



Netviewer Integration Interfaces (API)

This White Paper describes the Netviewer Token solution which offers the possibility of integrating the Netviewer products into network environments and applications. In the first part, we focus on technology and features of the token solution. In the second part we describe how the Netviewer application can be implemented into other systems by using the Netviewer interfaces.

This White Paper is of interest for companies which plan to integrate the Netviewer Support/Meet application into their web server or client applications.

Attention: Please note that these interfaces are not generic ones and will be integrated always on project base.

The Netviewer Token Solution

By using the Netviewer Token solution, users already authenticated by the customer's web portal or the customer's host application can request a session on the Netviewer connection server without starting a Netviewer session first.

The use of the token solution always requires a Netviewer Enterprise Server on customer's premise.

The token solution offers a wide range of features to plan and conduct Netviewer collaboration meetings. It is possible to book an ad-hoc or a planned session, to restrict the session to a time period or a limited duration or to plan recurrent meetings. The meetings will be booked by the customer's application independently from the Netviewer application. The meeting request will be sent through the Netviewer interfaces to the connection server. As a confirmation the connection server sends back the token for the moderator and after a second request the token for the participants. The token includes different parameters like the role of the participant and the validity of the token. Below an example of what a token looks like:

A1E311F82FBB4D85B1758E7C555DDC8001

The customer's application combines the URL where the program is stored and the token to a link which will be distributed by the customer's application to the moderator and participant(s).

Below an example of what a link with URL and token included looks like:

https://get.netviewer.com/o2m/get_o2m.php?token=A1E311F82FBB4D85B1758E7C555DDC8001

A click on this link is enough to join the Netviewer session. There is no need to start the Netviewer application and enter a password anymore.

After the moderator starts the session, it will be handed over from the Netviewer connection server to the Netviewer communication server which will manage the session as it is done with the standard Netviewer application.

There are two interfaces that work with the token solution: the JAVA/SSL API for server side integration and the COM API for client side integration.

The Netviewer JAVA/SSL API

Beside the possibility of using SSL for the communication directly with the Netviewer server, also a JAVA/SSL API is supported. The JAVA/SSL API allows to program the application in JAVA on a web server. The JAVA/SSL API will perform additional parameter checks before forwarding the request over the SSL interface.

In both ways it's possible to connect to the Netviewer connection server through a web server. It is possible to schedule a session, add participants, get status information and control parameters of a session.

When the customer books a Netviewer session, the customer's server application will call the Netviewer JAVA/SSL API on the customer web server to create the session on the Netviewer connection server. The returned token and session number will be sent to the moderator that booked the session and to the invited participant(s) through the customer's server application.

Implementation of the JAVA/SSL API

The Netviewer JAVA/SSL API must be integrated into the customer's web portal. The web server has to support JAVA 1.4 runtime environment.

The Netviewer COM API dll

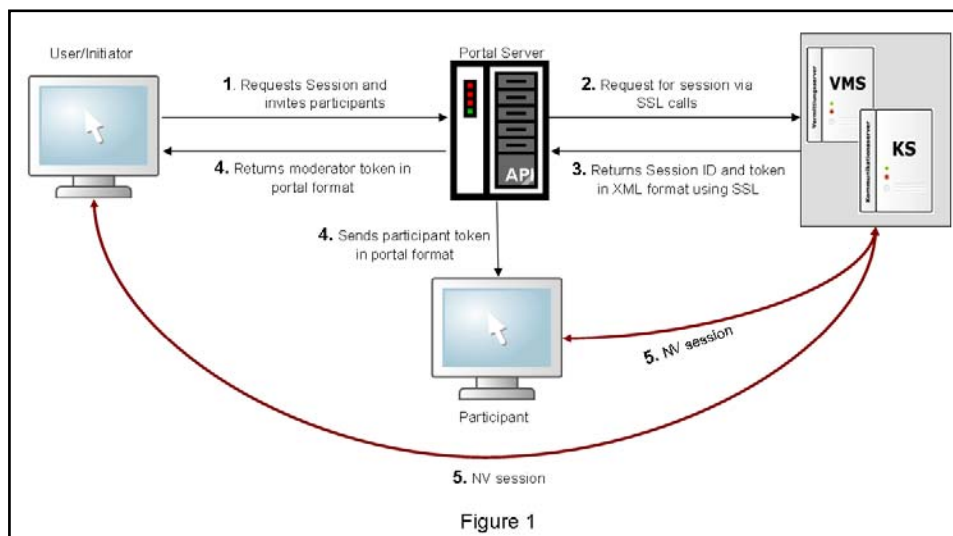
The customer's client product sends the session request through the web application to the JAVA/SSL API to the Netviewer connection server. The JAVA/SSL API is using an SSL interface, i.e. the standard port 444 for the communication with the Netviewer server. Authentication for all calls will be done using SSL certificates.

All tokens will be created at the Connection Server and will be sent to the server of the customer. The customer's application will combine this information into a link and distribute this link to the moderator and the participant(s).

Figure 1 shows the communication between the customer's portal and the Netviewer server.

Unlike the JAVA/SSL API that is integrated into a customer's server: a COM API dll is embedded as a DLL into a host program which runs on a PC. Netviewer provides an in-process COM-server-object built as a standard Windows dynamic link library (DLL). The COM API dll is managing the communication between the host program and the Netviewer server.

It is possible to use the Netviewer application without exposing the GUI of Netviewer. The Netviewer session is planned by the host program. The session request will be sent to the Netviewer connection server through the COM API dll.



The user requests a session and invites participants to a Netviewer Meeting. This request will be sent through the JAVA/SSL API which is installed in the web server of the customer (1). The JAVA/SSL API sends this request to the Netviewer connection server (2). The Netviewer connection server sends back the session ID and the token to the web server (3). The application in the web server sends both moderator token and participant token to the parties which shall join the Netviewer session (4). By clicking on the link, the Netviewer session will be established (5).

The host program then receives the URL and token for the moderator and the participant(s). The distribution of these links will be done through the client application.

The session itself and the managing of data sent and received from the Netviewer server during the session, will be managed by the Netviewer communication server.

Implementation of the COM API dll

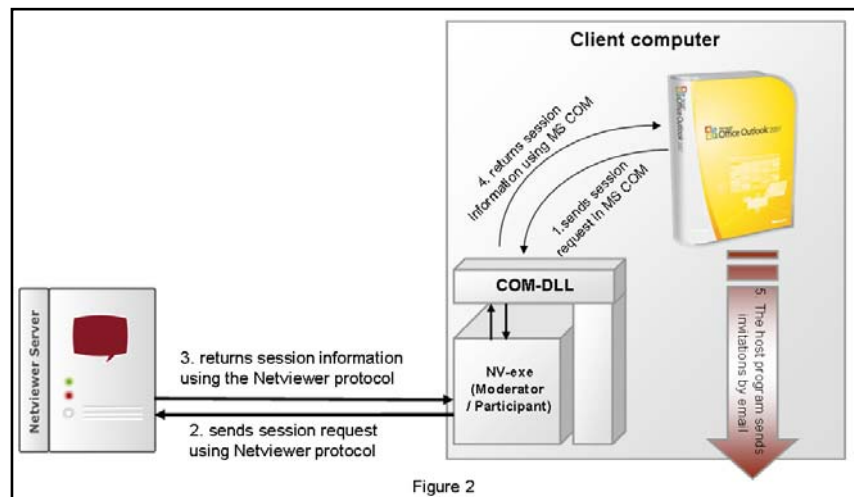
The COM API dll is integrated into a host program which has to be installed on a PC. The COM API dll is able to manage integrated clients, the moderator exe and the participant exe. The communication between the COM API

dll and the Netviewer server is done via SSL/port 444 using SSL certificates.

Figure 2 shows the communication between the host application and the Netviewer server.

necessary procedures have been by the third party application using the token solution.

The use of the token solution always requires a **Netviewer Enterprise Server** on customer's premise. The Enterprise Server contains both connection and communication server.



The customer sends the session request from the host program through the COM API to the Netviewer programs (1). The request will then be sent to the Netviewer connection server (2). The Netviewer connection server sends back the session ID and token to the COM API (3). The COM API will forward this information to the host program (4). The host program will distribute the session information to the participants of the session.

Summary

The Netviewer token solution offers a comfortable integration of the Netviewer application into web servers or customer's programs. All Netviewer meetings will be planned by the customer's application. The Netviewer system will conduct these meetings and deliver the session data for billing purposes. Using the Netviewer token solution allows to integrate the Netviewer collaboration solution into third party applications or web portals.

The Netviewer system does not perform any authentication upon session start as all

For server side integration either the SSL interface or the **JAVA/SSL API** can be used for the communication between the portal server of the customer and the Netviewer connection server. For client side integration the **COM dll API** is used for the communication between a host program and the Netviewer server. Please note that these interfaces are not generic ones and will be integrated always on project base.

Today, the Netviewer token solution is already implemented with several companies which have integrated Netviewer into their programs or services. Netviewer is integrated into various solutions like CRM or audio conferencing systems to ensure a comfortable and easy-to-use communication between customer and supporter or within workgroups.

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