

Netviewer remote admin

Network-spanning remote access to
PCs and servers!



- **Internal remote access**
- **Servicing of workstations and servers even across firewall barriers**
- **Fast and secure alternative to VPN**

Support for workstations and servers, quickly and conveniently by PC

Netviewer remote admin is an intelligent software that cuts operating costs and gives you more time.

Netviewer remote admin is just 500 kb in size and can be set up on any Windows workstation within seconds. Once started, the Host automatically searches for the intermediary server and is then immediately available for remote access. In most cases, **no changes have to be made to firewalls.**

The intuitive design of the user interface means that Netviewer remote admin can be operated **without prior training.** Helpdesk employees value Netviewer's performance, the result of a design that consciously dispenses with unnecessary complexity.

More than just remote control

Benefit from efficiency and time savings at work thanks to practical add-on functions in Netviewer remote admin:

Computer management

All of the available Host computers are listed, and they can be grouped into folders according to location or use, for example. A connection can be established to the required Host with a mouse click.

Wait screen, mouse and keyboard lock

You have remote control over the Host without local users being able to interfere or even see what is going on.

Logging

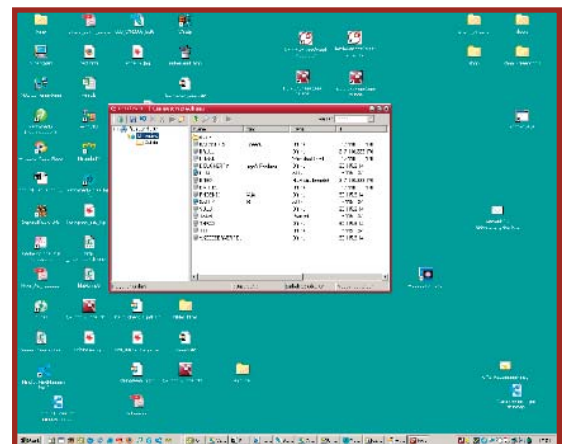
All sessions can be recorded to a log file at a freely definable central location for further processing with Excel. This is ideal for generating usage statistics for billing purposes, for example.

Timed deactivation

You define when or for how long a remote service is to be available.

Application selection for the Host user

Users at the Host PC can block individual applications from access by administrators or helpdesk employees. This means, for example, that confidential documents or a personal e-mail account can be left open during a session and further processed after closure of the remote connection.



Optimal performance through flexibility

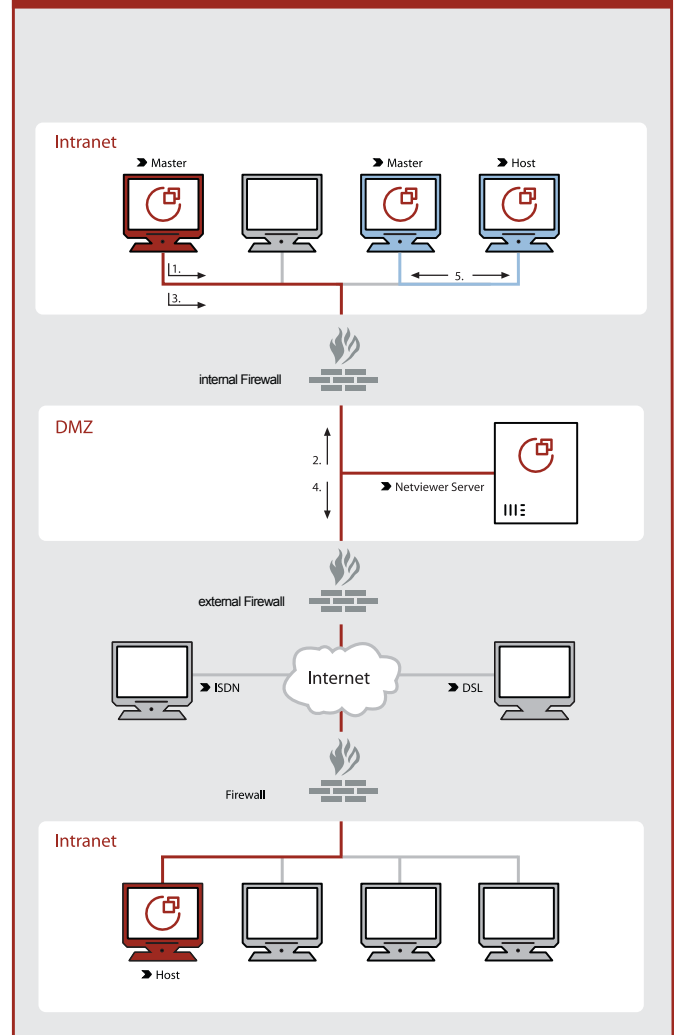
The innovative software architecture ensures that Netviewer remote admin works with a minimum of network load and optimal use of bandwidth. It can be used flexibly:

- **Operation in internet without changes to firewalls:** Communications between Master and Host operate via a **communications server** if the two programs are in different network segments.
- **Intranet operations with optimal performance:** If the two programs are not separated by a firewall, the session takes place **peer-to-peer**.

The security checks, intermediary and communications for Netviewer remote sessions are carried out by the Netviewer servers. Even where Netviewer remote admin is widely used, this architecture ensures **calculable network loads without spikes**. The dynamic colour-depth adjustment also ensures the optimal use of bandwidth. This involves the initial transfer of screen content in a reduced colour depth of 256 colours; only if time and bandwidth allow is the full colour depth subsequently transmitted.

1. After starting up the application, the Master program queries the server for all available Hosts.
2. The Netviewer server manages the list of Hosts available under this contract and communicates this information to the Master.
3. The Master then selects the required Host and logs on with the appropriate key.
4. The Netviewer server acts to mediate the connection between Master and Host.
5. A Master and Host that operate in the same network segment can communicate directly peer-to-peer.

How Netviewer remote admin operates



Secure

Maximum security is assured by a 3-stage concept. This satisfies all security criteria at the levels of architecture and application, and also regarding privacy.

Communication with Netviewer technology is non-critical as **certified by the Fraunhofer Institute for Secure Information Technology SIT**.

3-stage security concept:

Architecture level

- Logical separation of connection and communication server
- Authentication at connection server with a compiled 160-bit ECC key (asymmetric, corresponds to 1024-bit RSA)
- 128-bit Blowfish encrypted data exchange (symmetric) via communication server

Master and Host level

- Master only starts after successful authentication (identifier/password)
- 8-figure key phrase for legitimisation on the host computer
- Login to the host computer with Windows user name and password

Privacy level

- Explicit approval by logged on users (conforms to works council requirements)
- Choice of applications - only explicitly approved applications can be viewed remotely
- Mouse and keyboard can be locked by administrator

At a glance

■ Fast and stream-lined

Netviewer remote admin is a mere 500 kb in size, intuitive, and can be operated without prior training. In most cases, no changes have to be made to firewalls. The connection is established within seconds and offers impressive high performance.

■ Secure

Maximum security is assured by a 3-stage concept. Netviewer technology is certified by the Fraunhofer Institute for Secure Information Technology.

■ Flexible

The innovative software architecture, which directs communications over the intermediary Netviewer server, ensures that Netviewer remote admin works with a minimum of network load and optimal bandwidth use.

Standard functions

■ Logon to the target computer

- When it is logged-off or locked
- A user logged on to the target computer must explicitly grant access with a mouse click.

■ Transfer of keyboard commands

Transmit keyboard commands such as Ctrl+Alt+Del to the target computer, e.g. when the target computer is logged off.

■ File transfer and clipboard

Move files or software quickly and easily to the target computer's desktop with drag & drop, or copy text to the clipboard.

■ Set colour depth to the 256-colour mode

Lesser colour depths during a session can enable the screen to be drawn faster.

■ Session recording (optional)

Technical details

- Host runs on all Windows platforms as of NT 4
- Master runs on all Windows platforms as of WIN 95
- Requirements: PC with Internet access and any browser (also via proxy)
- .exe files smaller than 500 kb
- Only requirement; the installation of the Host program as a Windows service. Master program runs without installation.
- Firewall compatible (http tunnelling via port 80)
- No technical restrictions from low bandwidth (e.g. when using a modem)
- Dynamic adjustment of colour depth to the available bandwidth
- 160-bit ECC key for connection establishment
- 128-bit encryption of data transfer
- 8-character key phrase for authentication on the host computer
- Available as an ASP model or as a server version

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