



Netviewer Support 6.3

Business Edition for Windows

Netviewer Support is a software which enables two distant meeting partners to work together interactively by sharing their screens and also granting remote-control rights to each other if required.

Netviewer Support consists of the consultant and the participant program. The consultant program enables the consultant to set up a Netviewer session and to access a variety of administrative tools. The participant program enables the participant to enter a session established by the consultant.

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

	Consultant program	Participant program
Application	Executable file (.exe)	Executable file (.exe)
Installation	no optional installation of plug-ins	no
Subject to licence	yes	no
Compatibility	yes, from version 6.0 to current	yes, from version 6.0 to current

Netviewer Support can be adapted to meet bespoke customer requirements.

- Various settings can be adapted by the customer with the help of profiles.
- The user interface can be customized to the customer's corporate design.
- The available functions are controllable for integration purposes by means of request parameters.

System Requirements

Supported operating systems	Windows 2000, XP, Vista, Windows 7 Windows Server 2000, 2003, 2008 – R2 (support of 32-bit and 64-bit versions of Windows)
Processor	At least 1 GHz, using VoIP/Video at least 2 GHz
Memory requirement	At least 1 GB RAM
Graphics card	At least 128 MB RAM
Optional hardware	Headset Webcam
	Multimedia devices must be at least DirectX 8.1-compatible
Internet connection	At least 64 kbit/s (ISDN) for only desktop-sharing At least 2 mbit/s (DSL) for desktop-sharing with VoIP and Video

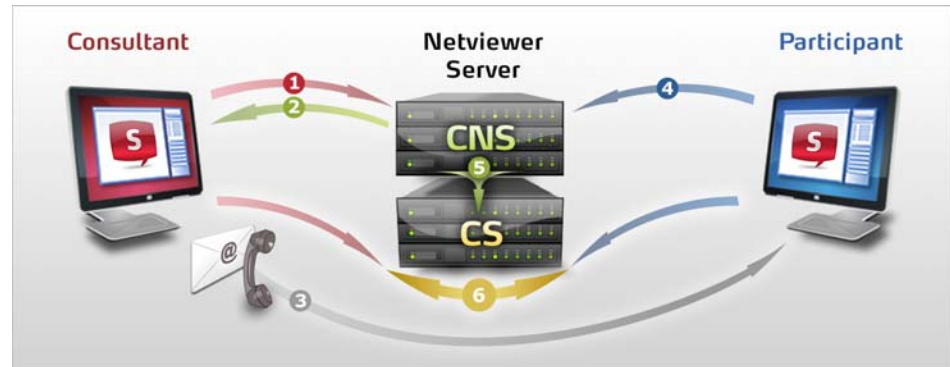
If your system does not fulfill the requirements described above or if your audio, webcam, and graphics drivers are not up-to-date, you may experience functional limitations in the Netviewer applications.

Functions

- Desktop sharing
- Pointer
- Ability to change direction of viewing
- Remote control
- Preview monitor
- Chat
- Voice over IP
- Video
(max. resolution 320x240 pixel)
- System diagnostics
- Application selection
- Asynchronous file transfer
- Synchronous file transfer
- File transfer explorer
- Session recording
(.nvl file format)
- Restart of the participant's computer
- Whiteboard
- Quick restart after closing of session
- User administration
- Profile administration
- Session planner with e-mail invitation function and assistant mode
- Automatic language identification in invitation function
- Protocols/Logging
- Full-screen mode
- Adjustable screen scaling
- Selection of transferred colour depth
- Ability to freely position user interface modules
- Shortcut support
- Usage statistics
- MS Windows Vista / 7 UAC operation

Technical Operation

Connection establishment



1. Consultant starts the consultant program which contacts the connection server (CNS)
2. ConnS sends session number to the consultant.
3. Consultant transfers the session number via telephone to the participant.
4. Participant starts the participant program and enters the session number.
5. CNS relates consultant and participant and passes the session to the communication server (CS).
6. CS connects consultant and participant program - The session has been established.

In order to establish a connection the Netviewer Server Infrastructure needs to 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 delivered as follows:

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

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 possibility to save them)

Ongoing session

The data transfer during an ongoing session between the consultant and the participant program is managed by Netviewer servers. The client programs automatically establish a direct peer-to-peer connection if placed in an intranet. In this case the port selection is done dynamically and the data are exchanged directly.

Security

- User administration and authentication in the consultant program
- Random 9-figure ID number for every session for connection establishment
- Optional doubled ID number (back-PIN)
- VeriSign-Certificate
- SSL/TLS-encryption of the connection establishment
- AES 256 bit encrypted data exchange
- Requests which have to be confirmed as actions are being taken by the user that are subject to data protection

You will find more information in our Netviewer White Paper on "Security".

The security of Netviewer Meet has been confirmed in the following investigations:

- Security assessment of external software at Fiducia IT AG
- Security assessment of external software at GAD eG



Plug-ins

Available for the following applications, starting from the version indicated:

- Internet Explorer 8.0
- Mozilla Firefox 3.6
- Microsoft Office 2003
- Microsoft Outlook planning plug-in for Microsoft Outlook 2003 and 2007

Add-ins

Available for the following applications, starting from the version indicated:

- Microsoft Outlook 2003
- Skype 3.6

Languages

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

Netviewer Support

Mac version

General Information

The Mac software Netviewer Support enables two distant meeting partners to work together interactively by sharing their screens and also granting remote-control rights to each other if required. Netviewer Support consists of the consultant and the participant program in one application. The consultant program enables the consultant to set up a Netviewer session. The participant program enables the participant to enter a session established by the consultant. This data sheet contains the technical data of the software in SaaS mode (Software-as-a-Service). This means that the communication between the client programs is managed by servers which are hosted by Netviewer AG.

	Consultant program	Participant program
Application	Disk Image file (.dmg)	Disk Image file (.dmg)
Installation	no	no
Subject to licence	yes	no
Compatibility	yes, from version 6.0 to current	Yes, from version 6.0 to current

system requirements

Supported operating systems	Mac OS X 10.4 (Tiger), 10.5 (Leopard) and 10.6 (Snow Leopard)
Processor	Power PC G5, Intel Core Duo and Xeon
Memory requirement	At least 1 GB RAM
Graphics card	At least 128 MB RAM
Optional hardware	Headset, Webcam
Internet connection	At least 64 kbit/s (ISDN) for only desktop-sharing At least 2 mbit/s (DSL) for desktop-sharing with VoIP and Video

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Technical Operation

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Functions

- Desktop sharing
- Pointer
- Ability to change direction of viewing
- Remote control
- E-mail invitation function
- Chat
- Voice over IP
- Video (max. resolution 292x219 pixel)
- Protocolling/Logging
- Ability to freely position user interface modules
- Shortcut support

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