

NetViewer

As IT Technical Support staff you are aware of the inherent Security issues involved with Network and Internet connectivity, especially with regards to Viruses most notably a type of Virus known as a Trojan

"A program in which malicious or harmful code is contained inside apparently harmless programming or data in such a way that it can get control"

With the use of NetViewer this type of risk is not an issue; below I have listed the reason why NetViewer is a very secure way of remotely controlling a computer from beyond small or very large geographical distances.

Session number

The connection between consultant and client is not established until a session number is entered. This ensures that no unidentified third person can connect to the consultant.

F12 key

Remote control rights given to a customer can be withdrawn at any time simply by pushing the F12 key. The customer will be put back to "watch mode" immediately.

Select visible applications

The person showing his screen can choose which of the active applications the customer is able to see. Only visible and open applications are accessible if remote control rights are given. The same applies for the task bar.

Consent for screen viewing

When the direction of view is switched, so that the consultant sees the customer's screen, the customer has to agree the switch. A window opens pointing out that the direction of view is about to be changed when the client confirms by clicking on "Yes".

Allow remote control

The remote control rights have to be allowed exclusively by the one whose computer is about to be remotely controlled, i.e. whose computer will be jointly worked on. These rights will only be allowed if confirmed by clicking "remote on".

128-bit-encoding

The data of a Netviewer session is transferred encoded (Blowfish algorithm with 128 bits). This corresponds to the SSL encoding. The encoding applies to the peer-to-peer mode as well as the S3-server mode.

Safety certificate

Netviewer software has a safety certificate from VeriSign Commercial Software Publishers CA, the worldwide leader in this sector.

The client-software

On the customer's side nothing has to be installed at any time. The customer software is started by a click on a button on a website or running an Executable sent to a customer via email. The client machine only needs a computer with internet access. It is not a problem if he is located behind a firewall, since the Netviewer works via port 80 with HTTP or via TCP. This means that anybody who is able to access the net via your firm's network is also able to use Netviewer.

No DLLs are installed.

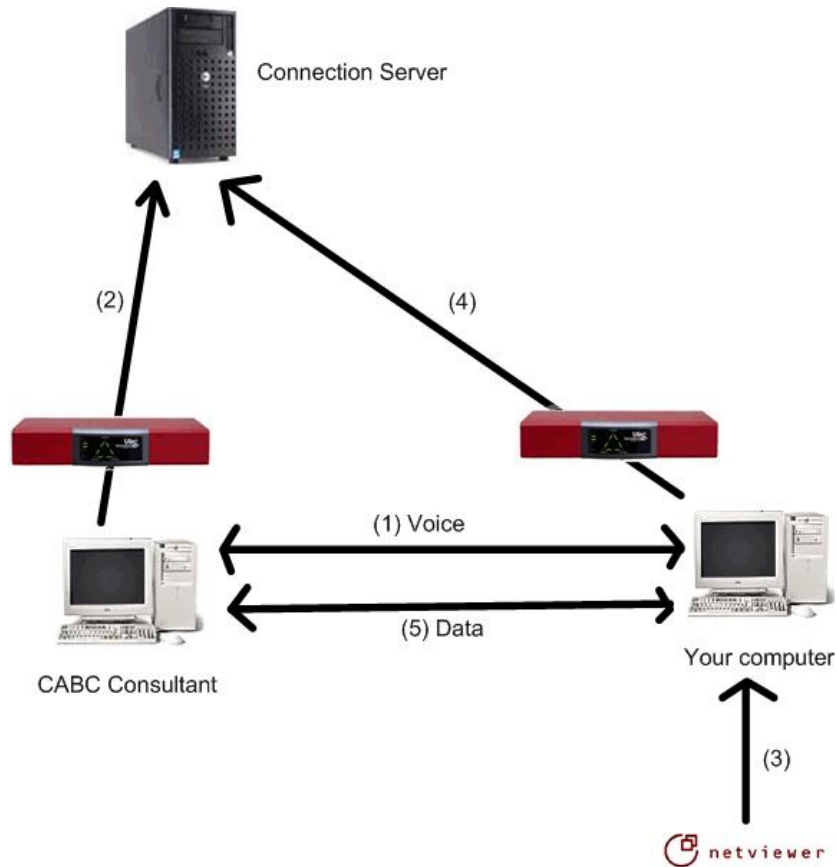
The system settings are not changed.

Importantly no registry entries are made.

Nor is the WIN.INI changed.

After the program has been shut down the computer is the same as it was before the session.

NetViewer Process Flow



1. Consultant and customer talk to each other by phone.
2. The consultant starts his software which automatically logs onto the connection server. The connection server is located at a provider and safely and securely connected to the internet. This is only needed to establish a Netviewer session. No traffic is being processed via this server.
3. The customer starts his program (200 KB) by one click on the internet or running an executable sent to them. The consultant tells him the session number for this session via telephone.
4. After the session number has been entered the customer's software contacts the connection server automatically.
5. The connection server establishes the session between the customer's and the consultant's computer.

The connection server is provided free of charge by the Netviewer GmbH for all Netviewer customers. It is located in the secured data processing centre of Schlund&Partner in Karlsruhe, Germany.