Per the LEADS Security Policy (Page 34, item B): "Computers directly connected to the LEADS network or indirectly connected via an agency LAN to the LEADS network shall be configured with an operating system supported by the software manufacturer. Operating systems no longer supported for security patches/hotfixes are not permitted." To remain compliant, all Microsoft Windows XP workstations directly or indirectly connected to the LEADS network must be patched with Service Pack 3.

Recommendation

Although users viewing the warning message will be presented with instructions and action buttons to guide them through a remediation process, we are recommending the following to avoid confusion and ensure agencies have appropriate notice ahead of any on-screen warning:

1. Confirm the Windows XP Service Pack version that is currently running on any Livescan machine connected to Ohio's LEADS network.
2. If Service Pack 2 is installed, update to Service Pack 3 immediately.
3. If Service Pack 2 is installed, and Service Pack 3 cannot be immediately installed, inform the agency ahead of September 1, and assist in guiding them through the remediation steps that will occur on September 1, 2010.

Contact Information

Please direct all questions regarding this bulletin to OAG Technical Support:

techsupport@ohioattorneygeneral.gov (614) 387-7644 or (800) 750-7922

CLEAN ACCESS AGENT

Since January 2010 the Clean Access Agent has been monitoring workstations connected to the LEADS network to ensure they are compliant with up-to-date antivirus and Windows updates.

Monitoring by the LEADS Security staff has revealed a large number of workstations are not up-to-date and are not in compliance with the LEADS Security Policy.

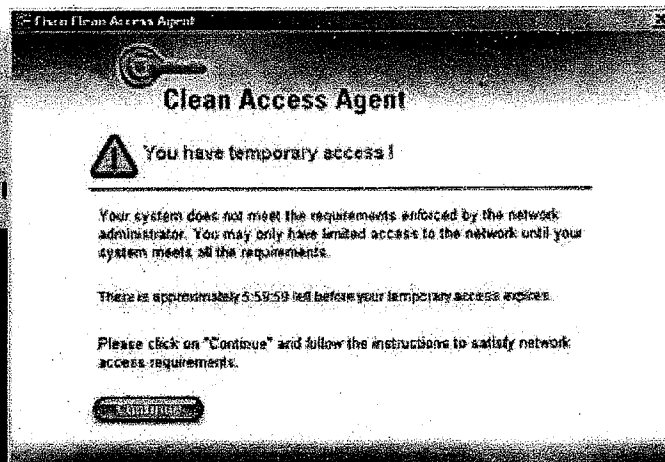
The most common problems found during monitoring:

- antivirus software not installed or updated;
- deficiencies with Windows Operating System service packs; and
- security patches.

Agency TACs are required to ensure that their agencies are in compliance with the LEADS Security Policy. Non-compliance will result in LEADS sanctions.

Beginning September 1, 2010, LEADS will issue warnings to agencies with non-compliant workstations missing required antivirus software or updates.

These workstations will receive the following message when logging in to *Clean Access*: "You have temporary access!" The workstation will be assigned to the *Clean Access Temporary* role for the session. A temporary access session timer will begin to allow six hours of access for download and installation of the required software. After six hours, the workstation will be disconnected from the LEADS network and required to log back into *Clean Access*.



When the user clicks "CONTINUE", the Clean Access Agent dialog displays the missing software and presents instructions and action buttons to guide the user through the remediation process.

Clean Access will allow regular Windows user accounts to complete these actions. Please take time to ensure all Windows updates and antivirus solutions are installed and up-to-date to prevent a need for action on September 1st.