Freezer^PRO Cloud FAQs

Q: How Do Users Access FreezerPro In The Cloud?

A: Users access FreezerPro Cloud through a web browser.

Q: What Web Browsers Are Supported?

A: FreezerPro supports all modern web browsers, including:

- ⊘ Google Chrome
- ⊘ Edge
- ⊘ Safari
- ⊘ Mozilla Firefox
- ⊘ Internet Explorer 11+

Q: Can User Access Permissions Be Limited/Restricted?

A: Yes. FreezerPro ships with a set of pre-defined user roles which limit what actions a user can perform. These roles can also be customized. Users groups can be used to restrict access to specific freezers and samples.
The user permissions system is fully compliant with CFR 21 Part 11.

Q: How Is The Data On FreezerPro Cloud Backed Up?

A: Daily cloud backups are performed at two locations: in the US (New York) & Europe (Frankfurt, Germany). Backups are kept for 5 days.
If required, FreezerPro support will assist in restoring backups by selecting the requested snapshot.

Q: How Is The Data On FreezerPro Cloud Servers Protected?

A: Cloud systems are secured by firewalls. Instances are monitored for intrusion.
While in transit for backup, data is encrypted by TSL1.2 / AES_128_GCM.
Nessus security scans are run on every FreezerPro release to check for vulnerabilities.

Q: Is My Cloud Environment Shared?

A: Each FreezerPro customer is hosted on a dedicated KVM server.

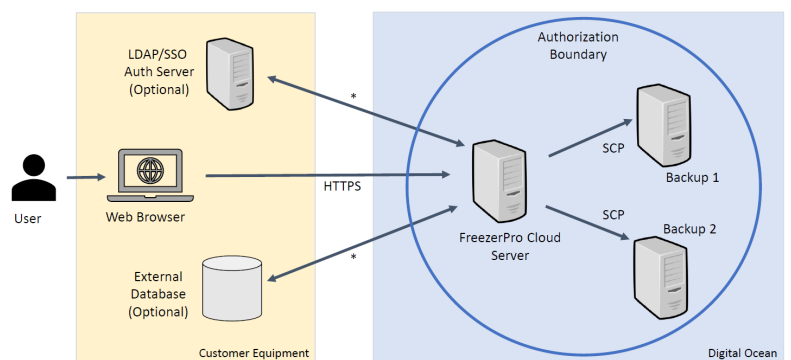## Q: Who Has Access To My FreezerPro Cloud System?

A: FreezerPro support is performed by a small group. Support logins are by secure key, and traceable to individual team members.

Q: What Security Standards Do You Support?

A: System security risks are reviewed yearly following the NIST Framework.
Digital Ocean, FreezerPro cloud's current hosting platform, maintains compliance with a number of security standards as detailed here:
https://www.digitalocean.com/legal/compliance/

Q: What Protocols Are Used By FreezerPro Cloud To Protect My Data?

A: Please refer to the FreezerPro cloud data flow diagram below. Data is encrypted by TSL1.2 / AES_128_GCM while in transit.

* Protocol depends on service / database

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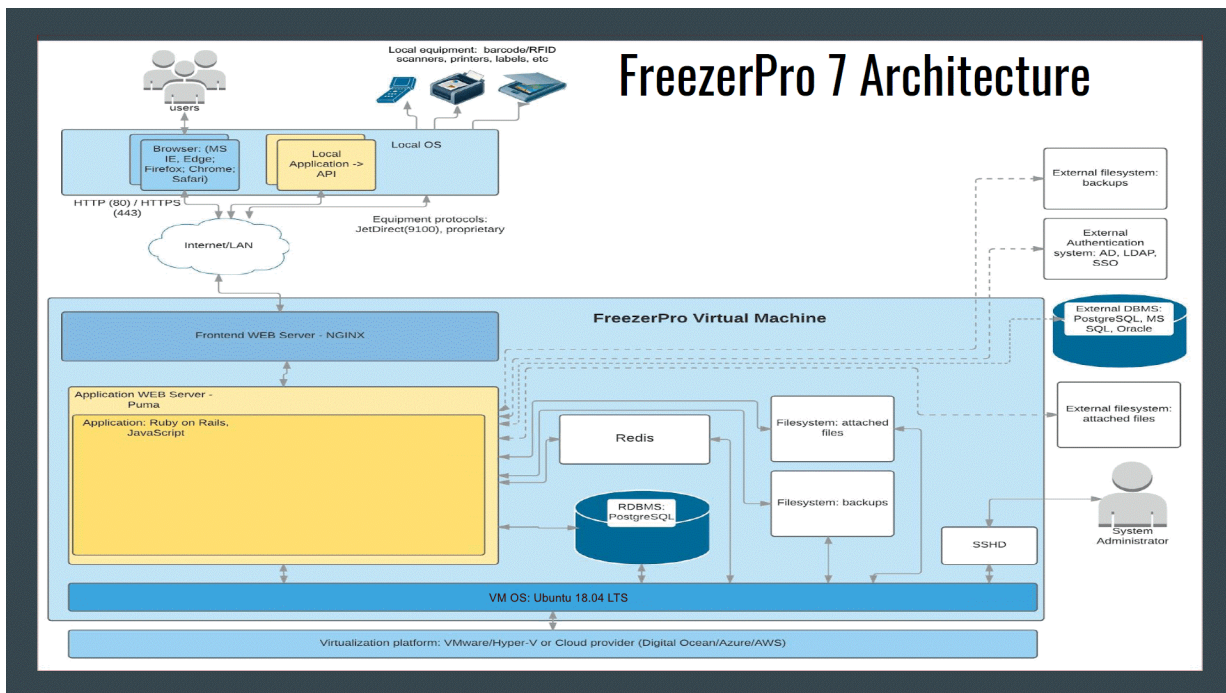
Q: What Is The Architecture Of The FreezerPro VM?

A: The architecture is as follows. Major components include:

- ⊘ Ubuntu Operating System

- ⊘ Nginx front-end web server
- ⊘ Ruby on rails application servers
- ⊘ Redis memory cache
- ⊘ Default postgres database

FreezerPro 7 Architecture

Q: Can FreezerPro Cloud communicate with my on-premise equipment?

A: Yes. FreezerPro supports browser-based printing for local barcode printers.
For all plate scanners except those made by Brooks, and for direct TCP/IP connections to barcode printers, FreezerPro cloud requires TCP/IP connectivity with the local equipment. The ways in which this is supported include:

- ⊘ Custom VPN configuration
- ⊘ Opening firewall ports to your cloud instance's dedicated IP

Brooks plate readers such as the Perception HD and Perception HD LF can connect to FreezerPro without a direct TCP/IP connection using a secure websocket protocol.

Perception HD Reader

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