memoq

memoQ server security overview

SECURITY IS AN INCREASINGLY IMPORTANT TOPIC WHEN COMPANIES INVEST INTO SOFTWARE. WE AT MEMOQ REALIZE THIS, AND CREATED THIS BROCHURE TO PROVIDE INFORMATION ABOUT THE SECURITY OF OUR FLAGSHIP PRODUCT, MEMOQ SERVER.

For more help or troubleshooting, please visit our online documentation:
https://helpcenter.memoq.com

01

Data Protection

Data at rest

memoQ server's file system leverages Windows security features. memoQ server runs as a dedicated Windows service with exclusive access rights. For on-premise and hosted deployments, BitLocker can be enabled. On Azure-based cloud and hosted deployments, storage is encrypted by Azure. On cloud deployments, the whole VM (containing multiple cloud instances) is encrypted with the same key. On hosted deployments, file systems of each memoQ server are encrypted with a separate key.

File system

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SQL Server

The SQL server used by memoQ server operates according to SQL Server security best practices. It runs under a dedicated service account, without public access permissions.

Backup process

For cloud and hosted deployments, memoQ Ltd. conducts daily backups. On hosted servers, files from the last seven daily backups are stored on the memoQ server, and a copy of these backup files is also copied to a globally redundant, encrypted remote Azure backup storage. On cloud servers, backups are stored in a globally redundant, encrypted remote Azure backup storage.

Data Separation

On-premise deployments

memoQ server operates on the customer's premises. Data separation can be configured as needed.

Hosted

Each hosted memoQ server runs on a dedicated virtual machine.

Cloud

memoQ cloud is a multi-tenant environment, multiple memoQ servers are running in one virtual machine.

File system data separation: Each memoQ server runs under a separate user account. Permissions limit access to customer's own data.

SQL Server data separation: Each memoQ server has a separate database within the same SQL Server. Permissions limit access to customer's own data.

Data Transfer

During memoQ server's operation, data moves between four actors:

- memoQ server
- memoQ client (the desktop app)
- memoQWeb
- Data stores (file system, SQL Server)

Metadata also moves between memoQ server and memoQ Ltd.'s company infrastructure (such as Activator service, Update server or Crash reporting).
memoQ server, memoQWeb's backend (IIS application pools), and the Data stores are all within the hosting environment - that is, behind a firewall.

All communication can be configured as secured (in most cases, HTTPS), with a few exceptions. All of these exceptions are under control by other means, and within the hosting environment:

- File store access (SMB protocol)
- Active Directory
- Custom code execution - file access permissions need to be set up manually every time by the memoQ server's system admin
- WordPress Connector
- Preview SDK - accepts only local calls, not remote ones
- Activation - RSA public/private key encryption is used in internal protocol
- Content connector's File system connections (SMB protocol)

Authentication and Authorization

memoQ server handles authentication and authorization in multiple ways:

- Username and password: The memoQ server's system admin can control password complexity and password history via the Deployment tool.
- Active Directory integration: memoQ server delegates authentication to AD. This solution works only when the memoQ server and the Active Directory server are within the same network and Windows domain - that is, only in on-premise deployments.
- Permission system: memoQ administrators and project managers can control access to projects, resources, and memoQ functionalities via group memberships or individual permissions.
- An OpenID Connect-based single sign-on (SSO) solution is on our roadmap.

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System Integrity

Web services security

Our security guidelines follow OWASP TOP10.

memoQ's continuous integration (CI) system checks for vulnerabilities.

Non-web security

User interface

The memoQ client's UI is based on Windows Forms (WF) and Windows Presentation Foundation (WPF). Input fields are validated: users cannot enter executable code or parts thereofs.

APIs

memoQ has standard SOAP and REST APIs that can be configured to use HTTPS. Input is validated. Token-based authentication is used.

Data import

Human control (2 reviewers) over possible issue with Microsoft Excel files where malicious executable code can be entered into translation.

Antivirus software can be installed on memoQ server to check imported/exported files.

03

Software Development Lifecycle

Code integrity

Our security guidelines follow OWASP TOP10.

memoQ's continuous integration (CI) system checks for vulnerabilities.

Code reviews

All code changes undergo mandatory informal code reviews..

QA

All releases go through a QA procedure.

Release control

Permission system defines who is entitled to release and when.

Penetration tests

On request, memoQ Ltd. arranges a trial hosted memoQ server setup for customers who organize penetration tests for themselves.

ISO certification

Software development and cloud services at memoQ are ISO 27001 certified by TÜV SÜD - making sure that the entire process of producing the software, and operating cloud infrastructure for customers are part of a standardized framework that places high importance on security concerns.

About memoQ

memoQ Translation Technologies is the developer of memoQ, one of the world's most advanced translation environments. Used by hundreds of enterprises and translation companies all over the world, memoQ is the #1 solution to automate and optimize the entire localization process, and manage translation and localization projects in a time and cost-efficient manner.

Contact us

Do you have any other questions or concerns regarding a CAT tool, a TMS, integrations or else?

Get in touch with us at sales@memoq.com

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