

CRE Loaded

6.4.1a

Installation

and

Guide to PCI Compliance



CRE Loaded PCI B2B

CRE Loaded PCI Pro

CRE Loaded PCI Community Edition (CE)

March 12th 2010

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REVISION HISTORY

Name	Title	Date of Update	Summary of Major Changes
CRE Loaded	Version 6.4.1a <ul style="list-style-type: none"> • Pro • B 2 B • CE 	February 12 th 2010	See separate documents

APPLICATION SUMMARY

Name:	CRE Loaded
Specific File Version Numbers:	Professional, B 2 B and CE versions. Release 6.4.1a.
Credit Card Server:	N/A
Back Office:	N/A
Setup:	N/A
Operating Systems:	Linux
Code base DB engine:	MySQL
Application Description:	Ecommerce application and Payment Module
Application Environment	PHP 5.2 and above
Application Target Clientele:	Small to Medium Business

Note: This Implementation Guide is reviewed with each new release of the CRE Loaded application. This includes version releases and patches which occur approximately 3-4 times per year. This Guide is provided with each downloaded application or patch and in addition the Guide is made available on the corporate website at www.creloaded.com.

WHAT'S NEW IN CRE LOADED 6.4.1

CRE Loaded 6.4.1 is available in the Pro, B 2 B and Community Edition (CE) versions. Now that you have acquired your new software, you should be aware of some very important differences between this new version of CRE Loaded and *previous versions*.

The major differences can be summarized as follows:

- (1) The CRE Loaded 6.4.1 application has been further updated to improve the security of the processing and transmission of all credit card information.
- (2) With the CRE Secure Payment module included 6.4.1 does not transmit, process or store any cardholder data. The module simply calls the CRE Secure hosted payment page solution for card security, where merchant customers enter their credit card information in a page hosted offsite in CRE Secure's PCI Compliant data center.
- (3) The CRE Secure Payment Module also enables patent-pending CRE Secure HTML CloneTM technology that ensures a consistent customer experience through the payment process.
- (4) CRE Loaded 6.4.1 is shipped standard with the CRE Secure, Paypal Website Payments Standard and Express Check-out payment modules. All these modules completely outsource all handling of cardholder data to third parties (that is CRE Secure or Paypal.) As CRE Loaded 6.4.1 does not process, transmit or store any cardholder information, it is not classified as a Payment Application.

Provided CRE Loaded 6.4.1 is set-up and operated exactly according to the instructions set out below, you will be able to quickly and easily become PCI compliant and be able to assure your customers that your online store meets the highest industry standards for protecting their credit card information. In most cases merchants using the CRE Secure module as their ONLY method of handling credit cards will qualify for using SAQ – A.

CRE Loaded 6.4.1 Pro, B 2 B and CE versions as well as the CRE Secure Payment Module version 1.0 included with each application, have been audited for purposes of PA-DSS and PCI – DSS by a PCI Council accredited Qualified Security Assessor.

For this assessment, Chain Reaction Ecommerce Inc. worked with the following PCI SSC approved Payment Application Qualified Security Assessor (PAQSA):

ASSESSOR



Coalfire Systems, Inc.
150 Nickerson Street Suite 106
Seattle, WA 98109

CRE LOADED 6.4.1 IMPLEMENTATION GUIDE.

CRE Loaded is a very powerful and feature-rich ecommerce program. Because of this, and because it must run on a website server that is accessible from the internet, installing CRE Loaded can be a fairly complex and involved process. You will need a lot of technical information about the server where you intend to host your website. You will also need to be able to upload the CRE Loaded files to the server by FTP, create a database and set security parameters, etc. If you know what all this means and are comfortable installing CRE Loaded yourself please go to Section 1 below to begin.

If you don't feel comfortable doing this yourself, or if you don't have a tech person to do it, we can install CRE Loaded for you, for a small fee. Call 800-609-2141 if you would like Chain Reaction Ecommerce to install the software for you.

If you wish to continue and install CRE Loaded yourself, please follow the instructions below.

INITIAL SETUP & CONFIGURATION

Preparation for Installation

There are a number of technical requirements that must be in place before you can start to install CRE Loaded 6.4.1. Below you will find a list of those technical requirements, in the section headed 'The (Absolute) Minimum Basic Requirements'. Most of these can be done by simply telling your host what you will need to run your store. Please check the requirements and ensure that they are in place before you start.

Preparation for PCI Compliance.

As outlined above CRE Loaded takes the security of it's merchant stores and their customer cardholder information very seriously. All merchants are required by the cardholder brands to be compliant with the Payment Card Industry Data Security Standards. (PCI-DSS).

CRE Loaded knows that the cost of compliance is substantial as well as difficult and confusing for merchants. We have learned that the best option for most merchants is to completely outsource the storage, processing and transmission of all cardholder data and pass the responsibility for PCI Compliance onto experts who know this business.

For this reason, we created CRE Secure, a completely outsourced payment solution that utilizes hosted payment pages served up from CRE Secure's PCI Compliant data center in Kansas City.

Many merchants do not like traditional hosted payment page solutions because typically the merchant loses control over the look and feel of the customer experience on those pages. So, we developed a patent pending technology called HTML Clone, that reaches out in real time and clones the look and feel of your website to create the hosted payment pages. The result is a completely outsourced payment solution that looks almost exactly like your website, even if you change the look of your website every day.

CRE Loaded 6.4.1 has been designed to work only with payment modules that enable the security of credit card information to the standards of PCI Compliance.

The CRE Secure module we have made available in CRE Loaded 6.4.1 does this by taking the cardholder information entirely out of your merchant website environment and providing you follow the process in this document you will be able to take credit cards for payment and be able to comply with the requirements of PCI Compliance in the simplest possible way.

Essentials

As you go through the installation instructions for CRE Loaded 6.4.1, you will find references to a number of requirements that must be carried out either during the installation process or afterwards to complete the process. If you follow all of these requirements, you will quickly and easily achieve PCI Compliance.

During Installation

Please follow the technical requirements for installation carefully first. Once you have completed the technical installation then go to the instructions afterwards to complete the additional steps required to achieve PCI Compliance.

- (1) Install or upgrade to CRE Loaded 6.4.1
- (2) Ensure you have an SSL certificate.
- (3) If upgrading, purge or mask any legacy Credit card information using the purge tool provided. (Detail below)

After Installation.

- (4) Go to www.cresecure.com and set up your Account and processing details.
- (5) Install and set up the CRE Secure Payment Module in the Admin of your store.
- (6) Enter your CRE Secure details in your CRE Secure Payment Module.
- (7) Arrange quarterly scans (If required by your acquiring bank)
- (8) Complete PCI Self Assessment Questionnaire (SAQ) version – A and fax it to your merchant bank. THIS IS AN ESSENTIAL STEP FOR COMPLIANCE. See instructions at the END of this document!

Basic Server Configuration.

The server on which you decide to host CRE Loaded 6.4.1 will need to be set-up with some basic requirements before you install the application otherwise it will not run. These requirements can be set up by your hosting provider upon your request:

The (Absolute) Minimum Basic Requirements

CRE Loaded 6.4.1 is designed to run on a so – called LAMP server. This is an acronym which means the server is set up with the Linux Operating system (L), the Apache web server (A), a MYSQL database, (M) and it can run PHP code. (P) The following versions of these components will be required for the proper running of CRE Loaded:

- The Linux Operating System
- The Apache Web Server version 1.3 or greater, with mod_ssl.
- MySQL database version 5.0.12 or greater.
- PHP 5.2. or greater
- Secure Sockets Layer (SSL) Certificate.

NOTE. You must also have an SSL Certificate installed by your host. You will need to enable this during the install process.

These components must be compiled in:

- MySQL support
- PCRE support
- ZLIB support
- cURL support
- GD support - recommend the bundled GD library
- ICONV support
- EXIF support - optional, but required for full functionality
- FTP support - optional, but required for full functionality

The follow configuration settings can be set in the php.ini, httpd.conf or in the .htaccess, but they must be set as:

- Register_globals can be on or off, recommended setting is off
- safe_mode - must be off
- session.auto_start - must be off
- magic_quotes - must be off
- file_uploads - must be on
- allow_url_fopen - must be on
- allow_url_include – recommended setting is off

Do we support any other types of servers?

Officially, we do not support any other servers or configurations. However, there are reports of successful CRE Loaded installations on WAMP servers. This is a server running the Windows operating system with Apache Web Server, MySQL and PHP.

Upgrading Software

If you are upgrading to 6.4.1 from a previous version of CRE Loaded, note that you will require a new empty MYSQL database set up on your server to copy across your data. This can be arranged via your host. Please make a note of the path to this new database as you will need this during the upgrade process. Installation instructions for Upgrading are contained after the instructions for a new store install.

Merchant Accounts.

If you want your customers to pay for goods in your online store by credit card, you will need a Merchant Account to process your transactions.

INSTALLATION OF CRE LOADED 6.4.1 FOR A NEW STORE

If you are starting a new store and NOT upgrading from an earlier version of CRE Loaded, follow the instructions here. Instructions for upgrading from an older version of CRE Loaded can be found after the New Store instructions.

You should now have everything you need to begin the installation and set-up of your store on your server. Note that the following installation instructions are common for all three versions of CRE Loaded, Professional, B 2 B and CE.

Step 1. Unzip the Catalog.zip file

If you are reading this document you will already have downloaded the CRE Loaded application into a folder on your hard drive and unzipped the package to the folder. You should see two files in the folder. The first file is this document labeled 'CRE Loaded 6.4.1 installation instructions'. The second should be another zip file labeled catalog.zip.

Now unzip the catalog.zip file into either the same folder or another sub-folder if you wish. Make a note of the names of the folder that you unzipped the files to.

Step 2. Upload the Files to Your Web Server

When the catalog.zip has been unzipped, open your FTP client and upload all of the files and folders into the root directory of your website, or a folder or directory of your choice.

There are hundreds of files to upload, so it may take some time. Be patient.

Note that in this release we have included English language files only to simplify installation. CRE Loaded 6.4.1 still supports other languages. If you need these other languages you can find the files with instructions at www.creloaded.org.

Make sure all of the files have been uploaded. In rare cases, connection problems may interfere with the upload process and prevent a file or two from uploading properly. Missing files will prevent your store from operating properly -- this is the most common installation problem, and can be a real headache. A simple way to check that all of your files are uploaded is to compare the number of files in the folder you unzipped to on your computer and the number of files uploaded to your website root directory -- if these numbers are not the same, upload all of the files again.

Step 3. Set Permissions

In order to create your database and set up your CRE Loaded store, you must first set the permissions for a number of files.

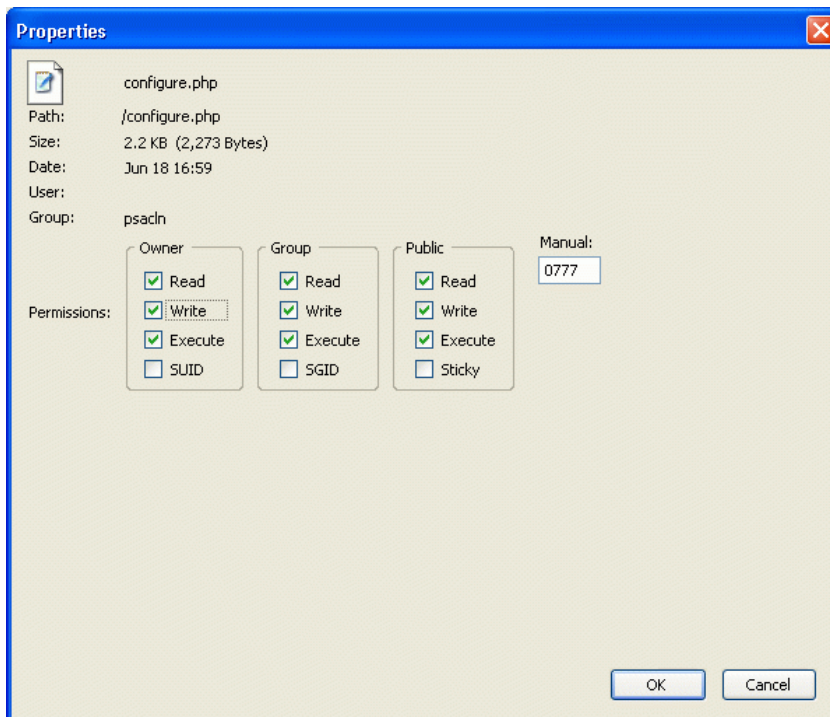
You will need to do this step from your FTP client. To set the permissions, first go to the folder on your server that you have copied all the files to.

For each of the following files and folders right click and select 'permissions'. In the dialogue box you will see several columns of check-boxes headed 'Owner' 'Group' and 'Public' For all three categories, check Read, Write and Execute. Then click "Apply" and "OK".

Please note the correct path to the folders:

admin/includes/configure.php
includes/configure.php

admin/backups/
admin/images/graphs/
cache/
images/
images/banners/
images/logo/
images/events_images/
includes/header_tags.php
debug/
tmp/
temp/
library/ - if Pro or B2B
includes/languages/.../mainpage.php
includes/languages/.../header_tags.php



Step 4. Create Your Database

Now you must create a database for your website. You will do this by going to the administration tool that your web host has provided you with to access your website. Because web hosts use different administration tools, you will have to check with your web host or system administrator and follow their procedure for setting up your database. The admin interface they use may be something like Plesk or it could be an in-house interface such as the one you log into at Godaddy. Usually though, the interface will be accessed via a web-browser. Note, remember in the section on Basic Requirements, we told you will need to ask your host for MySQL version 5.0.12 or above capability on your server.

While you are going through the process of setting up your database with your host or administrator you will need to make a note of the following information for use later in the installation process:

Database Name
Database User
Database User Password
Database Host

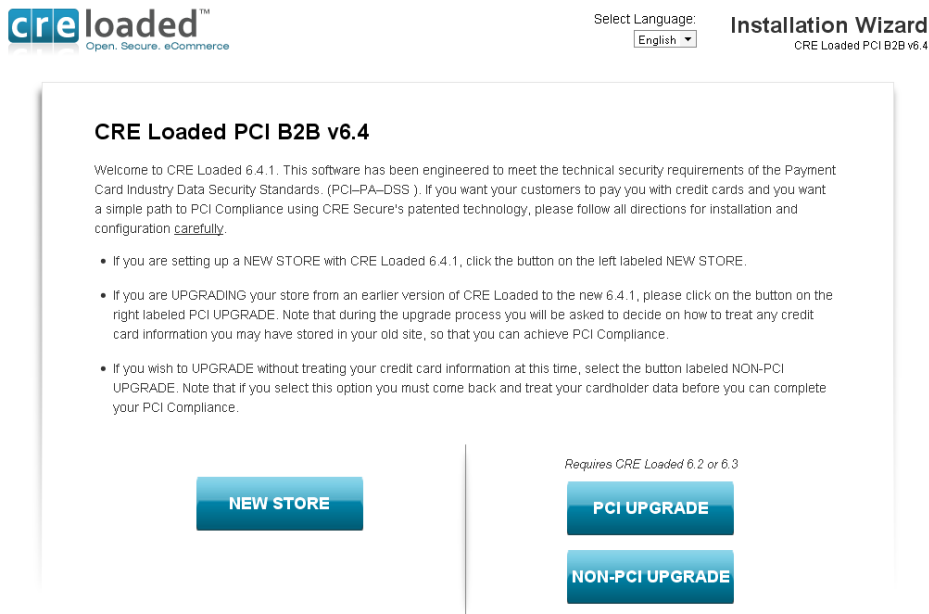
Note: If no Database host is provided you should use 'localhost'

Step 5. Install the CRE Loaded Software

Now, using your web-browser go to:

www.mystore.com/install where mystore is the URL for your website address. (Note. This would be the path if you have copied all your files above into the *root directory*. If you set up another folder for your store location the path would be www.mystore.com/somefolder/install/)

This will take you to **Installer Screen 1**. You will see the following screen:



When installing a new store from scratch click on "New Store" at the bottom left of the screen.

This will take you to **Installer Screen 2**, which checks your settings to be sure everything is ready for the installation:

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creloaded™

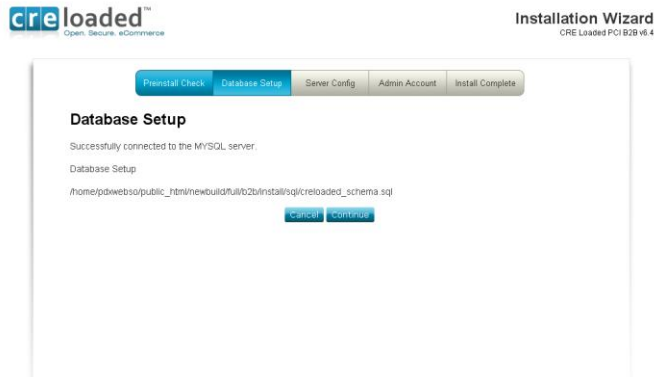
Open. Secure. eCommerce

Installation Wizard

CRE Loaded PCI B2B v6.4

Page 11

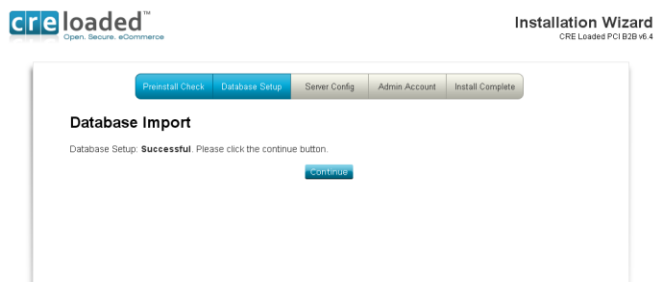
When you have entered all of the information correctly, you will see **Installer Screen 4**.



This screen simply confirms the information you entered above. Click "Continue" to begin importing your database.

If you do not see this screen, don't panic! Just click the "Back" button in your browser and enter the information again.

You will see the confirmation on **Installer Screen 5** that the database has been successfully imported.



Click "Continue" to go on to **Installer Screen 6**.

On this screen you will enter your web server information:

Server Configuration

Please verify your web server information.

URL:
The web address to the online store, including the sub directory (if not in www or public_html, for example http://www.my-server.com/store/)

Webserver Root Directory:
The server path to the online store

HTTP Cookie Domain:
The domain in which to store cookies

HTTP Cookie Path:
The path to store cookies under

☒ **Enable SSL Connections:**
Check this box to set up SSL configuration
NOTE: SSL is required for PCI Compliance

SSL Settings

Secure URL:
The full secure website address to the online store on the secure server including sub directories.

Secure Cookie Domain:
The secure domain to store session cookies in.

Secure Cookie Path:
The secure path to store cookies under

CRE Loaded will have selected default values for you. Do not change them unless you have a specific reason to.

You will require a secure connection for payment processing in order to be PCI Compliant so make sure you check the box to "Enable SSL Connections."

When you have completed all information, click 'Continue'.

On **Installer Screen 7**, you will enter your name, email address, and a password.

Administrator Account

Please enter the email address and password to use for the administrator account.

First Name:

Last Name:

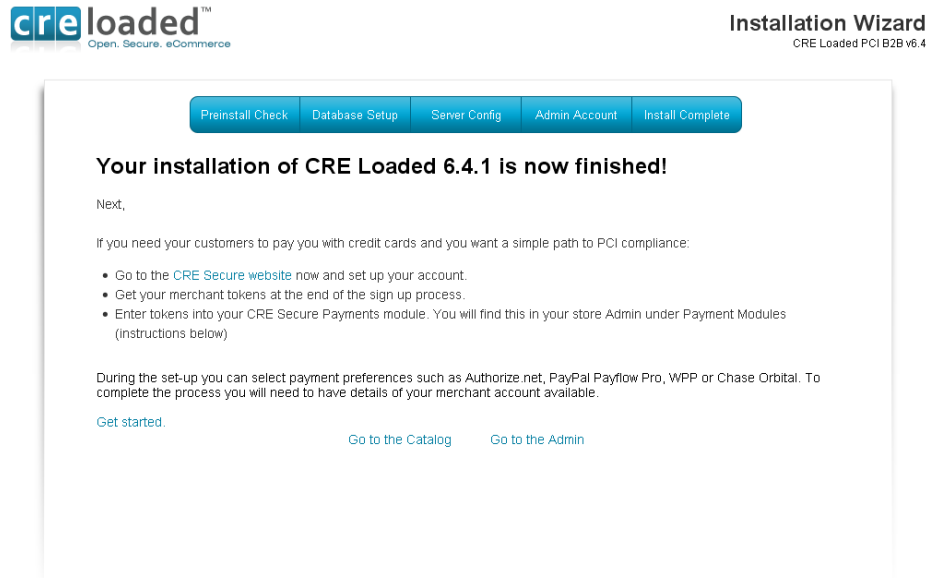
Email Address:
Please enter the email address you will be using for this admin.

Password:

This will be the email address and password that you want to use to log into the administration area of your store. Also any administrative emails from your CRE Loaded store will be sent to this address, so double-check that it is correct. (And if you ever forget your password and ask that it be emailed to you, it will be sent to this email address.)

When you have entered your information and checked that it is correct, click "Continue."

You should now see the **Installer final screen**, with the confirmation that your CRE Loaded store has been successfully installed:



Congratulations! CRE Loaded is now fully installed on your server!

Step 6.

You will need to configure some essential aspects of your site in a moment but first, we recommend you set up your login and account at CRE Secure. This will provide you with the credentials you will need for setting up credit card payments in your site and your simple path to PCI Compliance via CRE Secure. You will need your Merchant Account information handy for this Step.

- Go to the [CRE Secure website](#) now and set up your account.
- Get your merchant tokens at the end of the sign up process.
- Enter the tokens into your CRE Secure Payments module. (You will find this in your store admin under 'Payment Modules' (instructions below))

During the set-up you can select your Merchant Account Gateway preferences such as Authorize.net, Paypal Payflow Pro, WPP or Chase Orbital.

[Get started](#)

Remember, this step is essential to achieving PCI Compliance through CRE Secure. When finished, go to Step 7.

Step 7. Resetting your Security and Permissions.

Next you must reset the Permissions on your configuration files. This is essential for security to prevent unauthorized people from getting into your store.

With your FTP client, go to the install folder once again and delete the entire folder. Now, following the same procedure you used in **Step 3 above** to set the Permissions, change the Permissions on these files /admin/includes/configure.php and also /includes/configure.php to 0444. Leave all other files with the same permissions used from **Step 3 above**. This will ensure that only you can make any changes to your store.

Step 8. Login to the Administration Area of your Store.

With your web browser go to www.mystore.com/admin and log-in to the new store Admin. Use the email address and password you used during the installation of your store. If you purchased CRE Loaded Pro or B 2 B, the first time you log-in you will be asked to register the installation. You were given your serial number on your confirmation page at purchase. (If you did not write this down or print it out you can go to www.creloaded.com, login with your account details and find it in your order history.)

Note that you will need to validate your CRE Loaded 6.4.1 software with this serial number in order to receive support and updates for your application.

(Users of our free CRE Loaded Community Edition (CE) do not need to enter a serial number as support is not included with this version. You can however purchase support for the CE version by calling 800-609-2141.)

Enter your serial number and click "Validate Serial Number." When registration is complete, you will see a Product Registration confirmation. Click "Continue" to proceed to your Admin.

Step 9. Configuring your Payment Modules.

In many other shopping carts and versions of CRE Loaded prior to version 6.4, if you wanted your customers to pay you with credit cards you had to configure a payment module in your admin for the payment gateway your Merchant Account used. For example, if you wanted to process via authorize.net you had to install and configure the authorize.net payment module .

However, modules like the Authorize.net AIM module make it costly and difficult to become PCI compliant because the module transmits cardholder data through your website. Many of these gateways have payment modules available that connect to a hosted payment page but most merchants do not like these pages because they are very generic looking and break to consistency of the user experience through the shopping cart.

The CRE Secure Payment module which comes standard with CRE Loaded 6.4.1 solves these problems. CRE Secure is the *ONLY* payment module you need to connect to many different gateways including Paypal's Website Payments Pro and Payflow Pro gateways. And the CRE Secure payment module is the *ONLY* one that calls a hosted payment page and clones the look and feel of your website in real time so that the customer experience is maintained throughout the check-out process. And with CRE Secure, your PCI Compliance issues are solved quickly and easily as all processing and transmission of cardholder information is outsourced.

In this section you will configure your *CRE Secure Payment module*. In the last part of this set-up you will enable the module to go live and process credit card transactions. For this you will need your CRE Secure Account ID and CRE Secure API Token, referred to as your Payment Module codes that you obtained during your connection setup on www.cresecure.com.

Please ensure you follow the instructions in this section carefully.

After logging into the admin area, click on the 'Modules' link on the left hand navigation. On the Modules page, select the module labeled '*Credit Card via CRE Secure*' at the top of the modules shown. Click on the module and highlight it. The module has been pre-installed for your convenience. On the right hand side of the screen you will see the 'edit' button. Click this to configure the payment module with your account settings.

Here you will choose settings for things like what credit cards you want to take on your store, the display to 'show incomplete orders', pending order status and complete order status. (See screen below)

You will also need to enter your CRE Secure Account ID and CRE Secure API Token in the input fields required. These are the Payment Module codes provided when you set up your new

account at www.cresecure.com. Please ensure you enter the codes correctly. Without these you will not be able to process credit cards in your store!

Search Products
Customers Orders Pages
Create Customer Order
Admin Home
View Catalog
Language English
Logout

Administrator
Configuration
Product Catalog
Customers/Orders
Marketing
Vouchers/Coupons
Affiliate Program
Reports
Data Manager
Content Director
Article Manager
Design Controls
Links Manager
Modules
Payment
Shipping
Order Total
Checkout Success
Add-Ons
Locations/Taxes
Localization
Tools
B2B Settings


Payment Modules

PCI/PA-DSS	Modules	Sort Order	Action
PCI ✓	Credit Card via CRE Secure	10	→
PCI ✓	PayPal Payflow Pro via CRE Secure		i
PCI ✓	PayPal Website Payments Pro via CRE Secure		i
PCI ✓	PayPal Website Payments Standard	100	i
PCI ✓	PayPal Express Checkout		i
✗	Free Charge Card		i
✗	Check/Money Order		i
✗	Bank Transfer		i

Module Directory: /home/wgctest/public_html/641/b2b/includes/modules/payment/

Credit Card via CRE Secure

Remove Module Edit



Universal Payment System
See for yourself why CRE Secure is the best option for online retailers who want a PCI Compliant, designer-friendly way to accept credit cards.
[Click Here to Learn More >>](#)

Version 1.4
[Credit Card Purge Utility >>](#)

Enable CRE Secure Payment Module
True

Enable Sandbox Mode
False

CRE Secure Account ID

CRE Secure API Token

Show Incomplete Orders
False

Accepted Credit Cards
American Express, Citibank Financial, DinersCard Blanche, Discover, JCB, MasterCard, RevolutionCard, Visa

Set Pending Order Status

Set Completed Order Status
Allow Download

Sort Order
10

Please contact CRE Secure on 800-609-2141 or support@cresecure.com. If you have any questions about the set up of CRE Secure.

Note the that in addition to the *Credit Card via CRE Secure* payment module we have included several Paypal payment modules for your convenience. The *Paypal Website Payments Standard* module is pre-installed. You will need a Paypal account to use this module and this can be set-up at www.paypal.com. This module will allow your customers to pay you with their Paypal account. It can be uninstalled by clicking on 'uninstall'.

We have also included the *Paypal Express Checkout* module in 6.4.1. If you wish to use this you will need to install it by clicking the install button on the right hand side of the screen and you will also need to set-up your account for this at www.paypal.com. Note that these two Paypal

modules take payments on the Paypal site only and so do not compromise your easy path to PCI Compliance provided by CRE Secure.

Please note we have also included references to two other Paypal payment products, *Paypal Website Payments Pro* (WPP) and *Paypal Payflow Pro*. (PFP). Both of these products require you the merchant to be responsible for PCI Compliance, unlike the other Paypal products referred to above.

For this reason we have made both of these Paypal gateways available to you by using the Credit Card via CRE Secure module. To connect to either of these Paypal gateways and ensure an easy path to PCI Compliance with the benefits of our HTML Clone technology just ensure that the CRE Secure module is installed and then go to the account set up area at the [CRE Secure website](#) and select Paypal WPP or PFP as your gateway once you have set it up your account. At the end of the process you will be provided with your account tokens.

Then return to the 'modules' area in your admin. Click and highlight either WPP or Payflow Pro, depending on which one you have set up. Place the tokens you got from CRE Secure in the appropriate place on the right hand side. As above, you can also choose settings for things like what credit cards you want to take on your store via these options, the display to 'show incomplete orders', pending order status and complete order status. (See screen above)

Your store should now be set up to accept credit cards from your customers.

Step 11. Troubleshooting

If you have purchased CRE Loaded Pro or B 2 B or are a Chain Reaction Web hosting customer you can receive technical support by emailing support@creloaded.com

If you are using our free CE version of CRE Loaded you are not eligible for free support. However, there are several fee-based support options available at www.creloaded.com You can also find solutions for free in the forums at www.creloaded.org

UPGRADING TO 6.4.1 FROM EARLIER VERSIONS OF CRE LOADED.

To UPGRADE your store from a previous version of CRE Loaded, first follow steps 1 through 4 above. Note that to upgrade your store you will need to set up a new database as in step 4 because you will need to import your current database into the new database.

PLEASE NOTE: In step 2 (from above) you will need to upload to a sub folder and NOT over your current live 6.2 site. For example, create a new sub folder for the 6.4 files called "catalog_new" and upload the files for 6.4 into that folder. So the new path would be as follows www.mystore.com/catalog_new/

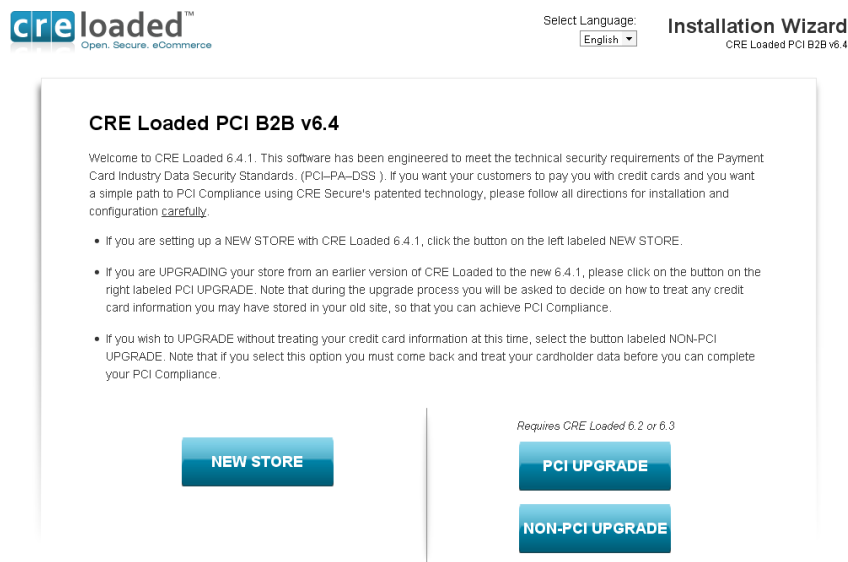
This means that in the pre-requisites you will need to set up another, clean database in addition to the one you already have. Remember to give this new database another name, different from your existing one and write down the information on its location etc.

Take particular note of all the absolute basic minimum requirements for your server before you start. For PCI Compliance and the CRE Secure process you MUST have an SSL certificate installed.

Upgrade Step 5

Once you have completed the Steps 1-4 use your browser to go to **www.mystore.com/catalog_new/upgrade/** where mystore is the URL for your website address. (Note. This would be the path if you have copied all your files above into the *catalog_new* directory. If you set up another folder for your store location the path would be **www.mystore.com/catalog_new/upgrade/**.)


You should then see the following screen, **Installer Screen 1:**



To install the upgrade to your existing store and become PCI Compliant via CRE Secure, click on **'PCI Upgrade'**. Note that during the upgrade process you will be asked to decide on how you may want to treat any credit card information you have stored in your existing website. This is an essential step for PCI Compliance. You will be taken to **Installer Screen 2**.

(If you do not wish to treat your credit card information at this time click on **'Non PCI Upgrade'**. Remember though, if you choose this option you **MUST** come back later and treat your stored card data before you can become PCI Compliant.

Installer Screen 2 is the same as for the new install. This checks your settings to be sure everything is ready for the installation. Note that if any of these parameters shows red, go back and check your permissions setting to ensure everything is writable.



Installation Wizard
v6.2 or v6.3 to v6.4

Preinstall Check

Database Import

Server Config

Install Complete

Existing Store Configuration

To upgrade from an older version of CRE Loaded, the installer must locate the existing store configuration. Please enter the URL to the 6.2 or 6.1.5 installation.

Existing CRE Store:

A file location to the existing CRE Loaded 6.2 or 6.1.5 store installation.
Example: /home/user/www/alaog/

Back

Check

This screen confirms that the store location has been found. Make sure that the information displayed is correct and then click 'Continue'.

Preinstall Check Database Import Server Config Install Complete

Existing Store Configuration

The following store information was located. If this is correct, click "Continue" below. To select a different store, click "Back".

Existing CRE Store:	/home/pdxwebso/public_html/62/b2b/
Store Name:	CRE Loaded Store
Admin Name:	Admin Admin
Existing Database Name:	pdxwebso_test9

Back Continue

Installer Screen 5 is where you will enter the details of your new database.

Preinstall Check Database Import Server Config Install Complete

New Database Settings

Please enter the settings of the new database. The new database must be empty. The installer will copy your existing database tables to this new database.

Database Server:	localhost
	Hostname or IP-address of the database server
Database Name:	pdxwebso_62b2b84b2b
Username:	pdxwebso_demo
Password:	*****

Back Continue

Once you have filled in the details of the database click 'continue'.

If your database credentials are correct you will go straight to **Installer Screen 6**.

If there are errors in the database information you will go to an error screen. If this occurs, go back to your database and check to see if you have the correct information.

Installer Screen 6

creloadedTM Open. Secure. eCommerce

Installation Wizard
v6.2 or v6.3 to v6.4

Preinstall Check Database Import Server Config Install Complete

New Database Settings

Successfully connected to the MYSQL server.

PCI Compliance – Essential Requirement

As indicated in the introduction you must follow all of our instructions and recommendations completely, to achieve PCI Compliance. You must now make a decision about any credit card information you have currently stored in your old database. If you do not do this **YOU WILL NOT BE ABLE TO ACHIEVE PCI COMPLIANCE**.

There are three options below.

Remove all Credit Card data: USE this option if you do not need to reference any card numbers in the future. All data will be deleted from your system. (Note this is the safest option).

Mask middle 6 of Credit Card data: This will mask the middle six numbers of the credit card information permanently. You can still use the remaining numbers for reference but the whole number will be unusable for charging purposes.

Mask first 12 of Credit Card data: This will permanently mask all but the last four numbers that can be used for reference.

Please select one of the three options:

PCI Compliant Options for Storing Credit Card Data

Select an Option:

- ☒ Remove ALL Credit Card Data
- ☐ Mask Middle 6 of Credit Card Data
- ☐ Mask First 12 of Credit Card Data

Back Continue

On this screen you will need to make a decision about any credit card information that you may have currently saved in your **existing store**. The PCI standards advise that no credit card data is stored on your site and if you wish to utilize CRE Secure as your easy path to PCI Compliance you must treat any cardholder data stored in your CRE Loaded application as directed below. **THIS IS ESSENTIAL!** If you want to retain part of the credit card numbers for reference purposes (say the last 4 digits,) that is acceptable. We would advise however that if you have no reason to keep this information, delete all of it and that will ensure the security of your store. You have three options to choose from in the way any existing card holder data will be treated:

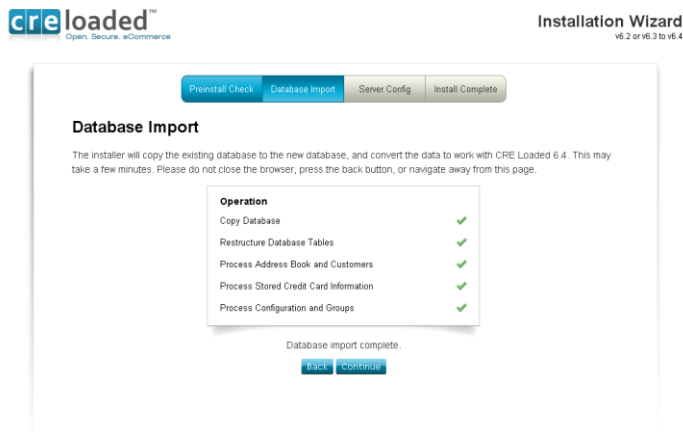
- Remove ALL Credit card Data
- Mask middle 6 digits of credit card number
- Mask first 12 digits of credit card number

Note that in all three cases, you will no longer have access to the full cardholder number so you will not be able to use the number again. You would only keep partial numbers for reference purposes.

Select which option you would prefer and click `Continue`. Any Credit card data imported to your database will be treated according to your selection.

Installer Screen 7

This next screen will confirm that your existing database has been copied over correctly to the new one.



This may take a few minutes depending on the size of your existing database. Do not close the browser during this process. If any problems arise, go back and check the settings on your database.

When the process is complete, click on 'Continue'.

Installer Screen 8

creloaded™ Open. Secure. eCommerce **Installation Wizard**
v6.2 or v6.3 to v6.4

Preinstall Check Database Input **Server Config** Install Complete

Server Configuration

Please verify your web server information.

URL	<input type="text" value="http://www.pdwwebolutions.com/82828upgrade/"/>	The web address to the online store, including the sub directory (if not in www or public_html, for example http://www.my-server.com/catalog/)
Webserver Root Directory	<input type="text" value="/home/pdwwebolutions/public_html/82828upgrade/"/>	The server path to the online store
HTTP Cookie Domain	<input type="text" value="www.pdwwebolutions.com"/>	The domain in which to store cookies
HTTP Cookie Path	<input type="text" value="/82828upgrade/"/>	The path to store cookies under
<input checked="" type="checkbox"/> Enable SSL Connections Check this box to set up SSL configuration		
SSL Settings		
Secure URL	<input type="text" value="https://www.pdwwebolutions.com/82828upg/"/>	The full secure website address to the online store on the secure server including sub-directories
Secure Cookie Domain	<input type="text" value="www.pdwwebolutions.com"/>	The secure domain to store session cookies in
Secure Cookie Path	<input type="text" value="/82828upgrade/"/>	The secure path to store cookies under

[Back](#) [Continue](#)

On this screen you will enter your server information. CRE Loaded will have selected default values here for you. Do not change them unless you have a specific reason to.

You **MUST** have a secure connection for payment processing in order to be PCI Compliant so make sure you check the box to "Enable SSL Connections."

When you have completed all information, click 'Continue'. To reach the final installer screen.

Final installer screen.

creloaded™ Open. Secure. eCommerce **Installation Wizard**
CRE Loaded PCI B2B v6.4

Preinstall Check Database Setup Server Config **Admin Account** Install Complete

Your installation of CRE Loaded 6.4.1 is now finished!

Next,

If you need your customers to pay you with credit cards and you want a simple path to PCI compliance:

- Go to the [CRE Secure website](#) now and set up your account.
- Get your merchant tokens at the end of the sign up process.
- Enter tokens into your CRE Secure Payments module. You will find this in your store Admin under Payment Modules (instructions below)

During the set-up you can select payment preferences such as Authorize.net, PayPal Payflow Pro, WPP or Chase Orbital. To complete the process you will need to have details of your merchant account available.

[Get started.](#) [Go to the Catalog](#) [Go to the Admin](#)

Congratulations! CRE Loaded is now fully installed on your server! Follow the directions for Step 6 on the screen.

Step 6. Set – Up your CRE Secure Account Account.

Next,

If you need your customers to pay you with credit cards and you want a simple path to PCI Compliance:

- Go to the [CRE Secure website](#) now and set up your account. All information about CRE Secure including fees etc. can be found there.
- Get your merchant tokens at the end of the sign up process.
- Enter the tokens into your CRE Secure Payments module. (You will find this in your store admin under 'Payment Modules' (instructions below)

During the set-up you can select payment preferences such as Authorize.net, Paypal Payflow Pro, WPP or Chase Orbital. To complete the process you will need to have details of your merchant account available.

[Get started](#)

Remember, this step is essential to achieving compliance through CRE Secure. When finished, go to Step 7.

Step 7. Reset your Security and Permissions.

Next you MUST reset the Permissions on your configuration files. This is essential for security to prevent other people getting into your store. With your FTP client, go to the install folder again and delete the entire folder. Now, following the same procedure you used in **Step 3 above** to set the Permissions, change the Permissions on those same files to 0444. This will ensure that only you can make any changes to your store.

Step 8. Login to your Store Administration Area.

With your web browser go to www.mystore.com/admin and log-in to the new store Admin. Use the email address and password you have been using for your old store, this will not have changed.

If you have upgraded from CRE Loaded 6.3.x your existing Serial Number will carry over into 6.4.1. When you purchased CRE Loaded 6.3 Pro or B2B one year of service was included in the price. Upgrading from 6.3 to 6.4.1 is free. Your one year of service from 6.3 will continue through and will expire on the same date that it would have expired on if you remained on 6.3. Additional service can be purchased if you wish from www.creloaded.com

If you are upgrading from any version of CRE Loaded Pro or B2B *earlier* than 6.3, you will have been issued with a new serial number. When you login to your 6.4.1 store admin for the first time, you will need to validate your serial number in order to receive support and updates for your application. You were given your serial number on your confirmation page at purchase. (If you did not write this down or print it out you can go to www.creloaded.com, login with your account details and find it in your order history.)

Enter your serial number and click "Validate Serial Number." When registration is complete, you will see a Product Registration confirmation. Click "Continue" to proceed to your Admin.

(Note. Users of our free CRE Loaded Community Edition do not need to enter a serial number as service is not included with this version. You can however purchase service by calling 800-609-2141.)

Step 9. Configuring you Payment Module

NOTE. In this section you will configure your *CRE Secure Payment module and other modules you may wish to use*. This is also an essential part of your CRE Secure process. In the last part of this set-up you will enable the module to go live and process credit card transactions. For this you will need your CRE Secure Account ID and CRE Secure API Token, referred to as your Payment Module codes that you obtained during your connection setup on www.cresecure.com.

Please ensure you follow the instructions in this section carefully.

After logging into the admin area, click on the 'Modules' link on the left hand navigation. On the Modules page, select the module labeled '*Credit Card via CRE Secure*' at the top of the modules shown. Click on the module and highlight it. The module has been pre-installed for your convenience. On the right hand side of the screen you will see the 'edit' button. Click this to configure the payment module with your account settings.

Here you will choose settings for things like what credit cards you want to take on your store, the display to 'show incomplete orders', pending order status and complete order status. (See screen below)

You will also need to enter your CRE Secure Account ID and CRE Secure API Token in the input fields required. These are the Payment Module codes provided when you set up your new account at www.cresecure.com. Please ensure you enter the codes correctly. Without these you will not be able to process credit cards in your store! (See image below)

Please contact CRE Secure on 800-609-2141 or support@cresecure.com. If you have any questions about the set up of CRE Secure.

Note that in addition to the *Credit Card via CRE Secure* payment module we have included several Paypal payment modules for your convenience. The *Paypal Website Payments Standard* module is pre-installed. You will need a Paypal account to use this module and this can be set-up at www.paypal.com. This module will allow your customers to pay you with their Paypal account. It can be uninstalled by clicking on 'uninstall'.

We have also included the *Paypal Express Checkout* module in 6.4.1. If you wish to use this you will need to install it by clicking the install button on the right hand side of the screen and you will also need to set-up your account for this at www.paypal.com.

Please note we have also included references to two other Paypal payment products, *Paypal Website Payments Pro* (WPP) and *Paypal Payflow Pro* (PFP). Both of these products require you the merchant to be responsible for PCI Compliance, unlike the other Paypal products referred to above.

For this reason we have made both of these Paypal products available to you by using the Credit Card via CRE Secure module. To connect to these Paypal products and ensure an easy path to

PCI Compliance with the benefits of our HTML Clone technology just ensure this module is installed and then go to the account set up area at the [CRE Secure website](#) and add Paypal WPP

or Payflow Pro. to your account once you have set it up. At then end of the process you will be provided with your account tokens.

Then return to the 'modules' area in your admin. Click and highlight either WPP or Payflow Pro, depending on which one you have set up. Place the tokens you got from CRE Secure in the appropriate place on the right hand side. As above, you can also choose settings for things like what credit cards you want to take on your store via these options, the display to 'show incomplete orders', pending order status and complete order status. (See screen above)

Your store should now be set up to accept credit cards from your customers.

MySTORE ADMINISTRATION

50% Off for CRE Loaded Ecommerce Software Until the End of 2009! The sale ENDS at midnight, Dec. 31st.

B2B
PCI Compliant

Search Products

Customers Orders Pages | Create Customer Order | Admin Home View Catalog Language English | Logout

Administrator

Configuration

Product Catalog

Customers/Orders

Marketing

Vouchers/Coupons

Affiliate Program

Reports

Data Manager

Content Director

Article Manager

Design Controls

Links Manager

Modules

Payment

Shipping

Order Total

Checkout Success

Add-Ons

Locations/Taxes

Localization

Tools

B2B Settings

Payment Modules

PCI/PA-DSS	Modules	Sort Order	Action
PCI ✓	Credit Card via CRE Secure	10	→
PCI ✓	PayPal Payflow Pro via CRE Secure		i
PCI ✓	PayPal Website Payments Pro via CRE Secure		i
PCI ✓	PayPal Website Payments Standard	100	i
PCI ✓	PayPal Express Checkout		i
✗	Free Charge Card		i
✗	Check/Money Order		i
✗	Bank Transfer		i

Module Directory: /home/wgctest/public_html/641/b2b/includes/modules/payment/

Credit Card via CRE Secure

Remove Module Edit

cresecure™
Checkout with Confidence

Universal Payment System
See for yourself why CRE Secure is the best option for online retailers who want a PCI Compliant, designer-friendly way to accept credit cards.
[Click Here to Learn More >>](#)

Version 1.4
[Credit Card Purge Utility >>](#)

Enable CRE Secure Payment Module
True

Enable Sandbox Mode
False

CRE Secure Account ID

CRE Secure API Token

Show Incomplete Orders
False

Accepted Credit Cards
American Express, Citibank Financial, DinersCart Blanche, Discover, JCB, MasterCard, RevolutionCard, Visa

Set Pending Order Status

Set Completed Order Status
Allow Download

Sort Order
10

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IMPORTANT NOTE

If you have any other legacy payment modules in your store that are capable of transmitting credit card information, we strongly recommend that you go into your payment modules folder at the server level of your store and delete them. This is a potential security risk as it may be possible for hackers to enable payment modules that will expose cardholder data in your store and invalidate your PCI Compliance have completed this process.

Step 10. Troubleshooting

If you have purchased CRE Loaded Pro or B 2 B or are a Chain Reaction Web hosting customer you can receive technical support by emailing support@creloaded.com

If you are using our free CE version of CRE Loaded you are not eligible for free support. However, there are several fee-based support options are available at www.creloaded.com
You can also find solutions for free in the forums at www.creloaded.org

Step 12. Configuring your Store

Merchants upgrading to CRE Loaded 6.4.1 will be familiar with the process of configuring the store with a custom or templated look and feel and loading and sorting of inventory information in the catalog. If assistance is required however, please refer to the Quick Start Guide available at www.creloaded.com.

UPGRADING TO CRE LOADED 6.4.1 WITHOUT TREATING CARD DATA

If you want to upgrade to CRE Loaded 6.4.1 but do not wish to purge or mask your stored credit card data at this time, use the **Non- PCI Upgrade** option on screen 1 of the installer. After selecting this install option just follow all the steps as outlined above.

Installation using this option is essentially the same as **PCI Upgrade**. You will still be advised throughout the process of all the steps you will need to carry out to complete the installation process. Except that during the installation you will not be presented with the opportunity to purge or mask any credit card data that you may be storing in your existing database. As we indicated above this is a critical step in your becoming PCI Compliant.

We recognize that some people may want to upgrade but are not yet ready to purge or mask their credit card data. We must emphasize however that you cannot become PCI Compliant without dealing with this data in one of the ways we have provided.

If you choose to go with the **Non-PCI Upgrade** option at this time we would recommend that you still complete all other requirements of the installation process except your completion and submission of your SAQ-A. You can then come back when you are ready and purge or mask your credit card data before completing and submitting your SAQ. Note that until you are able to submit your SAQ you will not be PCI Compliant.

To assist in this process we have created a tool that will allow you to purge or mask your stored credit card data when you are ready. The tool may be found in the Administration area of your store. Go to your admin area then to 'Modules' then click on your *Credit Card via CRE Secure* module. On the right hand side you will see a CRE Secure image and at the bottom there is a link that says 'credit card purge utility'.

MyStore ADMINISTRATION

Click here for free 30 days of ChatStat live chat software for your store.

B2B
PCI Certified

Search Products Customers Orders Pages Create Customer Order Admin Home View Catalog Language English Logout

Payment Modules

PCI/PA-DSS	Modules	Sort Order	Action
PCI	Credit Card via CRE Secure		→
	Free Charge Card		ⓘ
	Check/Money Order		ⓘ
	Bank Transfer		ⓘ

Module Directory:
/var/www/vhosts/cre63.creloaded.net/htdocs/qa/qa4/b2b/includes/modules/payment/

Credit Card via CRE Secure

Install Module

cresecure™
Checkout with Confidence

Universal Payment System
See for yourself why CRE Secure is the best option for online retailers who want a PCI Compliant, designer-friendly way to accept credit cards.
[Click Here to Learn More >>](#)
Version 1.0
[Credit Card Purge Utility >>](#)

Click on this link and you will be taken to the following page:

Search Products Customers Orders Pages Create Customer Order Admin Home View Catalog Language English Logout

Credit Card Purge Utility Tool

To achieve PCI Compliance you will need to mask all credit card number information stored in the database. You must now make a decision about the method used to mask the credit card information. If you do not do this **YOU WILL NOT BE ABLE TO ACHIEVE PCI COMPLIANCE.**

WARNING: Once this process is complete, you will no longer be able to see the entire credit card number.

☒ Remove All Credit Card Info
☐ Mask All Except Last 4 Digits of Credit Card Info (XXXXXXXXXX1234)
☐ Mask First 4 and Last 6 of Credit Card Info (XXXX123456XXXXXX)

Submit

Note the options presented on the page allow you to:

- Remove all credit card data
- Mask Middle six of credit card data
- Mask first 12 of credit card data

Select your preferred option and then click 'Submit'

Any credit card data stored in your database will now be treated according to your selection. Choosing any of the three selections will conform to the requirements of the PCI Standard as you are no longer storing usable cardholder data. Note that the masking or removal process CANNOT BE REVERSED.

INTRODUCTION TO PCI COMPLIANCE

Chain Reaction Ecommerce takes security very seriously and is particularly concerned about the security of our merchant's stores and their customer's credit card data. The Payment Card Industry (PCI) Council, an organization comprised of the major card companies, Visa, Mastercard, American Express, JCB and Discover Card, has developed new security requirements for the handling of cardholder information in payment software and applications. These security requirements are contained within the Payment Card Industry Data Security Standards, (PCI-DSS)

The PCI DSS standards are summarized in 12 Requirements:

Build and Maintain a Secure Network

1. Install and maintain a firewall configuration to protect data
2. Do not use vendor-supplied defaults for system passwords and other security parameters

Protect Cardholder Data

3. Protect Stored Data
4. Encrypt transmission of cardholder data and sensitive information across public networks

Maintain a Vulnerability Management Program

5. Use and regularly update anti-virus software
6. Develop and maintain secure systems and applications

Implement Strong Access Control Measures

7. Restrict access to data by business need-to-know
8. Assign a unique ID to each person with computer access
9. Restrict physical access to cardholder data

Regularly Monitor and Test Networks

10. Track and monitor all access to network resources and cardholder data
11. Regularly test security systems and processes

Maintain an Information Security Policy

12. Maintain a policy that addresses information security

PCI Security Standards Council Reference Documents

The following documents provide additional detail surrounding the PCI SSC and related security programs (PA-DSS, PCI DSS, etc):

- ◆ PA –DSS Data Security Standard
https://www.pcisecuritystandards.org/security_standards/pa_dss.shtml
- ◆ PCI DSS
https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml
- ◆ Open Web Application Security Project (OWASP)
<http://www.owasp.org>

PCI Compliance is an assessment of the merchants' actual server (or hosting) environment. Obtaining PCI Compliance is the responsibility of you, the merchant and your hosting provider, working together, using a PCI compliant server architecture, with proper hardware & software configurations and access control procedures.

If CRE Loaded 6.4.1 is implemented with CRE Secure in accordance with this Implementation Guide, it will facilitate and support customers' PCI DSS compliance.

A key element in this process is the CRE Secure Payment module shipped standard with CRE Loaded 6.4.1. This must be installed and configured into CRE Loaded as described in the installation instructions above. Please ensure that you follow these instructions carefully so that you may achieve your path to compliance.

The CRE Secure payment module does not transmit cardholder information but instead calls on the CRE Secure hosted payment page with HTML Clone technology when your customer is ready to enter their credit card information. Because cardholder data is entered into pages served up by CRE Secure, *no cardholder data touches your website*.

There are many different payment modules available on the web and elsewhere for CRE Loaded. But *all versions* of CRE Loaded version 6.4.1 come standard with the new CRE Secure payment module.

The CRE Secure payment module works with the CRE Secure system to carry out two primary functions:

1. The module first talks to CRE Secure system outside your store.
2. The CRE Secure HTML Clone system then reaches out to your merchant store in real time and clones the look and feel of your website. It then presents this look and feel along with a payment form to your customer so they can enter their cardholder data.

The benefits of this system can be summarized as follows:

- (1) No credit card information touches the merchant site
- (2) Responsibility for cardholder data is almost completely outsourced.
- (3) HTML Clone™ technology maintains the merchant customer experience.
- (4) No expensive hosting required for Merchant site
- (5) In most cases, a simple path to PCI Compliance

HTML Clone™ technology.

The CRE Secure process is the only one that presents your customers with a hosted payment page that looks almost exactly like all the other pages in your store, so the customer experience is consistent from the beginning to the end of the transaction process.

When your customers are sent off to some ugly page that looks nothing like your store we know that this jarring experience for the customer can cost you abandoned carts and lost sales.

The combination of functions in the CRE Secure Payment System allows your customers to pay you with a credit card without you needing to worry about capturing and transmitting credit card information through your store. In fact you never even see the customer credit card information. And all this happens while maintaining a great customer experience.

Responsibility for PCI Compliance

The PCI Council requires that all merchants are PCI Compliant and the responsibility for ensuring this lies with the merchant.

Using the CRE Secure system does not remove the merchant responsibility to complete and maintain compliance. CRE Secure technology and processes have been designed to make PCI Compliance easier for you. If you operate your business only via a website and you follow our instructions precisely, we find that most merchants are able to qualify for the simplest path to PCI Compliance via SAQ- A (See discussion on the SAQ's below.)

However, because all merchant businesses are different, CRE Secure recommends that you assess your particular business needs carefully with regards to the compliance process and ensure you are following the appropriate requirements. (For example, if you have both a bricks and mortar store AND a web store, the scope of your compliance needs will be *reduced* by CRE Secure but not eliminated)

THE SELF ASSESSMENT QUESTIONNAIRE. (SAQ)

The Payment card Industry Council has defined a number of different store levels and requirements for those levels to become PCI Compliant. Many CRE merchants are designated as Level 4 stores, which means stores that process less than 20,000 transactions per year, or Level 3 stores which means stores processing fewer than 1 million transactions per card brand per year.

Introduction

To facilitate the PCI Compliance process for Levels 1-4 the PCI Council has provided Self Assessment Questionnaires (SAQ's) so merchants can self – assess their PCI Compliance. The 5 categories of Questionnaire are shown briefly in the table below. The full documents for each SAQ can be found for your reference by clicking on the relevant links:

SAQ Versions

SAQ Validation Type	Description	SAQ: V1.2
1	Card-not-present (e-commerce or mail/telephone-order) merchants, all cardholder data functions outsourced. This would never apply to face-to-face merchants.	A
2	Imprint-only merchants with no electronic cardholder data storage	B
3	Stand-alone terminal merchants, no electronic cardholder data storage	B
4	Merchants with POS systems connected to the Internet, no electronic cardholder data storage	C
5	All other merchants (not included in Types 1-4 above) and all service providers defined by a payment brand as eligible to complete an SAQ.	D

Please consider each category of SAQ carefully and decide on which merchant category your business falls into. The answer to this question will determine which SAQ will apply to you and can make a huge difference in the scope and complexity of the compliance process.

For example, a merchant using the CRE Secure system who does all business via his/her website only and does not store credit cards in most cases will qualify to use SAQ-A. This SAQ is the simplest of them all and requires answering and dealing with only 13 requirements..

Alternatively, a merchant NOT using the CRE Secure system, and processing cards through their website and storing cards in the database, will likely fall into SAQ-D which requires dealing with and complying with 227 requirements.

IMPORTANT.

Once you have determined which SAQ is applicable to your business download the relevant SAQ via the links in the table above and fill in the blanks with all information required.

There may be questions you are unable to answer because you do not have the requirements in place. You must attend to those gaps before you can complete the process. CRE Secure can assist you with questions about SAQ – A.

Finally, sign and date the document and send it to your acquirer (your Merchant Bank) via the route specified by each of them. Please contact your acquirer for details on where you must send the completed SAQ.

Your acquirer is the financial institution with whom you have your Merchant Account. If you do not know who that is call the ISO or other party who set up your original Merchant Account. If it was set-up originally through CRE Secure you can email us at support@cresecure.com

A Note About Scans.

Most merchants who utilize CRE Secure will not be required to have regular scans of their website. However the PCI Council has left the determination of this requirement to the merchant banks. For this reason we recommend that you check with your acquiring bank on the need to have scans.

If you are required to have scans our partner [Controlscan](#) can assist you with determining the right scanning package for your needs.

PCI-Compliant Delivery of Updates

CRE Loaded 6.4.1 and the CRE Secure Payment Module must be kept current to conform to PCI requirements. Updates and patches are made available via the corporate website at www.creloaded.com and www.cresecure.com. Customers who wish to update their application must go to the CRE sites and first login with the user name and password they set when they first acquired the application. Upon successful login, customers may access the downloads area and access the update or patch. Downloads take place via https to ensure security and chain of trust.

CRE releases approximately four patches per year for each of the Standard, Professional and B to B versions of the product. Commonly, each of the patches covers hundreds of issues. The vast majority of these issues address routine bug fixes or known problems within the products.

The prioritization of the work addressed in the regularly scheduled patches is determined by information drawn from a number of sources: the CRE Forums, Customer Service, the CRE Development Team, CRE Management and the CRE Loaded Community.

Customers or developers using the applications discover bugs or problems and then report them to customer service through the CRE Support group or raise the issue in the CRE Forum.

When security issues are identified in the product they are fixed immediately. Depending on severity, these will be released either in one of the regularly scheduled patches or, if sufficiently urgent, as a separate mini-patch that will be released as quickly as possible after it has been identified.

Patch release dates are communicated to the CRE community via the corporate website, the CRE Forum, press releases and also via Customer Support and Sales directly to customers.



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