Data sheet

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Address Management

ConnectRight™ Mailer

Specifications and security document

Product overview

With ConnectRight Mailer Basic, you can quickly and easily fix your addresses before you send your mail and packages. The application uses the latest web technology, making it simple to install and use right away. By using ConnectRight Mailer Basic, you will:

- save money by reducing undeliverable mail and carrier address correction fees.
- improve payment collections and cash flow by ensuring bills get delivered.
- eliminate uncertainty of faulty address data.

Client-web server connection

The ConnectRight Mailer client connects, and subsequently, during the session, authenticates to the web server, using .NET and Windows services, over HTTPS using the TLS 1.2* protocol. The handshake is "basic". This is acceptable because the web service will authenticate that the system is allowed to access services. [In the basic handshake, the server provides a public key as part of its certificate. The client uses this public key to encrypt the first bits of information in initiating an exchange that results in a shared master secret from which rolling keys are derived during the course of the session. The master secret and the rolling keys are kept in memory.]

Connections to security

Client-web service connection
The ConnectRight Mailer client connects and authenticates to the "ConnectRight Mailer" web service using the ConnectRight Mailer authentication "method". Parts of the credentials for authentication are encrypted and stored in a file. An additional part is derived from the PC configuration. Information necessary to use the credentials are contained in the application.

The client-webserver connection is not aware of the client-web service connection, and the client-web service connection is only aware of the client-webserver connection because it is aware that it is communicating using an https URL.

Job data key
Separately, when the ConnectRight Mailer client sends mailing list data to the back-end for processing, it first generates a large random "download key" that it passes to the server along with other job processing data, and stores it locally in the database file. When the client requests to download the results of processing, it provides the download key before receiving returned mailing list data. This prevents a system from retrieving a data from processing initiated by another with the same company credentials.

Description of secure data flow Note: In all communications between Client and Web Server, the Client connects to the Web Server over a TLS (HTTPS) connection using classes within the system.net and system.web.services portions of the .NET framework. The steps described below presume that this connection has been established.

Steps for sending and receiving mailing list data to and from the back-end for processing:
- Client sends job processing information along with download key to server.
- Web Server stores job processing information along with download key in ConnectRight™ Mailer database
- Client sends mailing list data for job to Web Server.
- Web Server stores data on Local HDD.
- File mover daemon on processing network moves file (usually within 30 seconds of Web Server closing the file) to Job folder on File Server on processing network, immediately deleting file from Web Server.
- Processing daemons run Verify, NCOALink, etc. processes on data in place in Job folder.
- Processing daemon prepares processed data for transfer back to client, copies prepared data to "outbox" folder on same File Server, and encrypts data in the Job folder.
- File Mover daemon encrypts data with unique random key that is stored in the ConnectRight Mailer database as it moves the prepared data to the Web Server.
- Client presents download key that it had originally provided upon sending the job processing information as part of its request for the processed data.
- Web Server reads the encryption key from the ConnectRight Mailer database, and unencrypts the data as it sends it to the client.

Customer data in transit

Data location	Typical encryption state	Typical life span	Encryption (if any) controlled by
Client PC HDD (processing work file)	Clear text	less than 10 min typical - varies by user activity	Windows file system
Internet (to web server)	AES-GCM or RC4*	momentary/transient	Windows version, Windows SChannel settings
ConnectRight Mailer web server HDD (to processing)	AES,256	less than 1 min typical - varies by file size	Proprietary server software
File server\job_dir - during processing	Clear text	less than 10 min typical - varies by file size	Proprietary server software
Processing server RAM	Clear text	momentary/transient	n/a
File server\job_dir - after processing (archive)	AES,256	1 week	Proprietary server software
File server\outbox	Clear text	less than 1 min typical - varies by file size	Proprietary server software
ConnectRight Mailer web server HDD (from processing)	AES,256	less than 4 days	Proprietary server software
Internet (to client)	AES-GCM or RC4*	momentary/transient	Windows version, Windows SChannel settings
Client PC HDD (processed work file)	Clear text	less than 10 min typical - varies by user activity	Windows file system

*Server prefers TLS 1.2 with AES-GCM. Server accepts lower security connection based on request from client PC, based on client PC (i.e. non-ConnectRight Mailer) settings.

Client data in transit
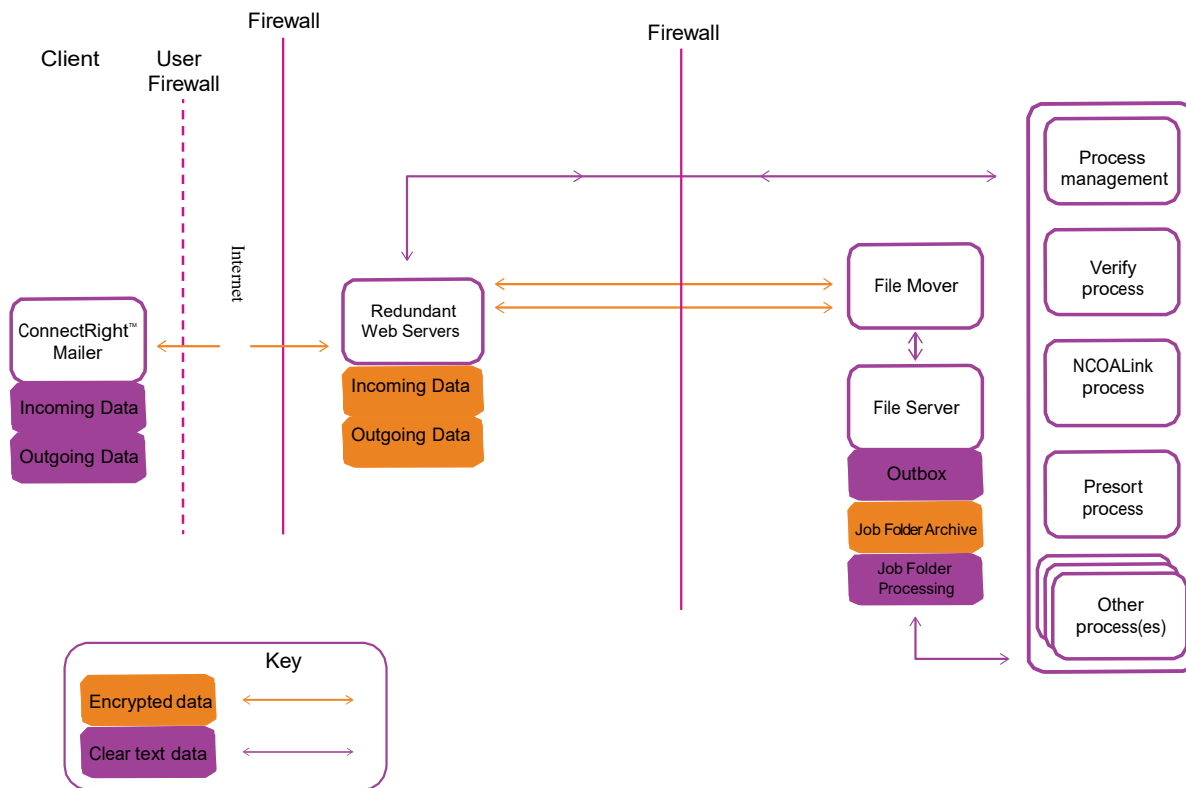
Specification

Workstation requirements

Item	Minimum	Recommended
Operating system	Windows 10 Windows Server 2012	Windows 10 (64-bit) Windows Server 2019
Processor	Intel Core I3 (or equivalent)	
Memory	2 GB (32-bit) 4 GB (64-bit)	4 GB or more
Hard drive	200 GB	
Internet connection	Required	Broadband

Hosting center
SOC 2 Type 2 audited
Located in the US

Supported file formats

Extension	Description	Types	CRM supported
.txt .asc .pm	ASCII set (Fixed Length)	Fixed length with CR/LF Fixed length without CR/LF	Yes
.txt .csv .tab	ASCII set (Delimited)	Comma Delimited Tab Delimited *Wide range of delimiters available	Yes
.dbf	Database	dBase III, FoxPro SmartMailer 7	Yes
.xls .xlsx	Microsoft Excel	Excel workbook versions 1997-2003 Excel workbook versions 2007, 2010, 2013, 2016, 2019	Yes

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