

A blurred background image of a man's face, looking directly at the camera. A red speech bubble is overlaid on the right side of the image, containing the text "Safety first".

Safety first

Netviewer is serious about security. A concept that is well thought out at all levels – architecture, application, and privacy – ensures that Netviewer solutions can be put into operation without having to worry. This is certified by independent organisations.

The Netviewer
security concept

netviewer

Netviewer solutions promise not only high quality and performance, they are thought out down to the last detail as well. This starts with the modern technology, the tried-and-trusted features, simple operation and includes the sophisticated security concept. Expert opinions such as the **OPDV approval certificate from the Sparkassen-Finanzgruppe (Savings Bank Financial Group)** and the **security certification from the Fraunhofer Institute** confirm the level of security provided by Netviewer.

Stage 1: Architecture planned far in advance

Random number for connection establishment – The Netviewer server generates a random 6-figure ID number for every session, and this is exchanged over SSL. The participants are connected after entering the number. This ensures that only the invited partners can communicate with one another.

128-bit Blowfish encryption – Every Netviewer session is encrypted using the 128-bit Blowfish method. This is equivalent to the SSL standard as used for Online-Banking.

The Netviewer software is signed – Netviewer software is carries the VeriSign signature that guarantees its originality. You can assure participants that the software has been supplied directly by Netviewer and that no third-parties have made any modifications.

Stage 2: The user decides on the level of security

Custom configuration of the programs – At your request, Netviewer can configure the programs with certain settings before delivery. This permanently ensures that only those applications approved by your company can be transferred. For example, the remote control function can be deactivated from the start, or the (initial) viewing direction can be defined.

Stage 3: PRIVACY in capital letters!

Change of viewing direction only after approval – After establishment of the connection, the first thing on show is the Consultant's screen content. A change in the direction of view must be explicitly approved by the participant.

No remote control without approval – Just because a session partner's screen is initially visible doesn't mean that there is access to that PC. The necessary rights have to be granted by whoever's screen is on display. Pressing the F11 key enables the rights to be revoked at any time, ensuring absolute sovereignty over your own PC.

Selection of visible applications – Application selection allows those programs to be selected which the session partner is allowed to view.

Complete revision security – Recording function allows all work procedures to be documented and reconstructed such as changes at system profiles or rights of access.

Exit at any time with just one click – A click on the Exit button in any operating panel or on the Close symbol of the Netviewer window allows the Netviewer session to be closed at any time from either side.

At a glance

Netviewer technology offers security across the board.

Architektur Level

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

Application level

- The programs can be configured in advance so that, for instance, only selected applications will be transferred
- Individual functions such as remote control can be deactivated

Privacy level

- A change of viewing direction is only possible after confirming a security request from the participant currently displaying his screen
- Selection of applications - only explicitly approved applications can be viewed
- The remote control is only activated after confirmation by the participant currently displaying his screen and can be switched off with a mouseclick

References

These and many other companies already rely on our security concept:



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France: Paris +33 (0) 1 414 907 95
Iberia: Barcelona +34 935 514 502
Italia: Milano +39 02 450 763 41
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