



**Netviewer –
the new alternative
to servers.**

Maintain PCs, servers and equipment remotely – easily and securely
Access your customers' or colleagues' applications across firewalls
Benefit from fast installation and the highest security standards

Professional maintenance
from a distance.

netviewer

Provide technical support from a distance – even if there's no-one at the other end

Impress your customers with remote support – no fuss, no travel expenses and just as real as being there with them. With Netviewer you can access your customers' systems directly via intra- or internet. This enables you to identify technical problems straightaway and take immediate action to solve the issue. Transfer data and patches or install updates – it's simple, it's easy, regardless of where the PCs, servers or equipment are located.

Remote maintenance made easy.

- Remote maintenance and administration of local PCs, servers and equipment
- In-house remote access
- Diagnosis of problems at a distance
- Deployment of patches or updates
- File transfer

Get started straightaway.

The master software only takes up 800kb and does not require installation. Just a couple of clicks on the remotely controlled machines are all that's needed to install a small host programme – and you're up and running.

Reach your customers more quickly.

- Faster support
- Shorter response times
- Global reach for support assignments
- Reduced costs through higher productivity and less time 'on the road'
- Satisfied customers thanks to faster resolution of problems

Simply secure.

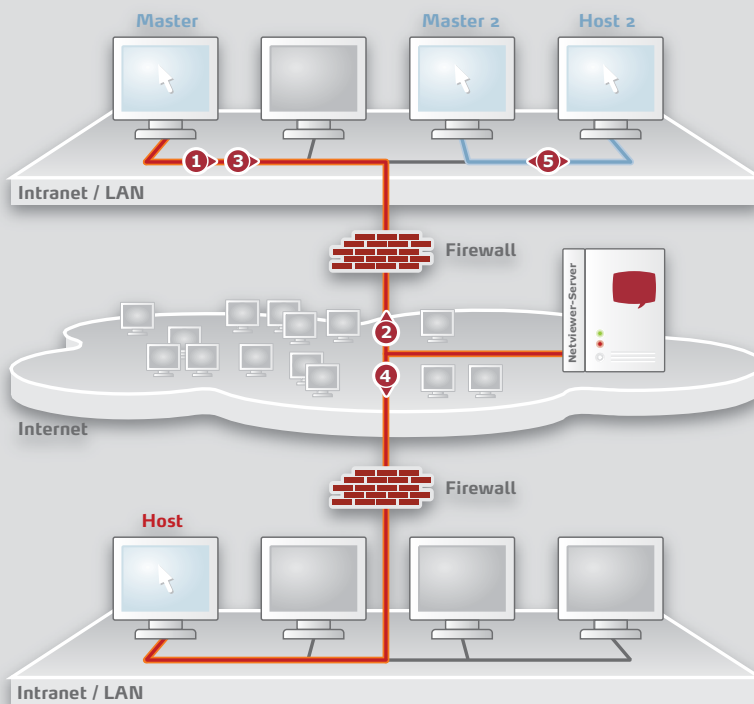
- 3-tier security approach
- Security certifications from independent organisations
- 128-bit Blowfish encryption
- Generally, no changes to firewall settings needed
- Can be installed on your own in-house server, if required
- Different security levels and hierarchical access control

Please see our [→security brochure](#) for further details.



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is so simple to use:



- 1 The master programme is started up and queries the server for available hosts.
- 2 The Netviewer server manages the list of available hosts for this particular contract and communicates this information to the master.
- 3 The master chooses the desired host and logs on using the appropriate key.
- 4 The Netviewer server mediates the connection between master and host.
- 5 If the master and host are in the same network grid, then direct peer-to-peer communication can take place.

Comprehensive Functions.

Standard functions: Tried and trusted.

Log into the target workstation and transmit shortcuts. Data transfer, pointer arrow and targeted choice of application.

Computer administration: Keep an eye on the available hosts.

All available hosts can be grouped logically to provide a comprehensive overview, e.g. according to site, area or intended use. At the same time, as administrator, you can see which hosts are active.

System information: everything at a glance.

No time-consuming selecting and querying of system parameters of the remotely controlled computer. Thanks to the System Diagnostics feature you get everything at a glance.

Explorer-based File transfer: Data transmission made easy. The Explorer-based file transfer system provides transparent access to the data systems of the administrator workstation and the remotely controlled PC.

User Administration: Assign user rights yourself.

You can register Netviewer users and designate specific roles and rights accordingly.

Transmission of audio and video, whiteboard, chat: Comprehensive communication.

Transmit system sounds or video images of security cameras. Unsolved issues can be communicated to experts via whiteboard annotations or screenshots. The chat function allows you to instantly communicate with the host without the need for a telephone connection.

Logging: Not just for accounting purposes. From a CSV log file you can generate usage statistics in a few easy steps, for example, for internal cost allocation or for customer billing.

Maintenance screen: For highly sensitive content. Remote-controlled host – without the local user or other colleagues being able to see the content which is being edited by the administrator. At the same time, the mouse and keyboard at the host end are locked.

Language versions: DE, EN, FR, IT, ES, PL, NL

Technical specifications

- Host runs on all Windows platforms as of NT4
- Master runs on all Windows platforms as of Windows 98
- Requirement: PC with internet access and any browser (also via proxy)
- Master and host programme less than 800 kb
- Only the host programme needs to be installed as a Windows service. Master programme can run without installation.
- Firewall compatible (http tunnelling via port 80)
- Dynamic adjustment of colour depth to available bandwidth
- 160-bit ECC key for connection establishment
- 128-bit encryption for data transmission
- 8-digit key for authentication on host workstation
- Available as an ASP model or as an in-house server version
- Active Directory compatible for own server operation

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