



## Netviewer Admin 6.3

### Business Edition for Windows

#### General Information

Netviewer Admin enables administrators and support technicians to connect to remote PCs/servers and control them over the Internet.

The software consists of the Netviewer Admin Master and Host programs. The Master program enables the establishment of a Netviewer session and provides access to a variety of administrative tools. The Host program facilitates access to the PC/server that will be remotely controlled.

This data sheet contains technical data of the SaaS (Software-as-a-Service) version of the software. This means that the communication between the client programs is managed by servers hosted by Netviewer AG.

	Master program	Host program
<b>Application</b>	executable file (.exe)	Windows system service
<b>Installation</b>	no	yes
<b>Requires license?</b>	yes	yes
<b>Compatibility</b>	Yes, from version 6.2 to current	Yes, from version 6.2 to current

Netviewer Admin can be customized for specific requirements.

- The customer can use profiles to adjust a variety of settings.
- The user interface can be customized to reflect the customer's corporate design.

#### System requirements

<b>Supported operating systems</b>	2000, XP, Vista, Windows 7 Windows Server 2000, 2003 u. 2008 – R2 (incl. Terminal Server support) (Support of 32-bit and 64-bit versions of Windows)
<b>Processor</b>	at least 1 GHz
<b>Memory requirement</b>	at least 1 GB RAM
<b>Graphics card</b>	at least 128 MB RAM
<b>Internet connection</b>	at least 64 KBit/s (ISDN)

If your system does not fulfill the requirements described above or if your graphics drivers are not up-to-date, you may experience functional limitations in the Netviewer applications.

#### Administrative functions

- Computer manager
- Access rights management
- User administration
- Profile administration
- Time control
- Protocols/Logging
- Usage statistics

#### Functions during the session

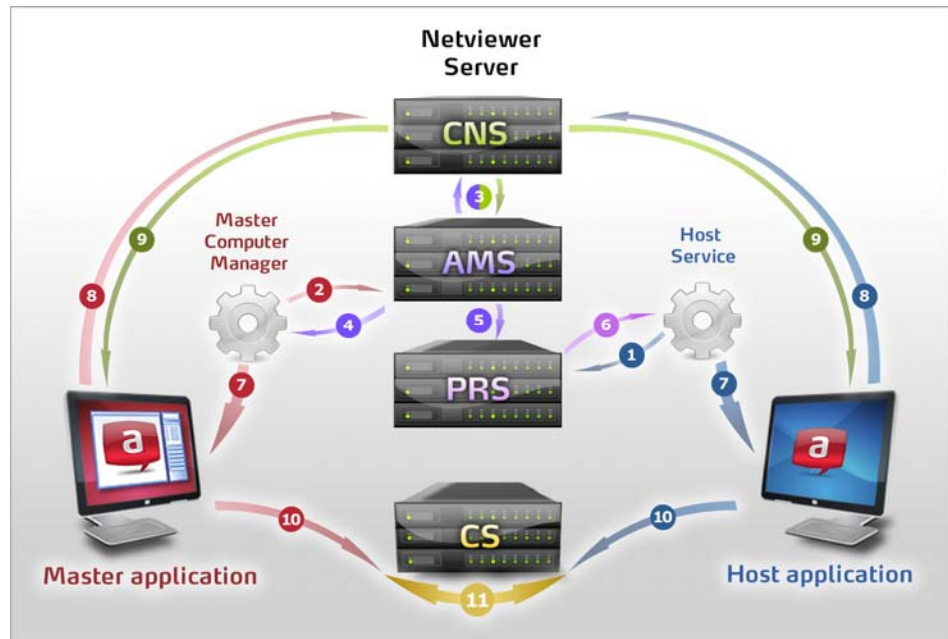
- Desktop-Sharing
- Remote control
- File transfer (synchronous)
- File transfer explorer
- Full screen mode
- Free Scaling of screen size
- System diagnostics
- Application selection (host side)
- Preview monitor (host side)
- Voice over IP
- Video
- Chat
- Session recording (master side)  
(file format .nvl)
- Shortcut support
- Reboot + reconnect

#### Other functions

- MS TerminalServer support  
(Citrix ICA support)
- MS Windows Vista / 7 UAC operation
- Controlled host update
- Fast User Switching

**Technical Operation**

Establishing a connection



1. Host pings the Presence Server (PRS) at regular intervals and waits for a response.
2. Master computer manager (Master CM) contacts Admin Master Server (AMS) in order to request a session.
3. AMS plans sessions on connection server (CNS) and receives a session token.
4. AMS sends session token to Master CM.
5. AMS transfers to PRS a task with the session token for the target host.
6. The next time the target host pings the PRS, the PRS responds with the task that contains the session token.
7. The Host service starts the Host application, Master CM starts the Master application.
8. Host and Master applications contact the CNS.
9. The CNS transmits the communication server's (CS) URL to the Master and Host applications.
10. Master and Host applications contact the CS.
11. CS connects Master and Host; the Master transfers the Host password, the host checks the password, the session is established.

In order to establish a connection, the Netviewer Server infrastructure must be accessible:

Netviewer Server: \*.netviewer.com

Ports: TCP-Port 2377 | TCP-Port 2000 | HTTPS-Port 443 | HTTP-Port 80

**Proxy server support**

Internet access can be through current proxy servers. The URL of the proxy can be provided in the following ways:

- Dynamically according to the browser settings
- Entered manually by the user (with the option to save)

**Proxy servers with authentication are supported in the following ways:**

- Automatic delivery of access data at Windows authentication
- Access data entered manually by the user (with the option to save)

**Security**

- Authentication in the Master program
- Access rights management in Computer Manager
- Optional Host password for authentication on host PC which is stored only on Host PC.
- VeriSign certificate
- SSL/TLS encryption during establishment of connection
- AES 256-bit encrypted data exchange

Please refer to Netviewer's "Security" white paper for additional information.

**Languages**

- German
- English
- French
- Spanish
- Italian
- Dutch
- Polish
- Russian
- Swedish

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