SAINT®

PCI Security Standards Council™

APPROVED SCANNING VENDOR

ASV Portal

User Guide

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What is the SAINT ASV Portal?

Cybersecurity is an overwhelming and complex subject for most small businesses. The highest risks to small business are often the internet-facing systems that host critical business systems such as company websites, shopping carts and the access points to internal networks. As a business, it is essential that you know where you are vulnerable and have information to take action to mitigate against risks to your business and your customer's sensitive information.

SAINT's ASV portal is designed as an easy-to-use cloud-hosted scanning service for businesses to quickly assess your Cardholder Data Environment (CDE) internet-facing systems for the types of vulnerabilities and risk exposures used by attackers to breach systems and steal your most valued information and identify issues that impact compliance with the Payment Card Industry's (PCI) Data Security Standards (DSS).

Responding to PCI ASV Attestation Requirements

In additional to running scans and viewing results in various report formats, the ASV portal also enables our customers to submit scan output to our SAINT ASV assessors for review and for Attestation of Scan Compliance (AoSC), to meet PCI requirement 11.3.2 and the ASV Program Guide. Users can also run scans proactively, on-demand, to assess Card Holder Data (CDE) environments in between quarterly attestation submissions to conduct continuous analysis and monitor the target environments for compliance throughout the license period.

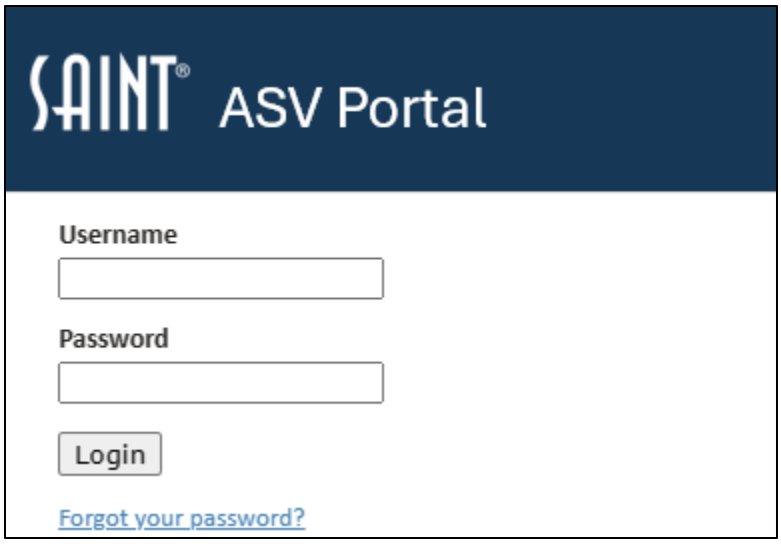
How Does the Portal Work?

This portal provides the same scanning power of our flagship product, SAINT Security Suite, but in a much more condensed set of scanning and reporting workflows. Behind the scenes, the engine conducts a scan of TCP, UDP, and RPC services on the target hosts. When the engine detects a service that has a history of possible security concerns (e.g., Web access to the password file), it performs a more detailed interrogation with vulnerability check probes that are updated on a daily basis. The results of the assessment are then made available through the reporting engine, using pre-designed report templates.

Log in

1. Open a browser window and navigate to https://asv.saintcorporation.com

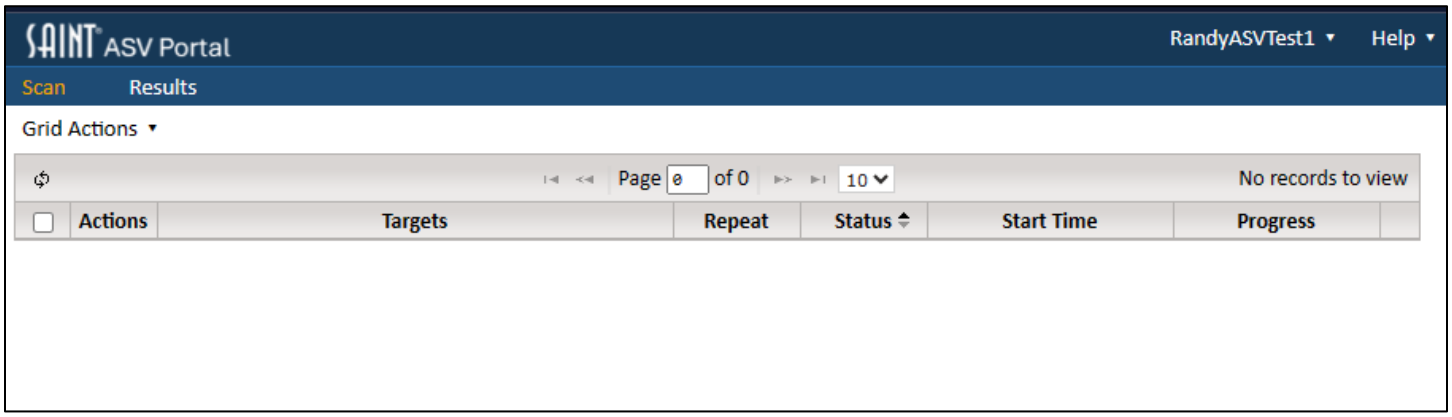
The first thing you will see is a login dialog box for the SAINT ASV portal.



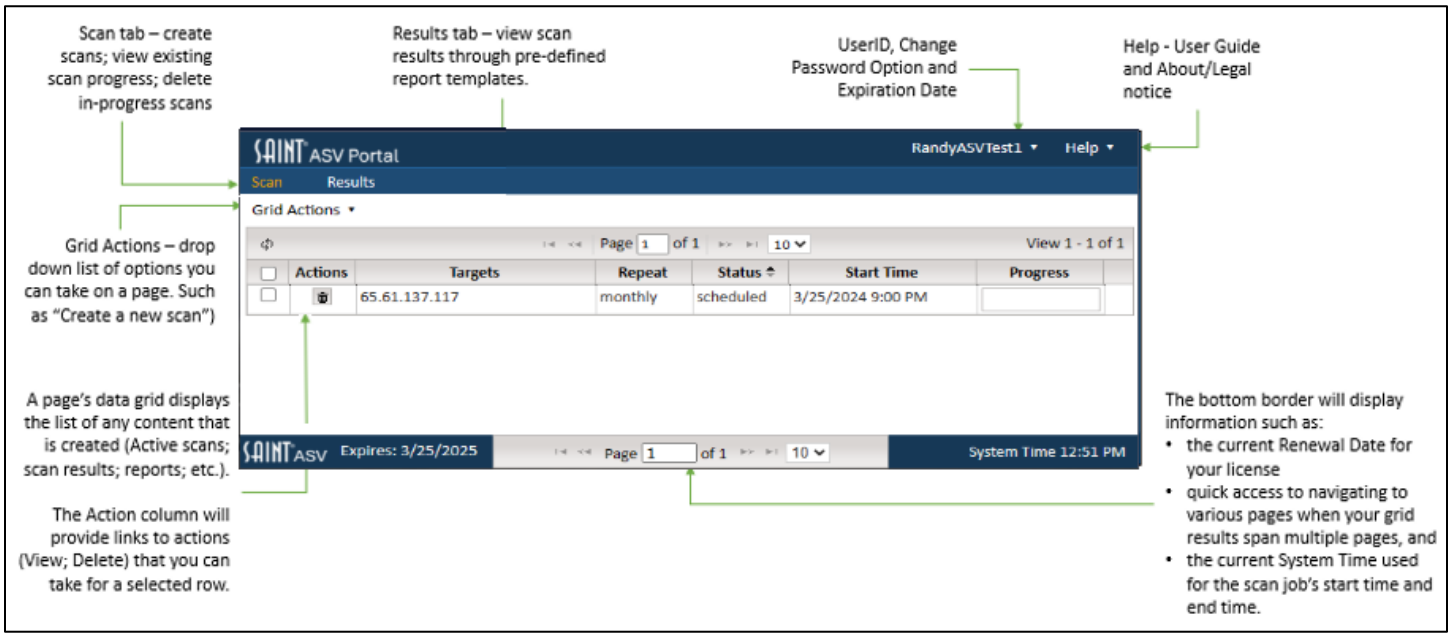
2. Enter your User ID and Password provided in your Welcome email when you purchased your license.
3. Click the *Login* button

Select the "Forgot your password?" hyperlink if you forgot or need to reset your password.

The system will authenticate your access, launch the portal and provide a web page to create Scan Jobs and manage scan progress, as shown below:



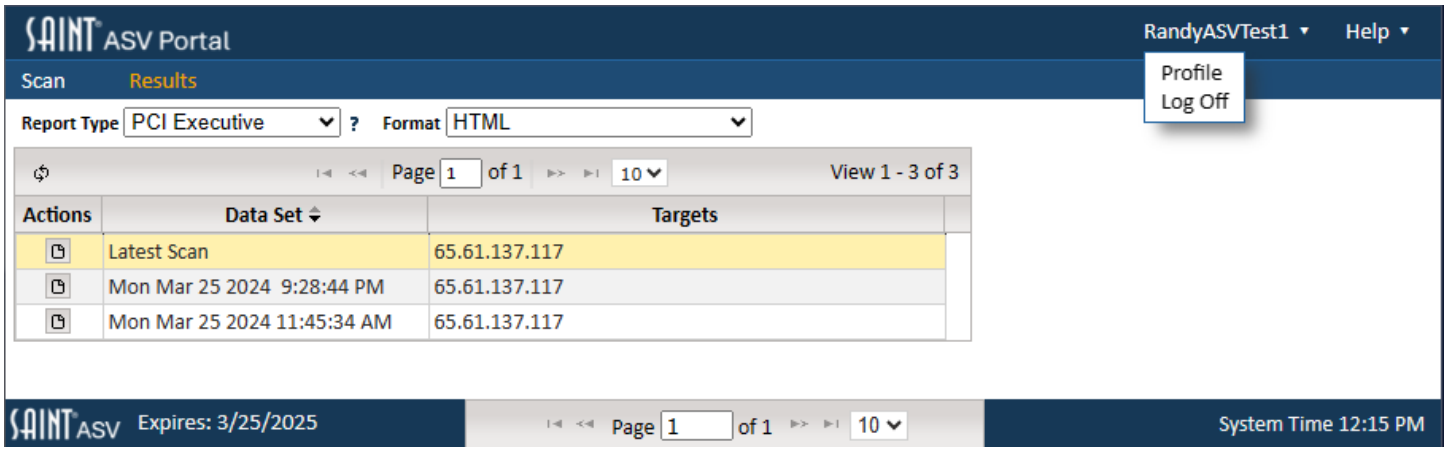
When you first log in, you will notice that the main section of the page is blank, with menu options to Scan and create and interact with Results. To ensure simplicity, the portal is designed to provide everything you need for quick scanning and management of scan results from these two pages.



The following provides an overview of each feature that was designed to support the PCI ASV scan, dispute, attestation and reporting processes.

User Options under the UserID

There are three (3) important options available to you under your UserID, displayed in the upper right corner of the portal:



Profile

This profile option, under the UserID, at the top right of the window, displays account and license information, to include your user account, the license expiration date, email address, and cell phone we have on file for your account. Note: If your account is expired, this option is disabled. You will be prompted to renew your account subscription.

Two-factor Authentication

To help secure your account, it is recommended that you turn on 2FA from the Profile option. Once it is turned on, you will be prompted to enter a six-digit verification code whenever you log into the portal, unless you previously checked "Don't ask again on this device" when entering the verification code from the same device. You must provide a cell phone number before turning on 2FA in order to receive the verification codes.

Change Password

Select the "Change" hyperlink from the Profile option, to update/reset your account password.

Log Out

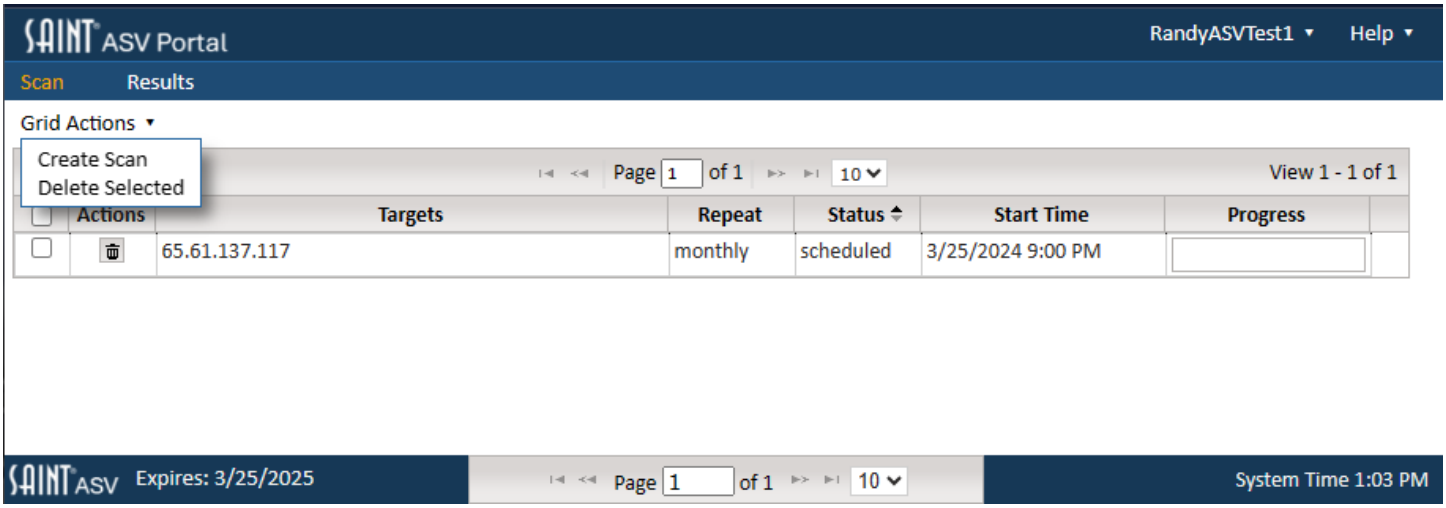
Select the "Log Off" hyperlink from the Profile option, to log you out of the SAINT ASV portal.

Help

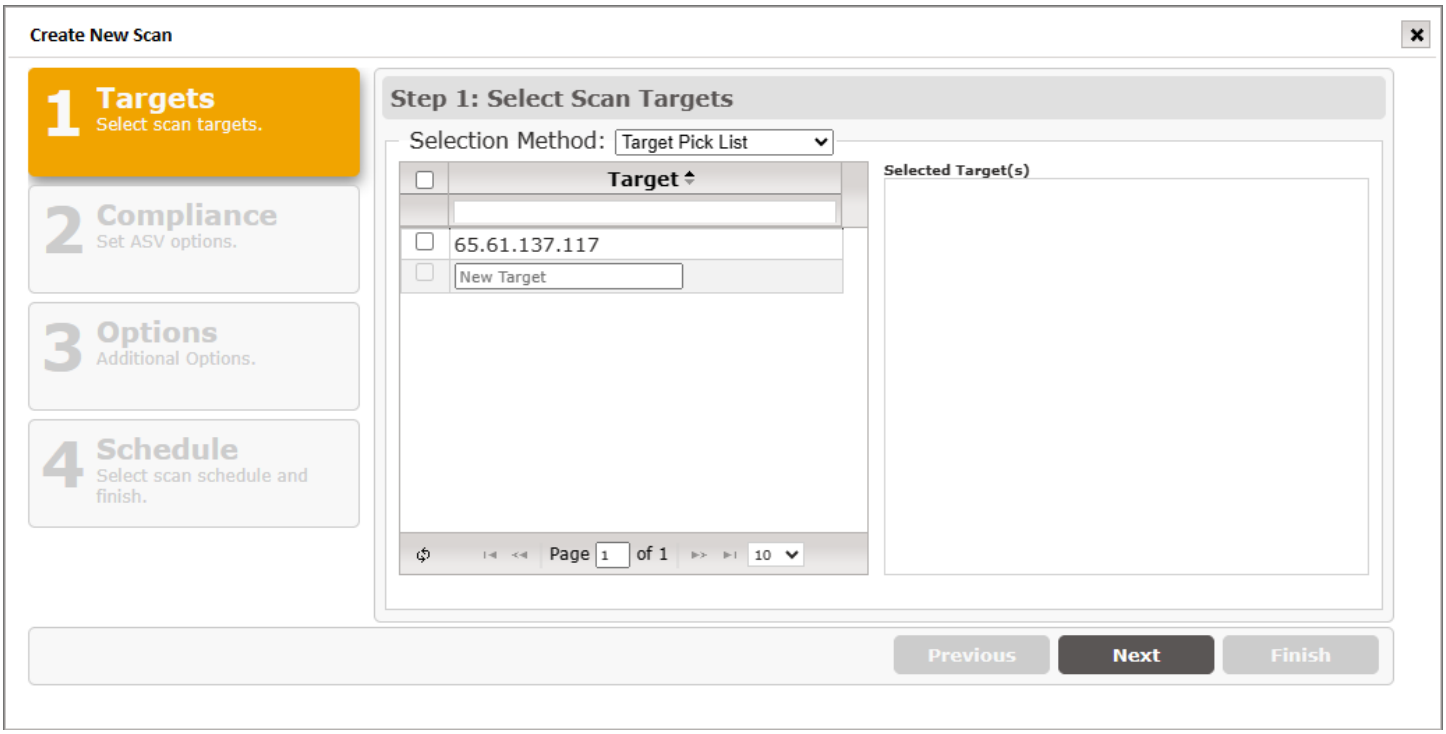
Select the "Help" option from the top menu to access the complete User Guide, as well as a link to the "About" link that includes the product portal version, copyright notice, and a reference to the applicable US Government Commercial Computer Software License clause.

Scan Tab

Initiating a PCI ASV scan is done from the **Scan** tab. As shown below, creating a new scan is done by selecting the "Create Scan" option from the Scan page's Grid Actions drop down menu.



The screen will refresh to display the Scan creation wizard, as shown below. The wizard will display the current list of scan targets you have registered with your license, as well as Selection Methods for selecting from the Pick List (checkboxes) or free-form entry.



Step 1 - Targets

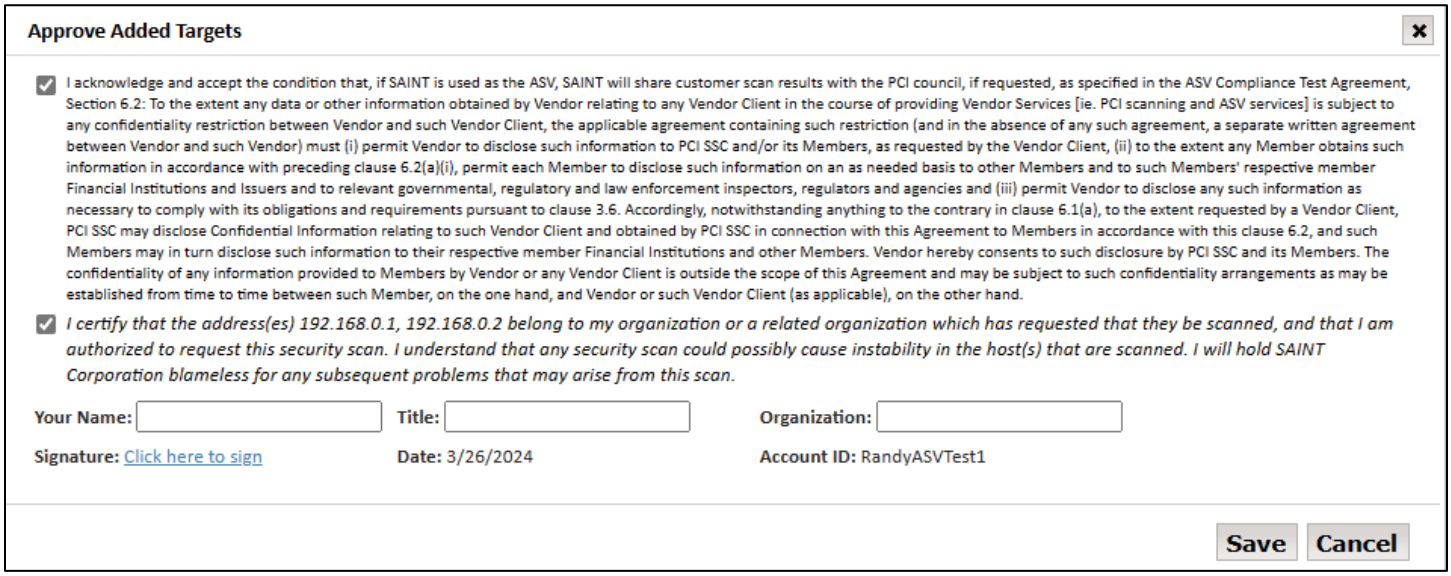
The list of available targets should be the same full list of targets you registered with your license or within the total number of scan targets that are licensed for the current ASV subscription period. The Target selection step provides the follow options:

Selection Method

1) Option 1: Target Pick List
   a) Select from a “Target Pick List” of available targets
   b) Click the checkbox for each host to be scanned. All selected targets will be added to the “Selected Target(s)” box.
   c) Press the ***Enter*** key once all of your hosts have been entered.

2) Option 2: Free form target entry
   a) Manually type the list of targets to be scanned.
   b) Press the ***Enter*** key once all of your hosts have been entered.
3) Option 3: New Target
   a) If this is the first time you have entered your target list or your target list includes any hosts other than the ones from your registered targets, you must certify that you have permissions to access and scan these new hosts.

      The scan wizard will display the following *license and service agreement to attest that you have authorization to scan the new host(s).*



IMPORTANT: If you wish to INCREASE YOUR TARGET COUNT for this ASV service, contact your Account Representative or Service Provider, if your subscription was granted through a partner.

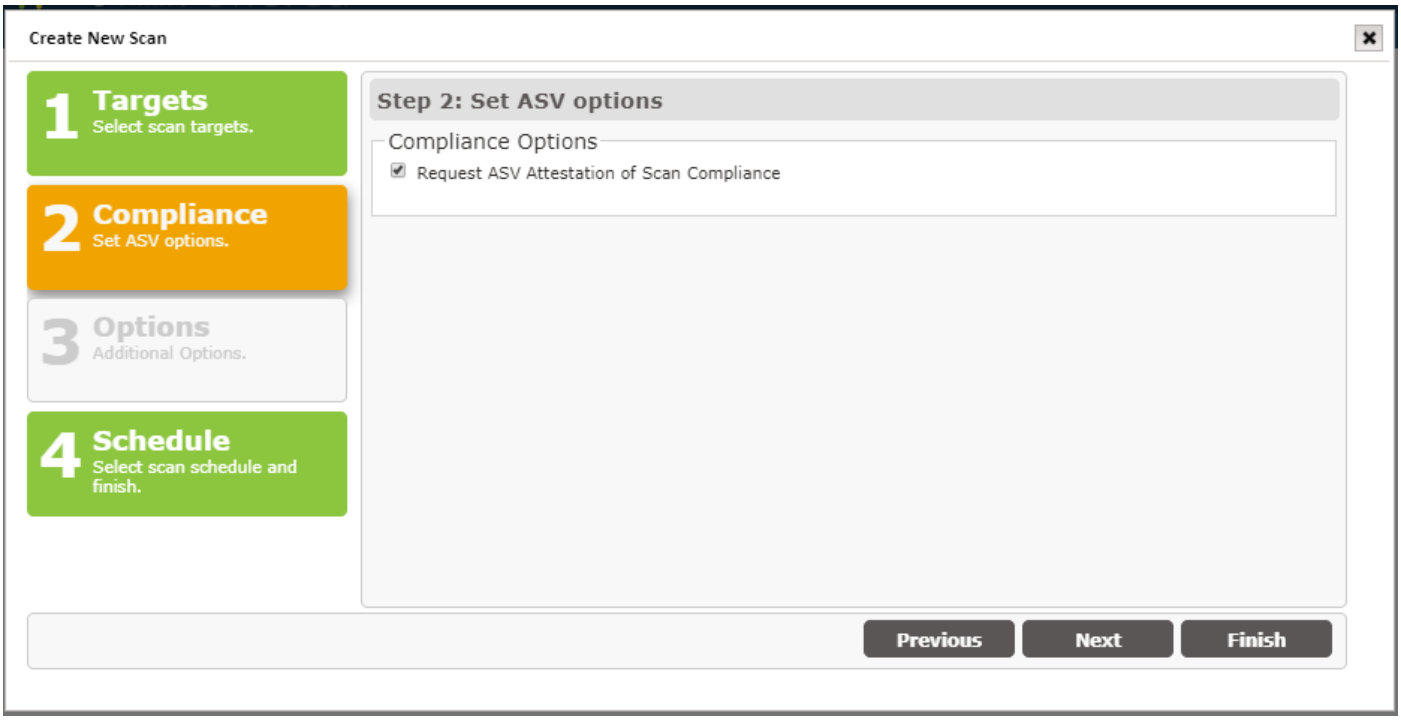
Click the **Next** button to move to the next step in setting up a scan

Step 2 – Compliance (Set ASV Options)

This Compliance (Set ASV options) step is specifically designed to support the Payment Card Industry (PCI) Approved Scanning Vendor (ASV) Attestation of Scan Compliance (AoSC) requirement. You have the option to run scans of your selected hosts, whenever you like, at whatever frequency you need to support your ongoing assessment of the vulnerabilities impacting your host environment. Additionally, this step configures the Scan to submit the scan results for Attestation of Scan Compliance (AoSC) by SAINT's ASV team.

IMPORTANT: Your SAINT ASV subscription includes support for one primary submission each quarter as well as a resubmission each quarter in the case where an initial scan resulted in a Failed result. This resubmission is provided to allow you time to remediate those issues, conduct a follow-up scan, and resubmit for AoSC during the same quarter.

Additional submissions, if required, may be purchased at an additional cost, by contacting *your Account Representative or Service Provider, if your subscription was granted through a partner.*

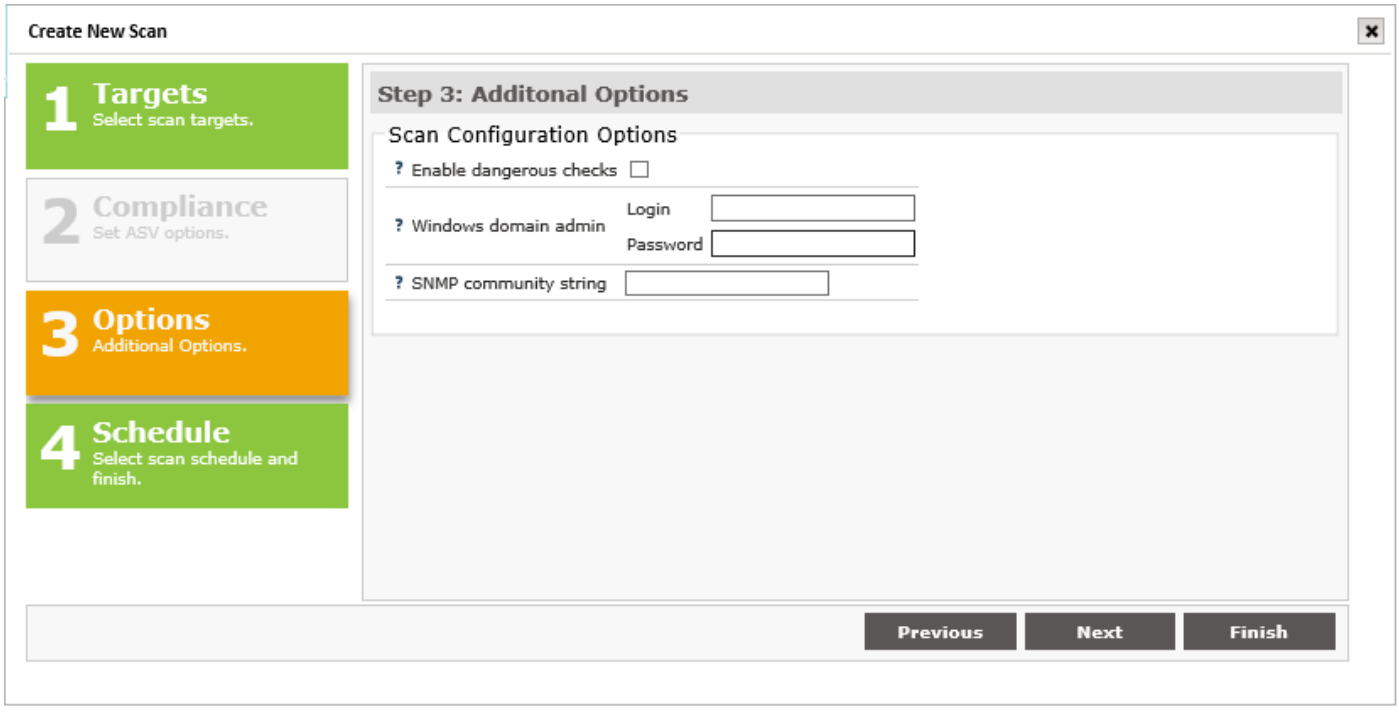


By checking this box, your scan results will be assessed against the PCI ASV Program Guide's metrics and standards; and adhere to vulnerability scanning requirements as defined by the latest PCI Data Security Standards (DSS), Requirement 11.3.2.

Click the **Next** button to move to the next step in setting up a scan

Step 3 – Options (Additional Options)

The SAINT scan process can be performed quickly just by selecting the target hosts and scheduling the scan. However, the following "Additional Options" are optional, and enable additional types of checks and/or use credentials to facilitate lower levels of access to system resources.



IMPORANT: These options will not be active for scans that are being submitted for ASV Attestation. All PCI-required scan configurations for submitted scans are controlled by the SAINT pre-configured ASV scan policy that adheres to the ASV Program Guide and PCI DSS Requirement 11.3.2.

The following describes each option and how to enable them during the scan setup process.

- **Enable dangerous checks -** SAINT's scan process includes an option to "Enable dangerous checks." If this option is enabled, SAINT will launch buffer overflow exploits which may yield more definitive results. This option may help SAINT eliminate false alarms by verifying the existence of certain vulnerabilities but can cause services on the target hosts to crash. If this option is not selected, SAINT will skip these dangerous tests.

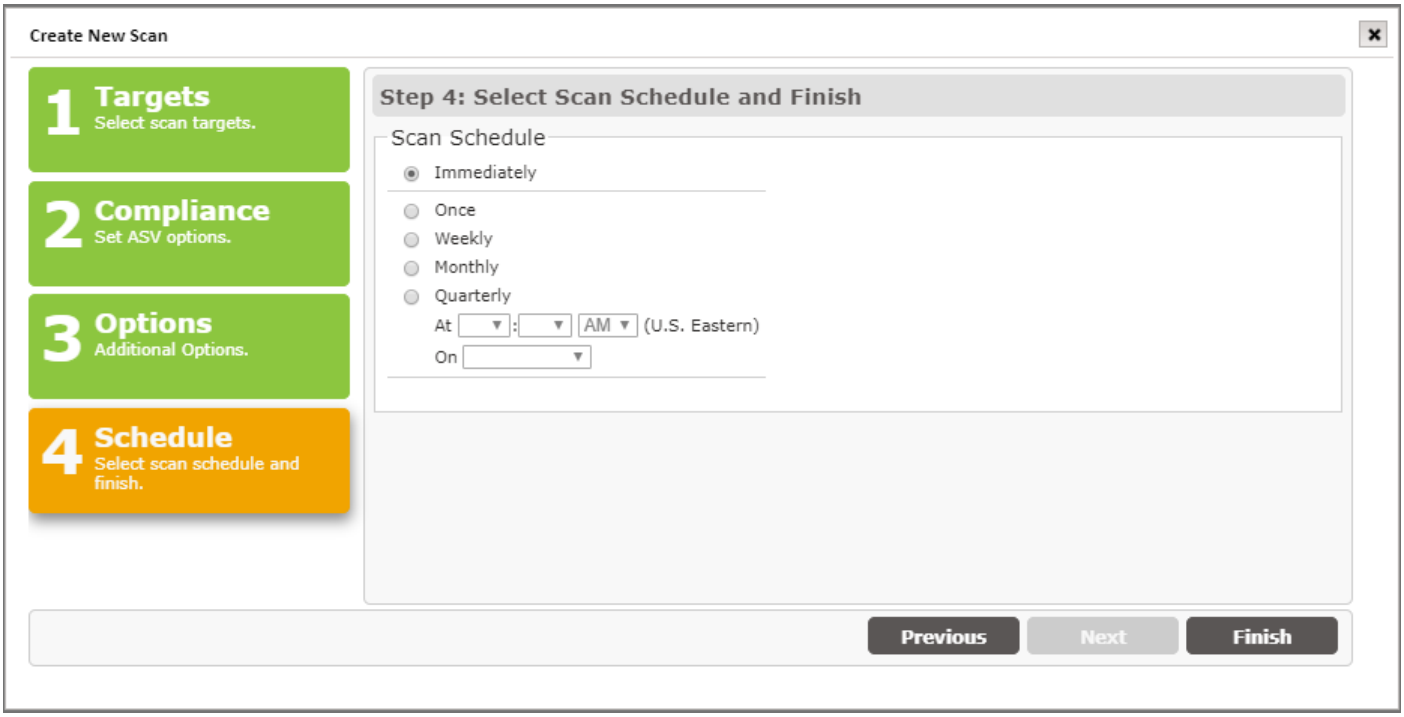
- **Windows Domain Administrator -** To conduct the most thorough and accurate scan possible, SAINT gives you the option of authenticating to targets. Enter a valid Login and Password with administrative privileges on the domain. Authentication allows SAINT to access the registry and file attributes on the remote target. There are two benefits to authentication.
    - An authenticated scan can detect additional vulnerabilities, such as client vulnerabilities and missing hotfixes, which could not otherwise be detected by probing network services.
    - An authenticated scan is sometimes able to check for fixes whose presence could not otherwise be determined, thereby reducing false alarms.

- **SNMP Community -** The Simple Network Management Protocol (SNMP) runs on routers and switches, as well as some printers, servers, and workstations to communicate configuration and status information. SNMP access is controlled using *communities*. A *community string* identifies the community and can be thought of as the password for SNMP access.

Click the **Next** button to move to the next step in setting up a scan

Step 4 – Schedule

Scans can be performed immediately or scheduled to run at a defined date/time or scheduled intervals. For example, you may want to run a scan immediately to assess the current security posture of target hosts prior to submitting a scan for ASV Attestation. Then, once you've gone through that process and have determined your schedule for quarterly report, set up a recurring schedule to sync with your PCI reporting requirements.



Click the **FINISH** button to start your scan now or scan on the selected Schedule

Pre-scan Attestations

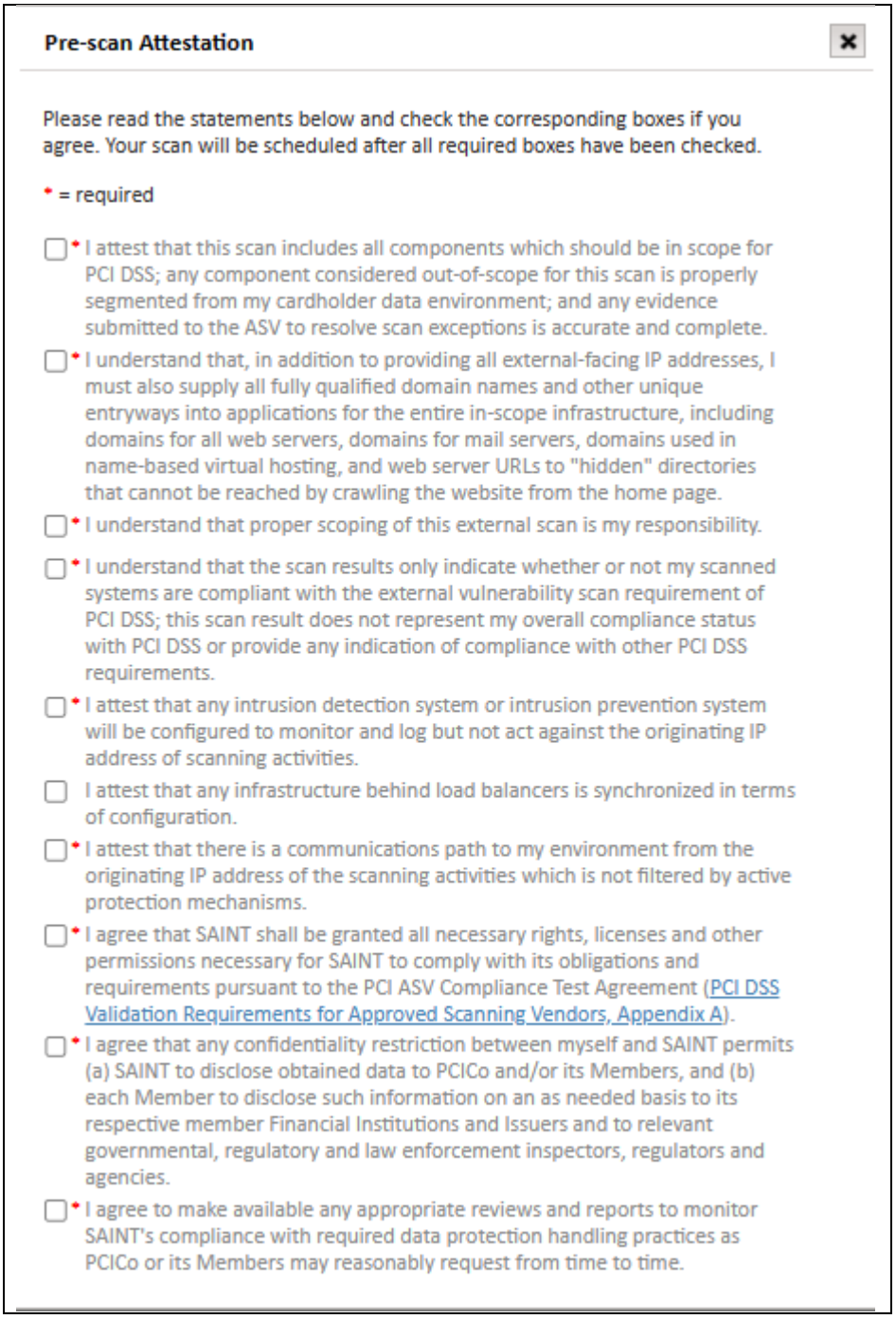
Scans submitted for ASV attestation will enter our formal PCI ASV attestation process. As part of that process, the PCI ASV Program Guide requires scan customers to attest to specific questions regarding the scan environment, and permission granted to SAINT, as your ASV, to conduct the assessment.

If you checked the *Request ASV Attestation of Scan Compliance* box in Step 2 in the Scan wizard, then the Pre-scan Attestation form will appear after you click on the *Finish* button in the scan wizard. An example of this Pre-scan Attestation form is shown here.

After Checking the box for each required attestation question, a *Continue* button will be displayed.

Click *Continue* to complete the Pre-scan Attestation step and schedule your scan.

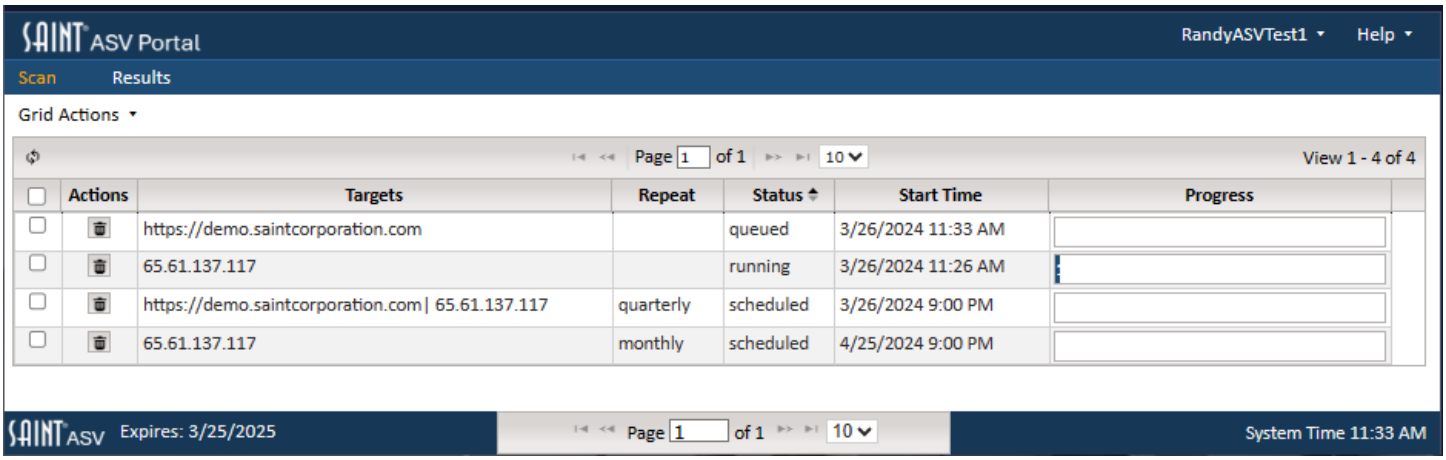
After the scan is complete, the PCI Attestation report will provide instructions on how to proceed – including processes for disputing results, entering declarations for special notes, validating the scope, etc.



Scan Status

Click on the “Scan” tab to view a list of scheduled scans. From this page, you can identify what is being scanned, the frequency of the scan, and the current progress and status of your active and scheduled scans. Use the grid options at the bottom of the page to control the number of records you want to see per page, and to scroll through pages if the total number of scans exceed the number you’ve set per page (example: 10 per page).

The following shows examples of scan status for 1) scans currently scheduled, 2) the scheduled job has been queued up for execution, and 3) scan is running (2% complete).

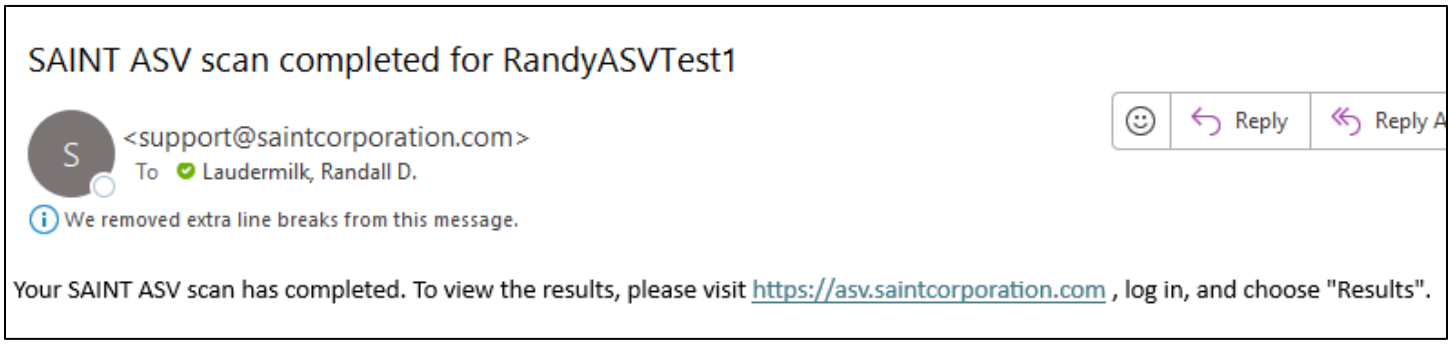


Delete a Scan

You may delete a scan from this page. To delete the scan, click on the applicable row's check box, and select the "Delete Scan" (Trash can) button.

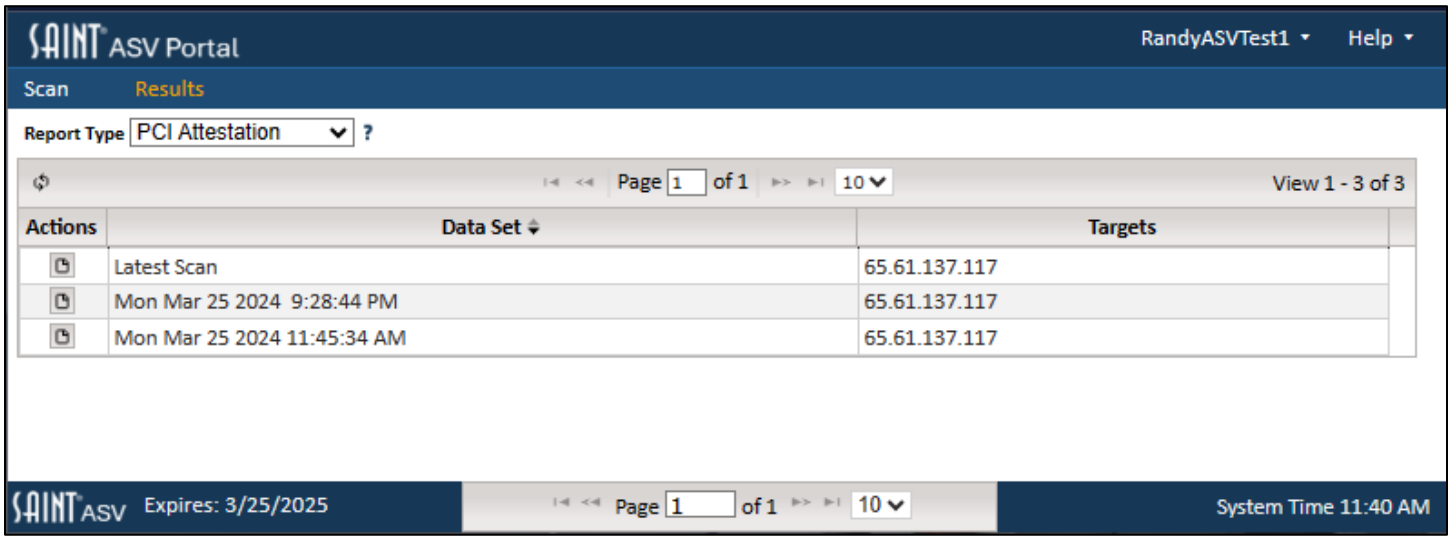
Email Notifications

Once a scan has been completed, SAINT transmits an email notification of the scan's status, with a link to login and view the findings from the scan.



Results Tab

Select the "Results" tab to view scan results for completed scans. The following shows an example of a completed scan for the one previously scheduled.



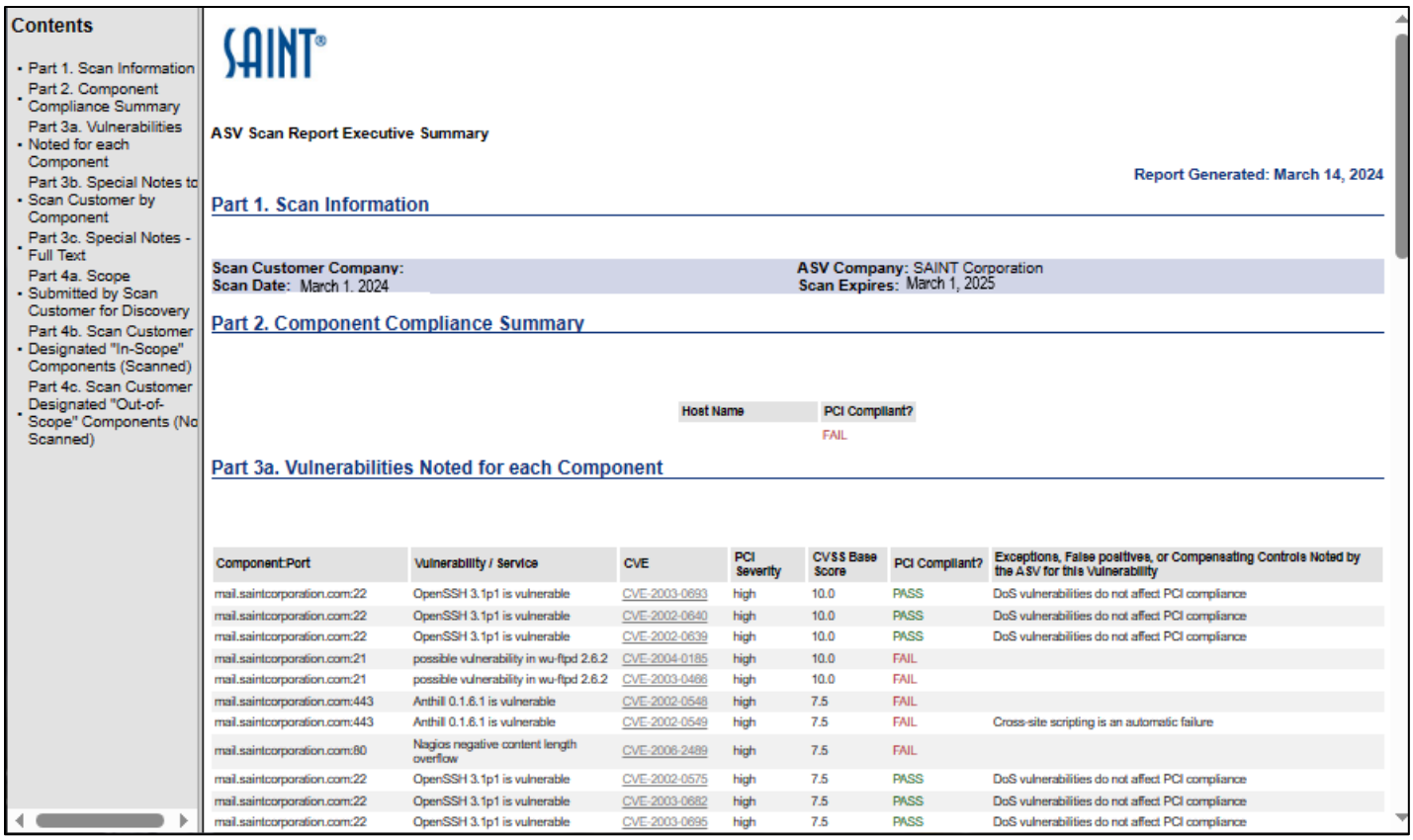
Create Reports

SAINT's ASV reporting capabilities provides many of the same reporting templates as in other SAINT products, such as SAINT Security Suite and SAINTcloud, to include the report templates required by PCI for the ASV attestation requirement.

To create a report for a selected scan:

1. Select the Report Type that best suits your needs.
   For Trend Analysis reports only – Choose 2 or more scans that you wish to include in the trend analysis. Hosts and vulnerabilities will be tracked chronologically across the chosen scans, producing historical charts and status classifications.
2. Select the Report Format from the drop-down list of available formats.
   - HTML is usually the best choice for quick screen analysis. This report format uses Portable Network Graphic (PNG) images to graphically display pie charts and bar graphs. It also uses HTML frames to provide a linked table of contents for report navigation.
   - Frameless HTML is like the HTML format except that it does not provide a linked table of contents.
   - Simple HTML displays pie charts and bar graphs in-line, not as PNG images. However, the pie charts are only viewable on Internet Explorer.
   - PDF is the most often used and most convenient format to download and share with others.
   - XML is useful if the scan data is to be ingested into a 3rd party XML-enabled application.
   - Text is a useful alternative if you intend to view or ingest the scan data, in its unformatted form, into a 3rd party application.
   - CSV is the most often used format for simple text-based content usage or viewing in Microsoft Excel.
   - Tab-separated and comma-separated reports are useful for importing into documents, spreadsheets or databases. These formats are often useful with the Technical Overview report.
3. Click on the "Create Report" option, under the Actions column, for a selected scan to create and view the report.
4. The report will be generated and displayed in a separate browser tab.
5. You can view, print and save scan output from the displayed report. In most browsers, this is done by choosing *Save As* under the **File** menu.

   Adobe Acrobat also supports these actions from within the browser window, as shown in the following example:



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- Part 3b. Special Notes to Scan Customer by Component
- Part 3c. Special Notes - Full Text
- Part 4a. Scope Submitted by Scan Customer for Discovery
- Part 4b. Scan Customer Designated "In-Scope" Components (Scanned)
- Part 4c. Scan Customer Designated "Out-of-Scope" Components (Not Scanned)

SAINT®

ASV Scan Report Executive Summary

Report Generated: March 14, 2024

Part 1. Scan Information

Scan Customer Company:
Scan Date: March 1, 2024

ASV Company: SAINT Corporation
Scan Expires: March 1, 2025

Part 2. Component Compliance Summary

Host Name	PCI Compliant?
	FAIL

Part 3a. Vulnerabilities Noted for each Component

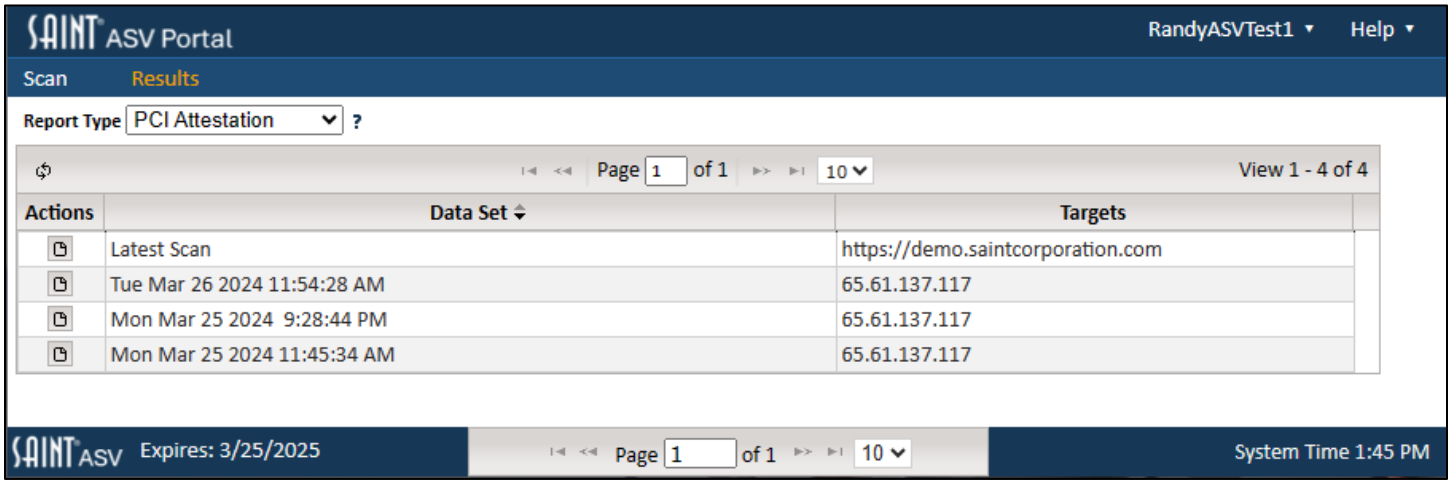
Component:Port	Vulnerability / Service	CVE	PCI Severity	CVSS Base Score	PCI Compliant?	Exceptions, False positives, or Compensating Controls Noted by the ASV for this Vulnerability
mail.saintcorporation.com:22	OpenSSH 3.1p1 is vulnerable	CVE-2003-0693	high	10.0	PASS	DoS vulnerabilities do not affect PCI compliance
mail.saintcorporation.com:22	OpenSSH 3.1p1 is vulnerable	CVE-2002-0640	high	10.0	PASS	DoS vulnerabilities do not affect PCI compliance
mail.saintcorporation.com:22	OpenSSH 3.1p1 is vulnerable	CVE-2002-0639	high	10.0	PASS	DoS vulnerabilities do not affect PCI compliance
mail.saintcorporation.com:21	possible vulnerability in wu-ftpd 2.6.2	CVE-2004-0185	high	10.0	FAIL	
mail.saintcorporation.com:21	possible vulnerability in wu-ftpd 2.6.2	CVE-2003-0466	high	10.0	FAIL	
mail.saintcorporation.com:443	Anthill 0.1.6.1 is vulnerable	CVE-2002-0548	high	7.5	FAIL	
mail.saintcorporation.com:443	Anthill 0.1.6.1 is vulnerable	CVE-2002-0549	high	7.5	FAIL	Cross-site scripting is an automatic failure
mail.saintcorporation.com:80	Nagios negative content length overflow	CVE-2006-2489	high	7.5	FAIL	
mail.saintcorporation.com:22	OpenSSH 3.1p1 is vulnerable	CVE-2002-0575	high	7.5	PASS	DoS vulnerabilities do not affect PCI compliance
mail.saintcorporation.com:22	OpenSSH 3.1p1 is vulnerable	CVE-2003-0682	high	7.5	PASS	DoS vulnerabilities do not affect PCI compliance
mail.saintcorporation.com:22	OpenSSH 3.1p1 is vulnerable	CVE-2003-0695	high	7.5	PASS	DoS vulnerabilities do not affect PCI compliance

ASV Attestations

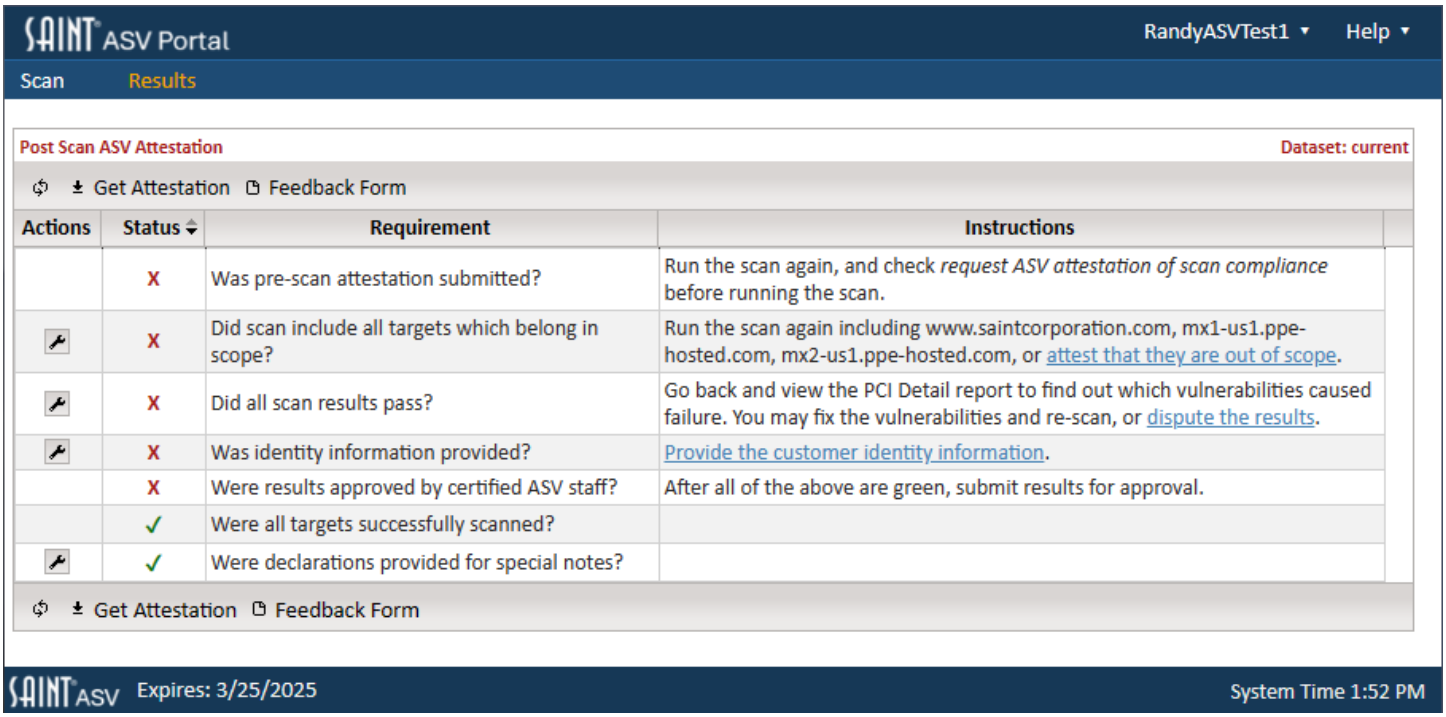
If you requested an ASV Attestation of Scan Compliance (AoSC) in Step 2 of the wizard when you created your scan, there are several requirements you must satisfy before the attestation can be issued.

Complete the following steps after the scan completes to fulfill these requirements:

1. Navigate to the *Results* tab and choose the *PCI Attestation* report type from the drop-down menu.



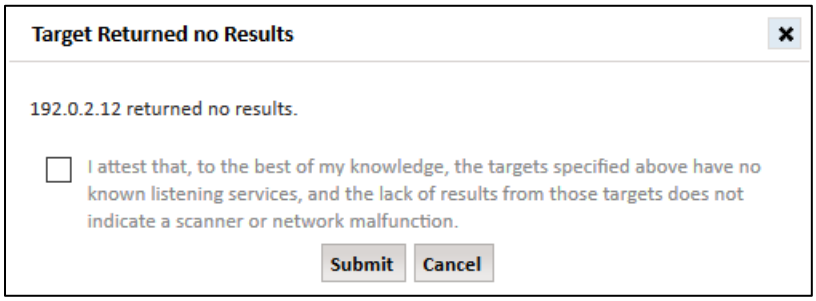
2. Click on the *Create Report* button under the Actions column for the selected scan.
3. SAINT will evaluate the selected scan and determine if there are any further actions needed to obtain the completed attestation report. In most cases, there will be actions required before the reports can be generated, as shown below:



4. For each row of the checklist which has a red X in the Status column, follow the instructions in the Instructions column. Click on the wrench icon in the Actions column or the appropriate hyperlink in the Instructions column to complete each required task.
5. See the following sections for information about the most commonly listed requirements:

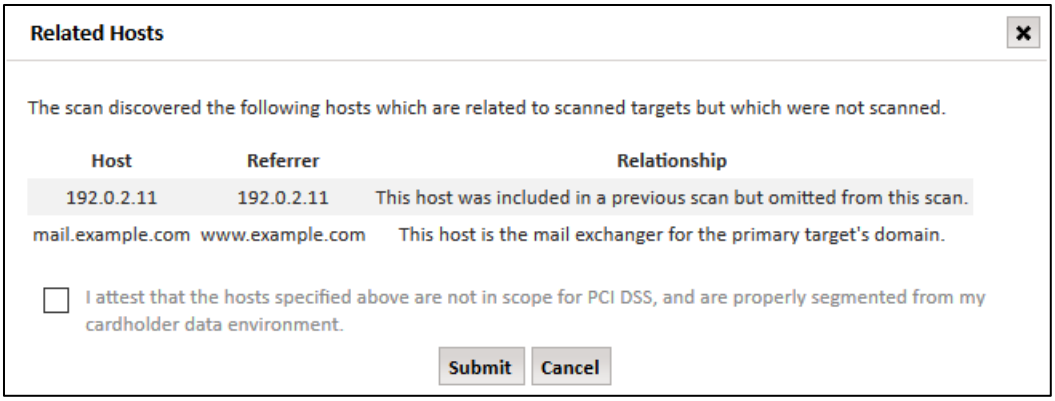
Targets Running No Services

If the scan detected one or more targets with no listening services, you must confirm that this is the correct result, and not indicative of a scan malfunction. If this is the correct result, click on the action button beside *All targets successfully scanned* or click on the *attest that the target runs no listening services* hyperlink, check the box, and submit the form.



Scan Scope

The PCI DSS requires scanning of all externally accessible system components owned or utilized by the scan customer that are part of the cardholder data environment or may provide access to the cardholder data environment. Although proper scoping is the responsibility of the scan customer, the ASV is required to report any potential scoping discrepancies and confirm with the customer that they are out of scope. If potential scoping discrepancies are found, click on the action button beside *Scan included all targets which belong in scope* or on the *attest that they are out of scope* hyperlink. This displays a table containing information about each scoping discrepancy. If each of the listed components are truly out of scope, check the box and submit the form.



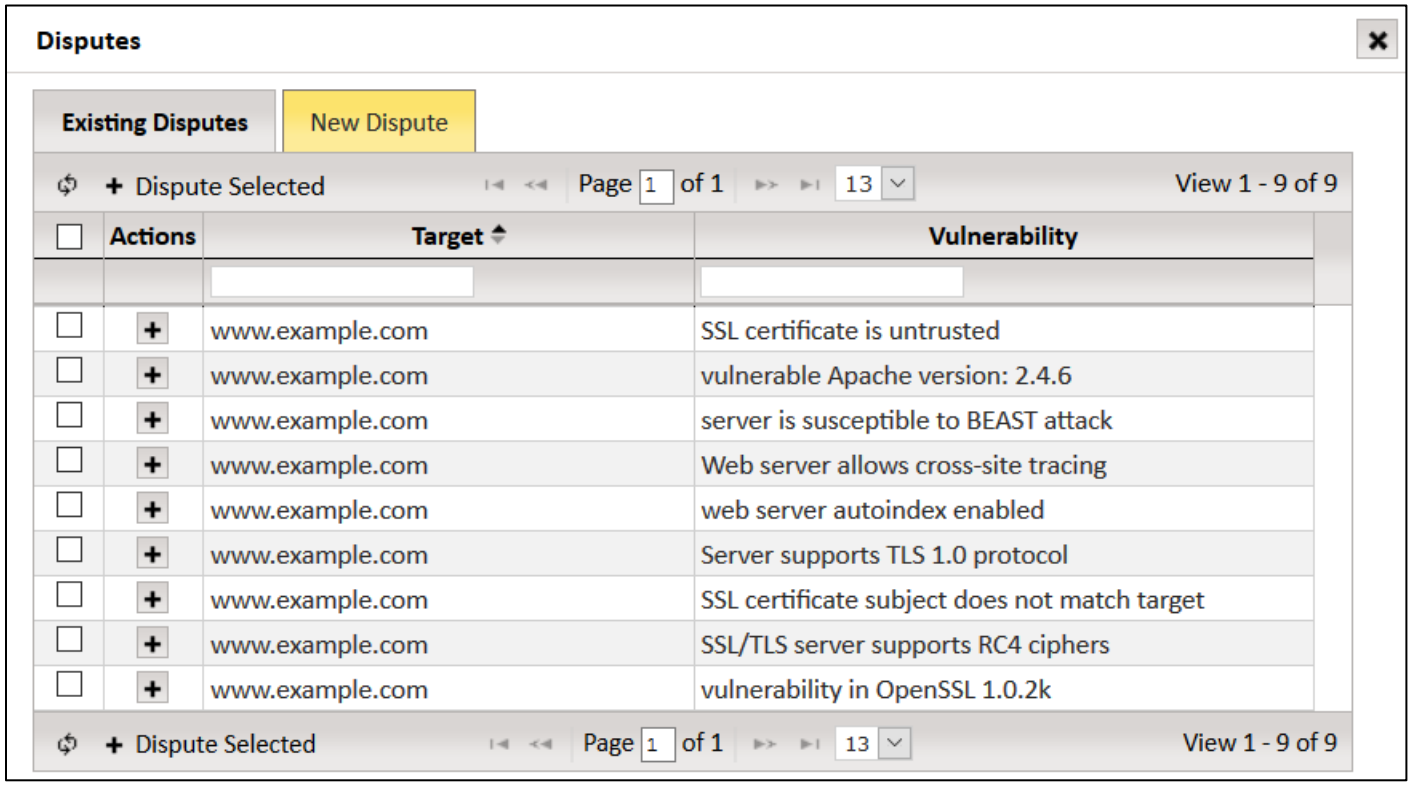
Vulnerability Disputes

If vulnerabilities which cause PCI failure are detected, you may either remediate the vulnerabilities and run the scan again or dispute the failing vulnerability findings. A vulnerability may be disputed for the following reasons:

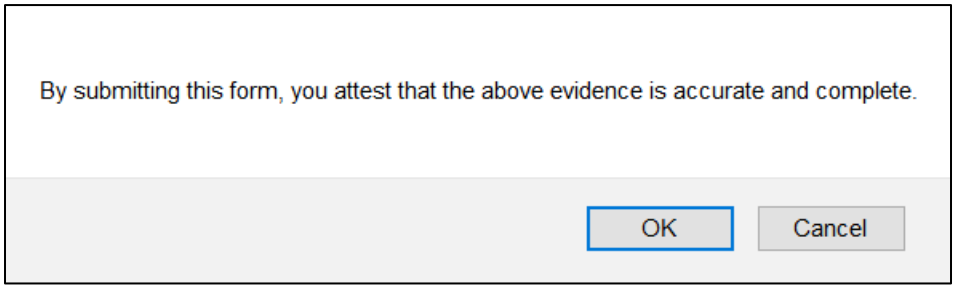
1. False positive – You may dispute the vulnerability if you believe the vulnerability does not actually exist on the system.
2. Compensating controls – You may dispute the vulnerability if there is an acceptable compensating control in place which eliminates the risk of the vulnerability.
3. Incorrect CVSS score – You may dispute the vulnerability if you believe the CVSS score is incorrect.

Follow these steps if you choose to dispute a finding:

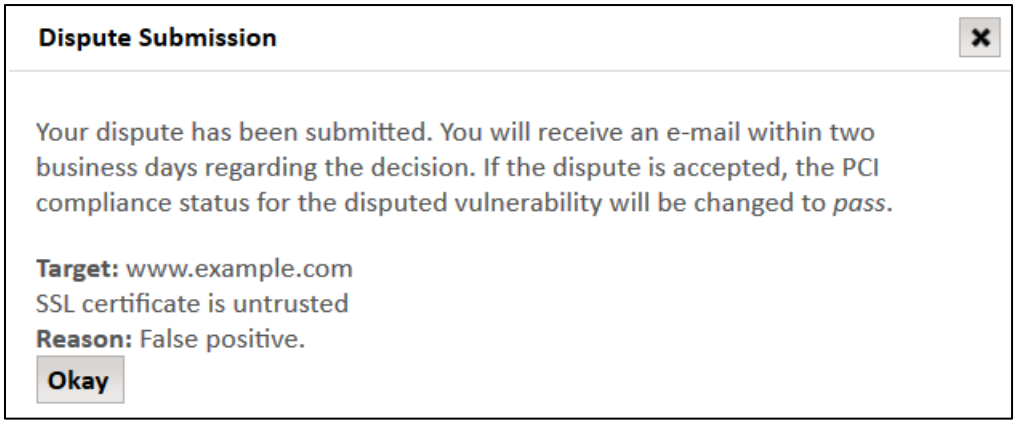
1. From the "Post Scan ASV Attestation" table, click on the Actions button beside *All scan results pass* or the *Dispute the results* hyperlink.
2. Click on the New Dispute tab.



3. Click on the Dispute button (plus icon) beside the vulnerability that you wish to dispute or check the rows corresponding to the vulnerabilities you wish to dispute and click on *Dispute Selected*. If the vulnerability you are looking for does not appear on the first page, use the pager buttons at the top and bottom of the grid to page through the vulnerabilities, or enter terms into the filter boxes at the top of the columns to search for the vulnerability.
4. Complete and submit the Create Dispute form. Include a detailed explanation and/or evidence that supports your claim that the vulnerability should not cause PCI failure. For example, if the vulnerability finding is a false positive resulting from backported fixes in Linux packages, you may want to include a screen shot which shows the installed package version.



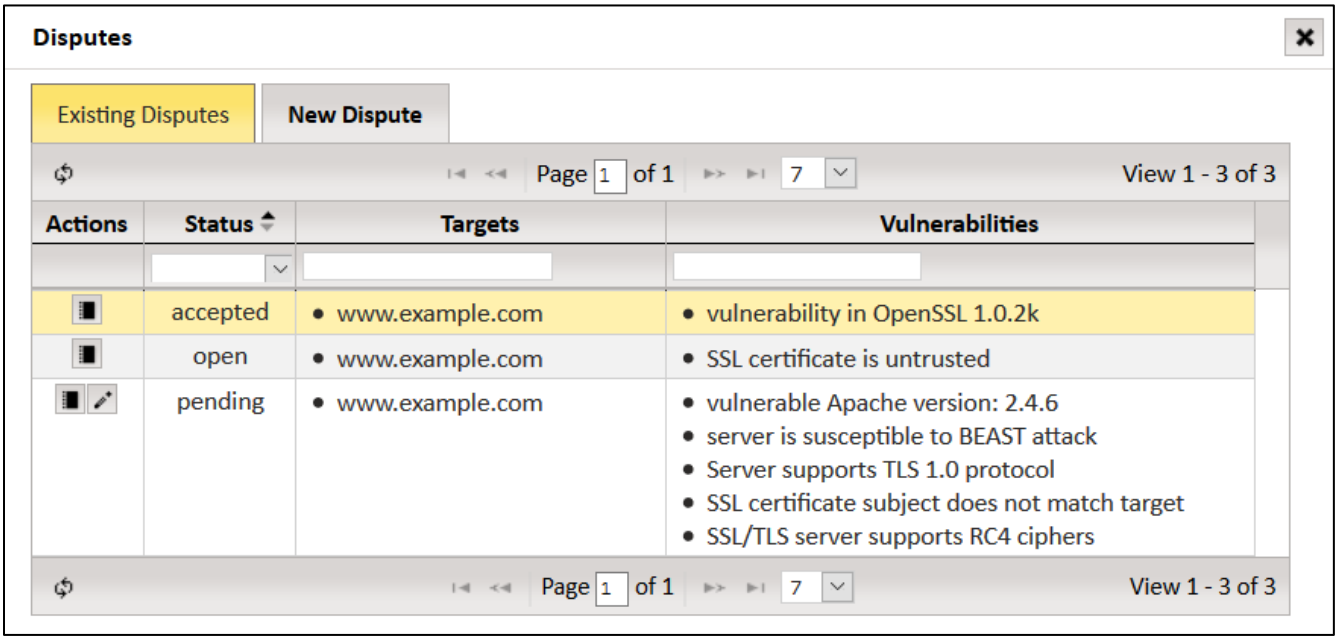
5. Click the *OK* button to attest that the submitted evidence is accurate and complete.
6. SAINT will transmit a message informing you that the dispute has been submitted to the ASV staff.



7. When the ASV staff has made a decision regarding the dispute, you will receive an e-mail notification informing you of the result. The result will be one of the following:
    - **Approval** – The vulnerability status is changed to Pass, and the ASV's reason for approving the dispute will appear in the Exceptions column of the ASV Executive report. This text cannot be modified by the customer.
    - **Denial** – The vulnerability status remains unchanged. The ASV's reason for denying the dispute is provided in the e-mail notification. The dispute cannot be modified, however, a new dispute for the same vulnerability can be created. Appeals may be sent to support@saintcorporation.com. Appeals should *not* be sent to the PCI SSC.
    - **Request for more evidence** – The ASV requires further information or evidence in order to make a decision regarding the dispute. See the next paragraph for information on modifying your dispute.

The following steps describe how to check the status or modify a dispute you've already submitted:

1. From the "Post Scan ASV Attestation" table, click the Action button beside *All scan results pass* or the *dispute the results* hyperlink.
2. Click on the Existing Disputes tab. The status of each existing dispute will be one of the following:
    - **Open** – The dispute is being reviewed by ASV staff.
    - **Pending** – The ASV staff is waiting for the customer to provide additional evidence.
    - **Accepted** – The dispute has been accepted.
    - **Denied** – The dispute has been denied.

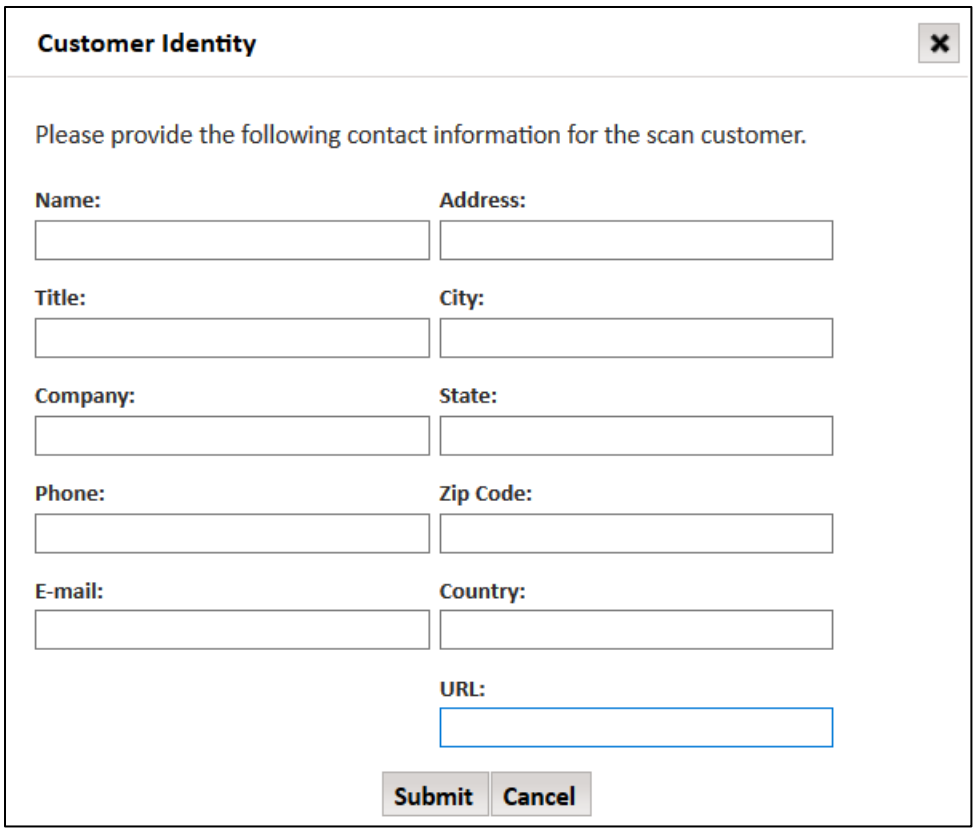


3. Find the desired dispute on the grid. If it doesn't appear on the first page, use the pager bar at the top or bottom of the grid to page through the disputes, or use the filter boxes at the top of each column to search for the desired dispute.
4. To view the activity regarding a dispute, click on the *Log* button (notebook icon) under the Actions column for the desired dispute.
5. *For pending disputes only:* Click on the *Edit* button (pencil icon) to open a form allowing you to modify the dispute or upload additional evidence. This form is similar to the form you originally used to create the dispute. Submitting this form will change the dispute status back to *Open.*

Customer Identity

All ASV scans require information about the scan Customer in order to complete the Attestation of Scan Compliance reports. Click on the Action button for the Requirement that asks: "Was Identity information provided?" or click on the "*Provide the customer identity information"* hyperlink under the Instructions column.

Complete all information requested in the form, as shown below:

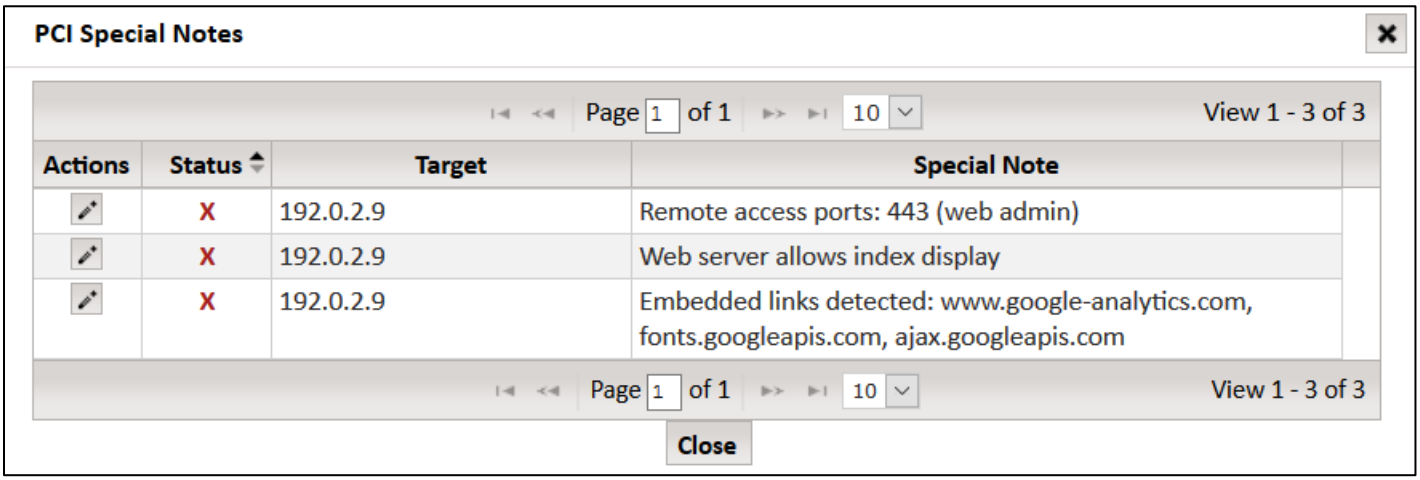


Special Notes

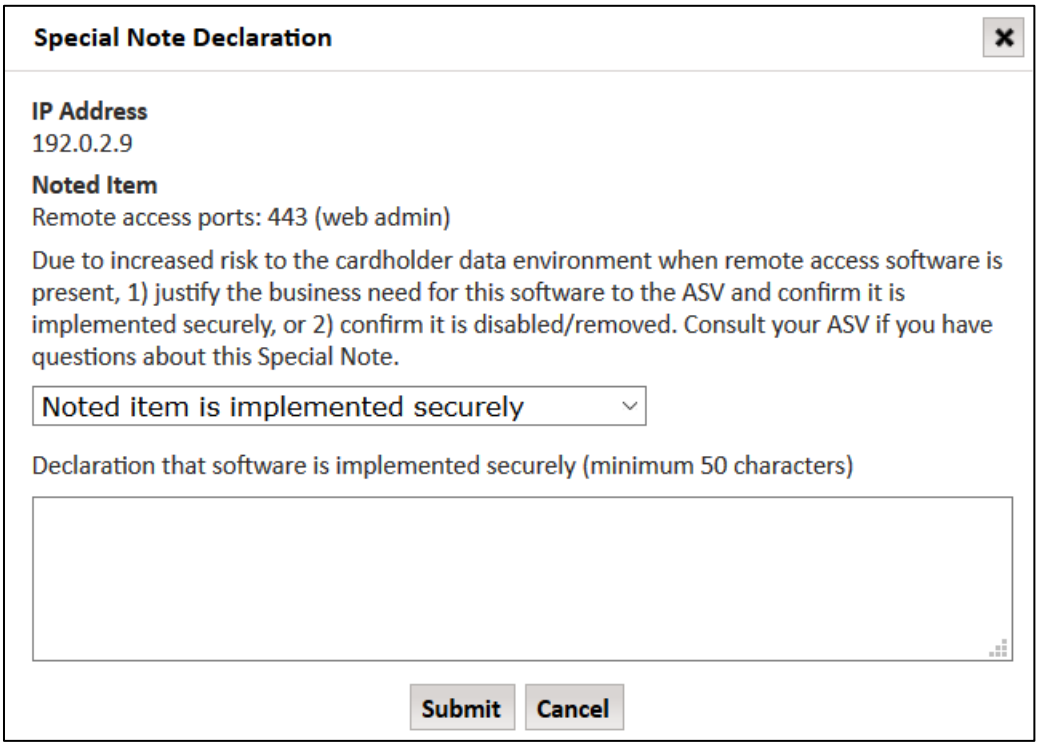
The ASV Program Guide specifies that certain findings be documented in the ASV Executive report as Special Notes. These are findings which don't always constitute a failure but still require a declaration from the Customer to assure the ASV that they do not expose the Cardholder Data Environment (CDE) to any unnecessary risk.

Perform the following steps to view the special notes and enter required declarations:

1. Click on the Action button for the "*Declarations provided for special notes"* or on the corresponding hyperlink.
2. SAINT will display the scan results, by target, that require input for the special notes, as shown below:

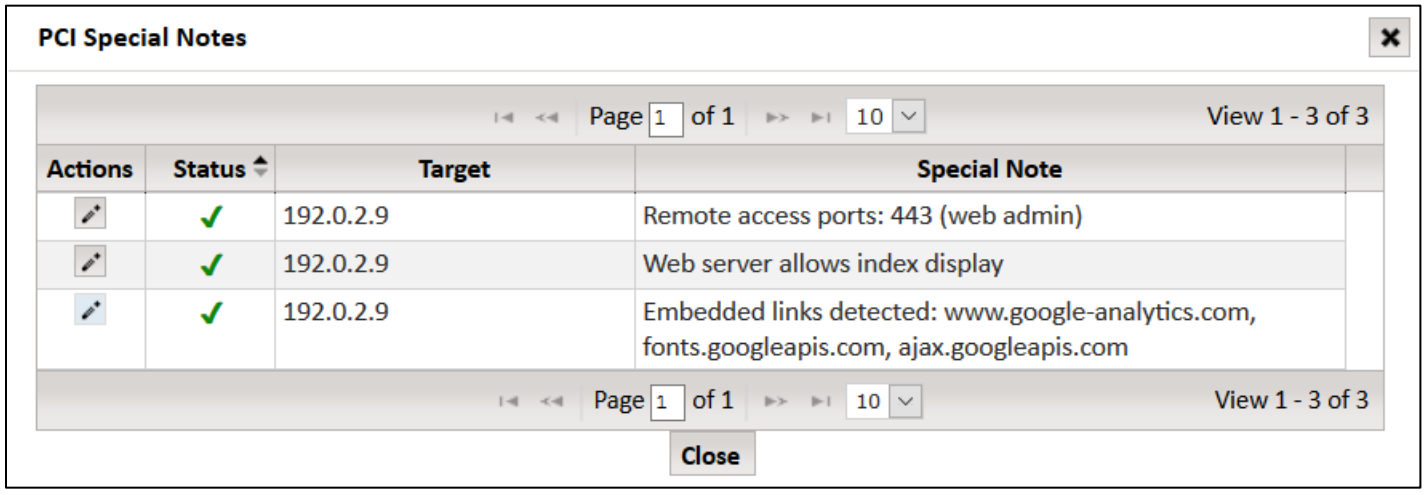


3. Click on the *Edit* button (pencil icon) for each special note that contains a red **X** in the Status column.
4. SAINT will display a dialog, providing further instructions and a form to enter the declaration.



5. Choose the appropriate option from the drop-down menu and enter a declaration which satisfies the instructions.
6. Click on the **Submit** button to save your information.

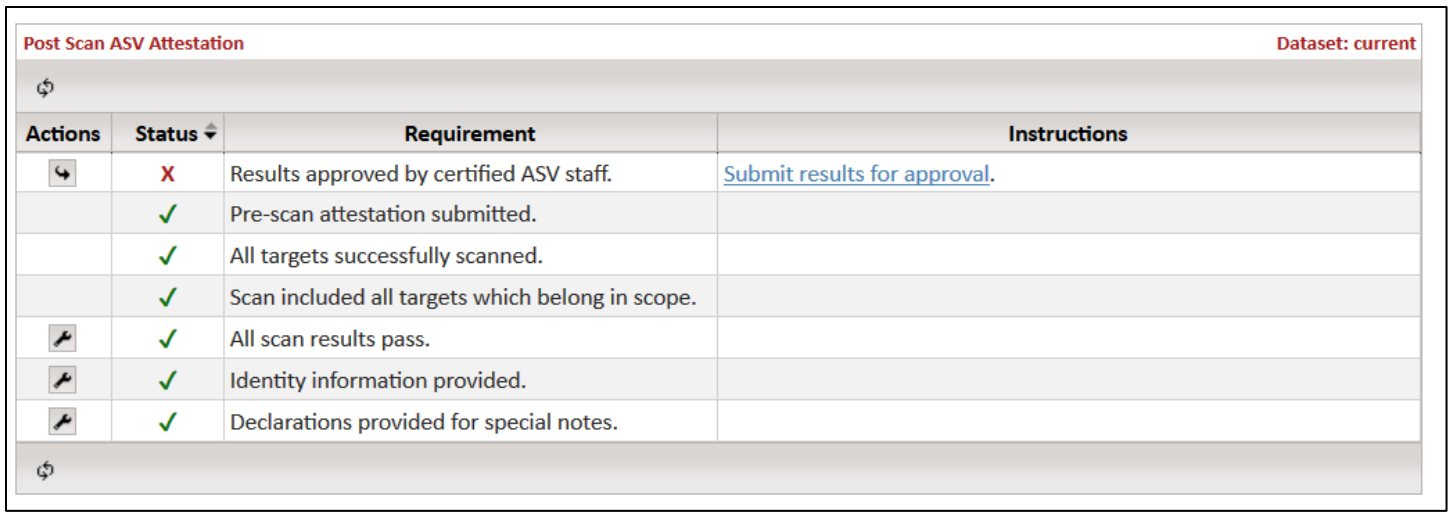
Repeat the previous two steps until all rows in the special notes grid have a green X check mark.



7. Click the *Close* button once all declarations have been completed and the status is green for all rows.

Final Approval

Once all rows in the "Post Scan ASV Attestation" table have green checkmarks, the last action is to "Submit results for approval" by selecting the hyperlink under the Instructions column for the Requirement: "Results approved by certified ASV staff", as shown below:

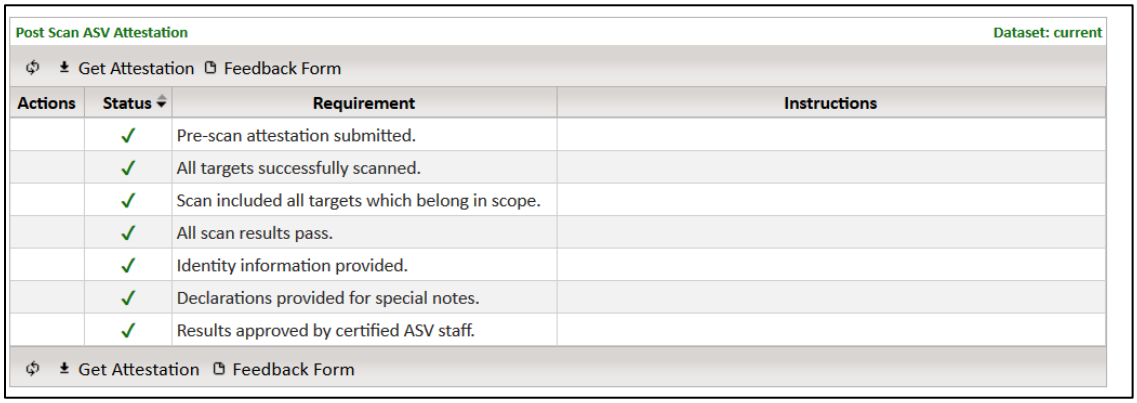


Post Scan ASV Attestation — Dataset: current

Actions	Status	Requirement	Instructions
	X	Results approved by certified ASV staff.	Submit results for approval.
	✓	Pre-scan attestation submitted.	
	✓	All targets successfully scanned.	
	✓	Scan included all targets which belong in scope.	
	✓	All scan results pass.	
	✓	Identity information provided.	
	✓	Declarations provided for special notes.	

Once the ASV staff has reviewed your scan report, you will receive an e-mail notification of the decision. There are two possible outcomes:

- **Denied** – The ASV staff did not accept the scan report. The explanation for the denial can be found in the e-mail notification as well as in the "Post Scan ASV Attestation" table. If the explanation warrants it, you may go back to the "Post Scan ASV Attestation" table and make corrections, and then re-submit the report for approval.
- **Accepted** – The ASV staff accepted the scan report. Navigate to the "Post Scan ASV Attestation" table and click on the buttons at the bottom of the table to download all required reports by selecting the "Get Attestation" option and "ASV Feedback Form", as shown in the following example:



Post Scan ASV Attestation — Dataset: current

Get Attestation | Feedback Form

Actions	Status	Requirement	Instructions
	✓	Pre-scan attestation submitted.	
	✓	All targets successfully scanned.	
	✓	Scan included all targets which belong in scope.	
	✓	All scan results pass.	
	✓	Identity information provided.	
	✓	Declarations provided for special notes.	
	✓	Results approved by certified ASV staff.	

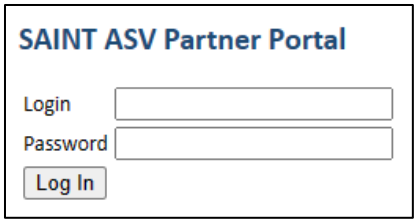
Get Attestation | Feedback Form

Partner Portal and Customer Management Dashboard

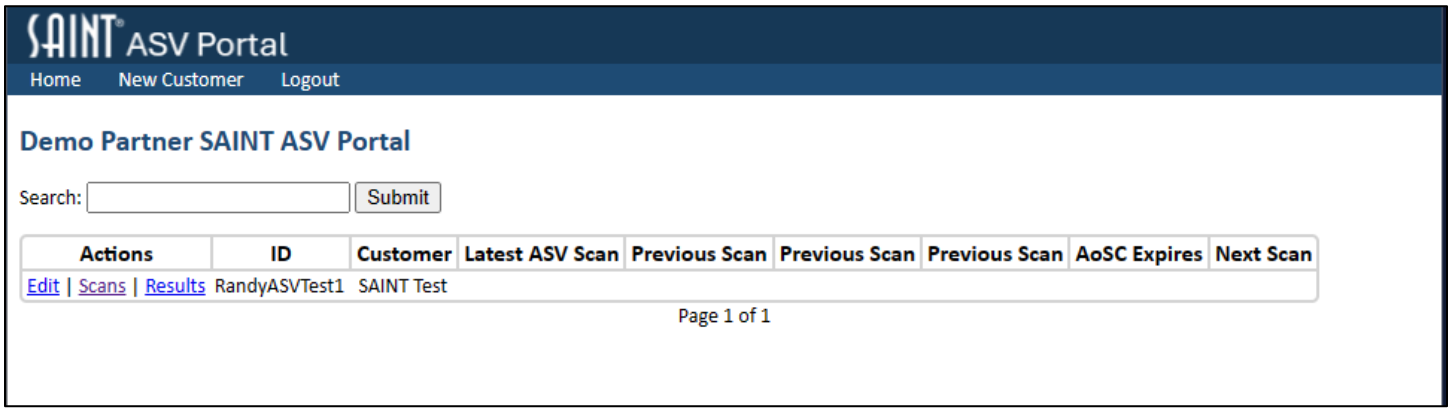
For our partners that onboard Customers to SAINT's ASV service, there is a separate Dashboard that provides a feature to submit New Customer requests to the SAINT Sales team, provides the capabilities to manage those customer's access to their ASV portal account, and access those customers' scan status, attestation dates/status, renewal dates and access their accounts to assist them, as needed, in the execution of the scan, attestation and reporting processes. The following describes this dashboard in more detail.

Login

Navigate to https://asv.saintcorporation.com/cgi-bin/secure/partner_portal.cgi from a new browser window, and Enter the UserID and Password provided to you by your SAINT Account Rep or Partner Manager.



The login process will authenticate your access and display the SAINT ASV Partner Portal Dashboard (Home), as illustrated below:



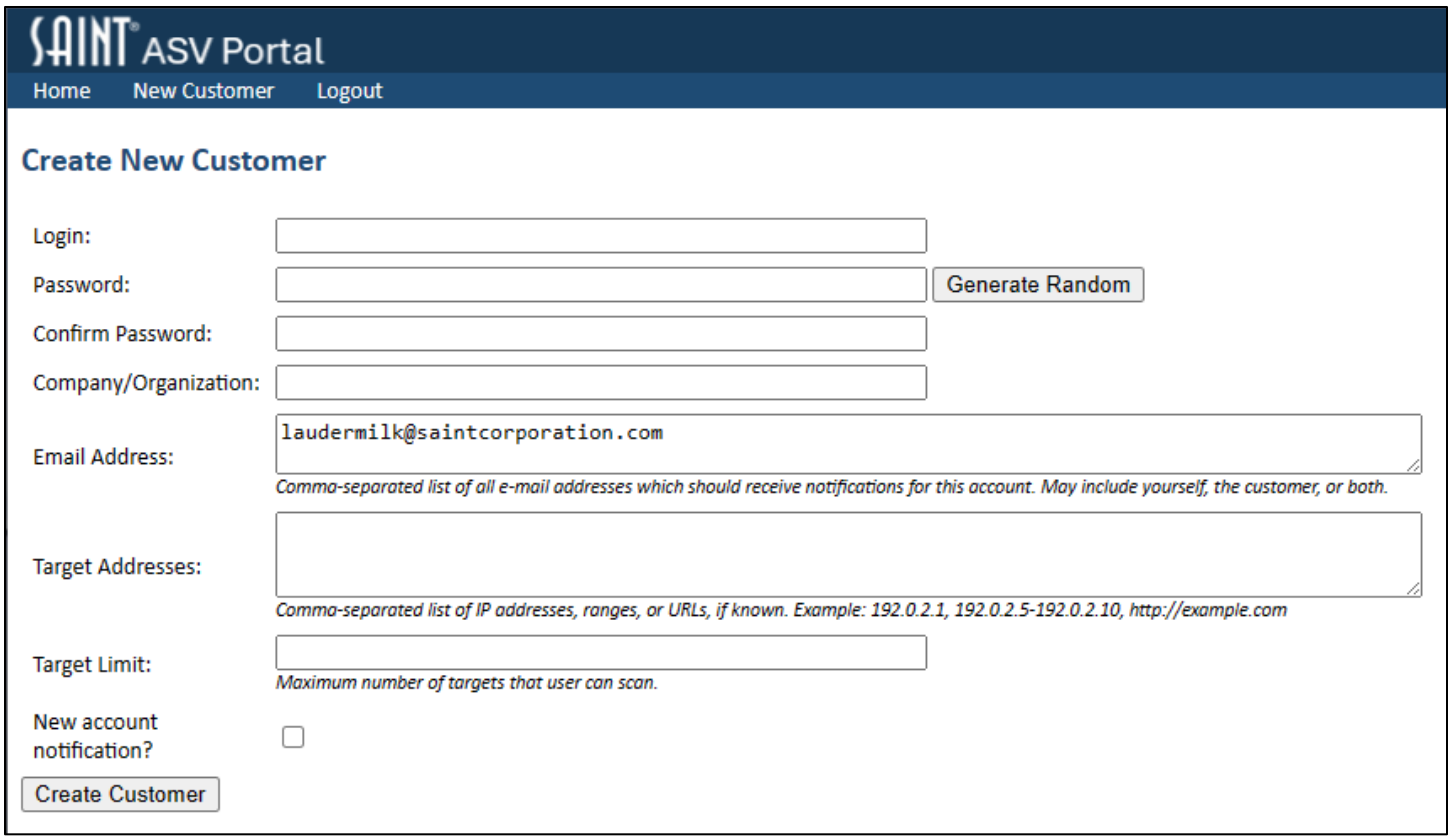
From the Home screen, partners can see all SAINT ASV customers that they manage or have been onboarded to SAINT through a channel partnership. If the list of customers is large, then individual customers may be found by using the Search box at the top of the page.

The partner table provides information about each customer, such as the customer's unique ID and Customer name, and information about their PCI Attestation status. Additionally, the "AoSC Expires" column provides you with the expiration/renewal date for their customer, based on their annual subscription to the SAINT ASV service.

Manage Customers

New Customer

Partners can create new Customers directly from the SAINT ASV partner portal, by selecting the "New Customer" menu option. Once selected, the page redirects you to the "Create New Customer" form, as shown below:



- Login – Enter the UserID to be used by the customer to log into their ASV portal account.
- Password – Enter a password for the customer account. The password should be at least 8 characters and include an upper and lower-case character, at least 1 special character, and at least 1 number. For convenience, you may also create a randomly generated password, by selecting the “Generate Random” button.
- Confirm Password – Enter the same password as entered in the Password field.
- Company/Organization – Enter the name that the customer wishes to use as their Company or Organization, as it applies to the PCI ASV process.
- Email address – This email address list is used to notify partners and customers of actions performed in the portal and when scans have been completed. When submitting a new customer/prospect for SAINT Sales, the default email address for this submission is you, as the partner. Once a quote has been generated and approved by the prospective customer, partners may use the “Edit” option, for the new customer, from the partner portal, to update the email addresses for the customer.
- Target Addresses – This list is the comma-separated list of targets to be applied to the customer account, to support scanning, dispute workflows, SAINT Attestation of Scan Compliance (AoSC) and PCI ASV reporting. This list does not include other non-ASV-related scan targets that a customer may wish to include in their local scanning requirements. In those cases, SAINT can support those requirements with other scan products and services. Contact your SAINTl account representatives for more information.
- Target Limit – In cases where the customer may not know the specific scan targets, by IP, URL, etc., or cases where the specific addresses may change, you can enter the total number of targets to be supported by SAINT, for the ASV service.
- New account notification – Click this option if you wish to have an email notification, once you have submitted the “New Customer” request.

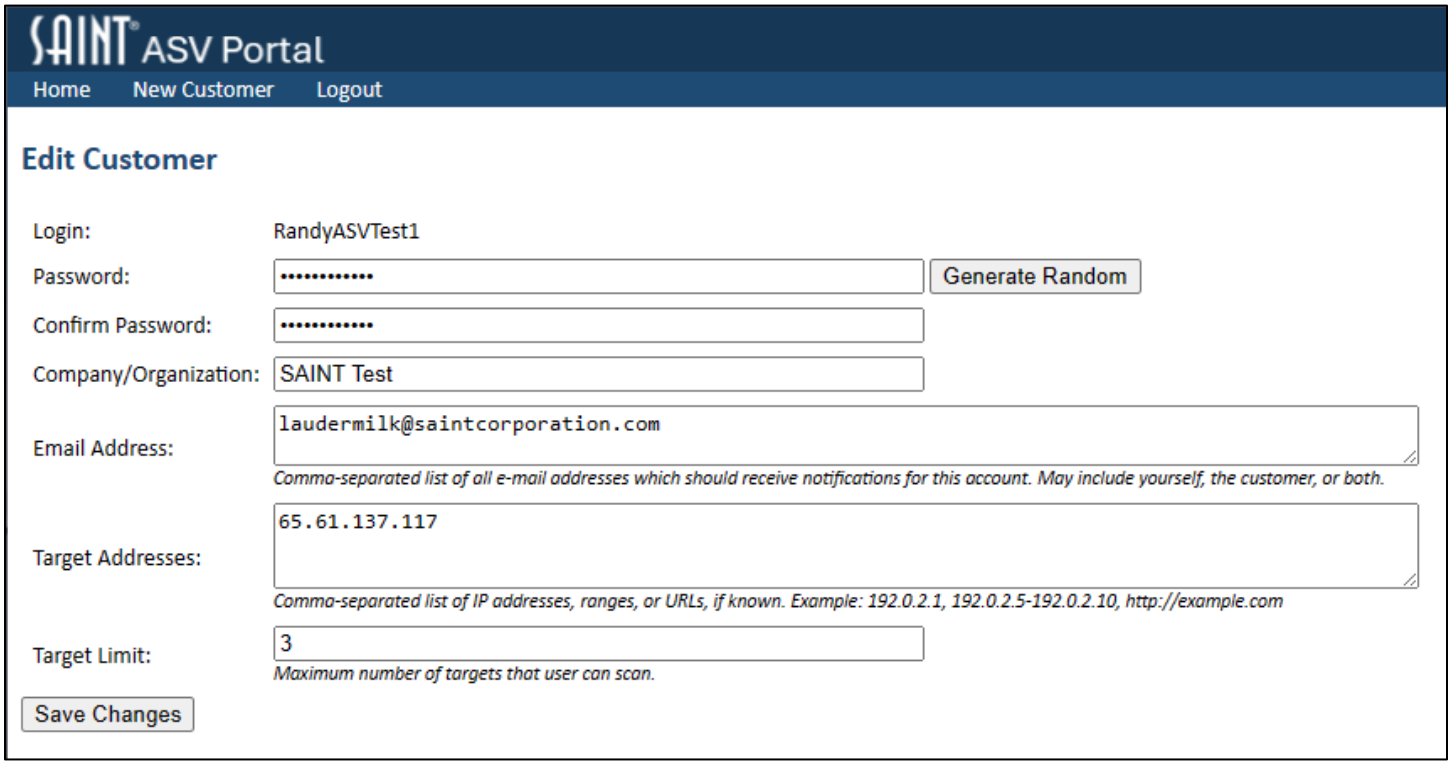
Click the “Create Customer” button to complete this process and submit the request to SAINT Sales.

The screen will provide a confirmation message that the customer submission has been completed.

Select the “Create Another Customer” hyperlink to create another customer or select the “Return to Customer List” hyperlink to return to the partner Home page.

Edit Customer Profiles

Select the “Edit” option for a selected Customer to take actions such as password changes, Company/Organization updates, email contact updates and scan Target information. Note that passwords may be changed manually or using a password generator, using the “Generate Random” button.



Once changes are made, select the “Save Changes” button. The screen will provide a confirmation message that the customer information has successfully been modified.

Select the “Return to Customer List” hyperlink to return to the partner Home page.

Manage Customer Scans

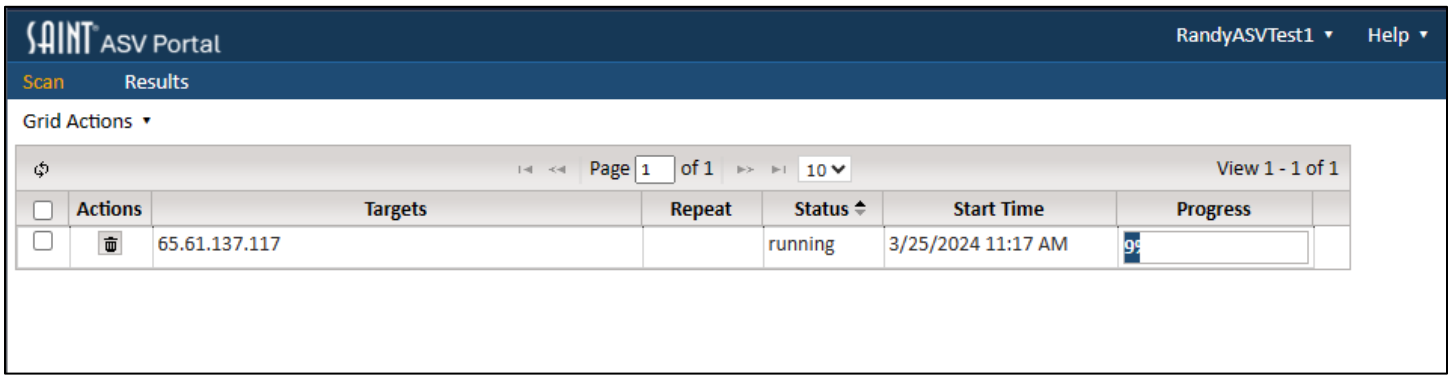
Partners may also take actions, on behalf of the customer, by selecting options from the “Actions” column. Each of these options are described below.

IMPORTANT: By selecting the Scans or Results option for a Customer, a new browser window will be opened, to enable you to manage both your partner actions and the actions of a selected customer. You must Logout of the selected customer’s portal page once actions have been completed.

Manage Scans

One of the greatest advantages of the partner customer portal is in taking actions on behalf of the customer. By selecting the “Scans” option, the user focus is changed to the selected customer, and the SAINT ASV portal displays the selected customer’s current Scan page.

The example, shown below, displays a new customer’s first scan, to include the Targets, any scheduled scans for those targets (Repeat), current Status of displayed scans, when the scans were started, and current Progress. In the example, the scan was set up as a single scan, and is approximately 9% complete.

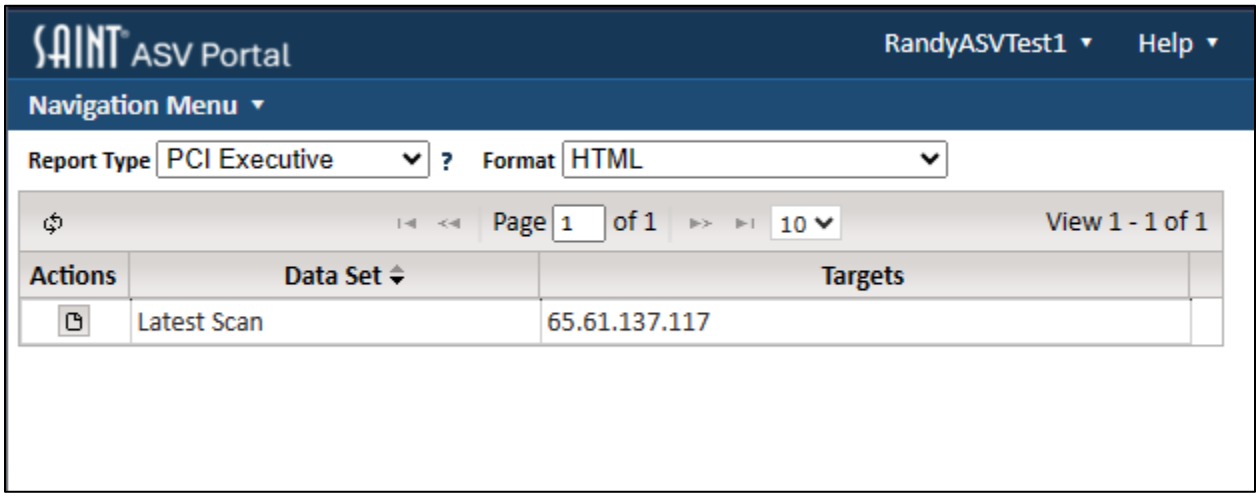


From this page, partners can take actions such as deleting a selected scan (delete option under the "Actions" column) or create new scans, by selecting the "Create Scan" option under the "Grid Actions" drop down menu.

Refer to the detailed instructions in the Scan Tab section of this help document for creating and managing scans.

Manage Results

From the Results page, a partner can take actions, on the customer's behalf, to view the current outcome of a Scan (create Report option under the "Actions" column), as well as perform actions, such as disputes and customer attestations when choosing the "PCI Attestation" option under the Report Type drop down menu.



To view the result of a scan, select the "Report Type" and "Format" from the drop-down menus, and then select the "Create Report" button" from the required scan.

Note that SAINT provides a number of report templates that are unrelated to the PCI ASV report submission requirement. These report templates are provided for your convenience and to support processes such as prioritization and remediation of failed scan results, and security services that our partners may provide to the customer.

If there are actions to be taken, when selecting the "PCI Attestation" report template, refer to the applicable sections in this help guide for detailed instructions. These actions may include working through failed scan results, obtaining attestations (Get Attestation), and completing the Feedback Form. Each of these actions are described in the ASV Attestations section.

Logout

As noted earlier, SAINT's partner portal launches a new browser tab whenever you choose to perform actions on behalf of a selected customer. Once all actions have been completed, select the "Log Off" option under the customer's UserID at the top right side of the page.

Need Further Help?

As your trusted advisor, we understand that finding vulnerabilities and other types of risk exposure is only the first step in maintaining a secure environment. As a SAINT ASV partner or customer, we provide three levels of support:

Technical Support

Our Technical Support team is available to assist you in using the SAINT ASV portal. At no additional cost, our support teams can help you with things like logging in and setting up scans; managing target lists and scheduling scans; creating reports; problems with access and licenses; and connecting you to other team members to learn more about other products and services.

ASV Disputes and Attestation submissions

As part of the PCI ASV process, customers may have questions or issues with scan findings, or request assistance as it relates to how to complete the scanning, disputes, attestation submission and report collection processes. As such, the SAINT ASV team is available to assist with these issues. These processes are described in the ASV Attestation section of this guide.

Any other issues or questions may be submitted through the Technical Support team, as described in the previous section.

Security Services

Our security experts are availability to assist you in understanding your scan data and performing the security services needed to remediate existing issues and provide guidance on actions you can take to mitigate against future threats. Contact our Services Team for more information about our services and how you can extend the value from SAINT.