



Security at
every level

The Netviewer security concept

Netviewer is serious about security. Concepts that are well thought out on the architecture and application level and in terms of data protection ensure that Netviewer solutions can be put to use without worries. This is confirmed by not only our more than 16,000 customers, but also by certificates from independent organizations.

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Netviewer solutions not only promise high quality and performance, they are thought through and secure to the last detail.

This starts with the state-of-the-art technology and also includes the tried-and-trusted features, simple operation and sophisticated security concept. Expert reports from IT service providers active in the banking sector, such as **Fiducia IT AG, GAD eG** and the **OPDV approval of the Germany's Sparkassen Finanz IT** confirm the high security standard of Netviewer products. All current solutions are based on the experiences of the **Common Criteria** certification of Netviewer onezoneTS Version 5.1 by the German Federal Office for Security in Information Technology' (**BSI**).

Three security levels provide the highest degree of security when using Netviewer solutions. On the first level, the architecture used implements mutual authentication and encryption to protect the data exchange from being abused. On the second level, users obtain control over the configuration and operation of the solutions. The third level ensures protection of privacy, so that users always maintain control over their data.

Level 1: Architecture – planned well in advance **Random number for connection establishment –**

The Netviewer server generates a random nine-digit session number for each session. After entering this number, the participants are connected. This ensures that only authorized partners can communicate with one another.

Secure server infrastructure – Netviewer maintains a globally distributed server infrastructure. Redundant servers and the principle of load distribution ensure high availability and secure connections. Each online communication session involves two separate servers: A connection server for „eavesdropping-proof“ communication setup between the session participants and a communication server that encrypts the actual flow of data.

Same encryption standards as for online banking –

The communication of the Netviewer clients with the Netviewer server is secured by SSL/TLS. A 2048-bit RSA certificate is used here. Session data of the Netviewer clients are secured using 256-bit AES keys. This corresponds to the SSL quality used in online banking and thus the highest available security standards. As a result, exchanged data can be neither viewed nor modified.

Netviewer software is certified – Netviewer software carries the seal of VeriSign certification as a guarantee of authenticity. This assures participants that the software has been supplied directly by Netviewer without third-party modifications.

Level 2: The user decides

Individual configuration of the programs – You configure the programs in the MyNetviewer customer portal and you can store individual profiles on the user level entirely as you wish.

SaaS or on-premise – as required by your IT guidelines. You can decide for yourself whether to run Netviewer as a SaaS (Software as a Service) solution over our powerful servers or host it in your own data center.

With a separate server, Netviewer can be integrated easily into your existing system landscape and IT infrastructure. This allows you to start sessions directly from applications such as help desk or CRM systems.

Level 3: PRIVACY – protecting private information

Direction of viewing changed only after approval –

After the connection is established, only the consultant's or moderator's screen is seen initially. Changing the direction of viewing to a session participant's screen requires his or her express approval.

No remote control rights without approval – Those who view the screen of his or her session partner do not initially have any access to the partner's computer. The person whose screen is being viewed has to grant the corresponding rights explicitly. These rights can be revoked at any time just by hitting the F11 key.

Selection of visible applications – You can use the application selection to approve the applications that the session partner may view. This also includes the taskbar or screen background. This prevents the session partner from viewing or accessing other programs without authorization.

Completely non-revisable – The recording function allows you to document and trace all work steps such as modifications to system settings or access rights for a support customer.

Close at any time with just a click – Either side can close the Netviewer session at any time simply by clicking the Exit button in any operating panel or the Close symbol of the Netviewer window.

At a glance

Netviewer technology offers security across the board.

Architecture level

- Logical separation of connection and communication servers
- TLS with a 2048-bit RSA key is used for authentication and encryption
- AES encryption mechanism with 256-bit key length secures data exchange

Application level

- Individual program configuration, for example to transfer only selected applications
- Disabling individual functions such as remote control

Privacy level

- Changing direction of viewing – screen view only after confirming a security prompt
- Application selection — only explicitly approved applications can be viewed by session partner(s)

References

Our software solutions have been declared safe and secure by independent organizations such as Germany's Sparkassen Finanz IT, Fiducia IT AG and GAD eG. Experiences of the Common Criteria certification by the German Federal Office for Security in Information Technology' (BSI) of Netviewer onezoneTS Version 5.1 have been incorporated in successor products. More than 1,000 banks and insurance companies, 18 of the 30 companies that make up the German stock index (DAX), and many small and medium-sized companies rely on our security concept:



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Easier, faster, and more convenient.

Communicating with Netviewer

Quickly see how Netviewer makes your business more productive.



Hold online presentations and receive feedback directly

Demonstrate products live to your customers, keep co-workers up-to-date



Exchange information with team members

Meet with co-workers from around the world, efficiently plan your next steps



Work jointly on documents

Teamwork is critical – amend and adapt documents together



Hold seminars and training events

Training and workshops can be decentralized and interactive



Take your support to the next level

The future of customer service and employee support



Maintain computers and servers remotely

Manage technology securely, quickly, and conveniently

Germany (Headquarters)

Netviewer AG · Erzbergerstraße 117 · 76133 Karlsruhe

Tel. +49 (0) 721 35 44 99-0

Fax +49 (0) 721 35 44 99-300

info@netviewer.com

www.netviewer.com

netviewer