

Declaration about encryption and data security when using FastViewer

The master module first obtains a list of the actively available FastViewer communication servers from multiple redundant web servers over HTTP (Port 80).

The master module looks for the fastest communication server, which is used for the subsequent session. **This guarantees 100% reliability.** The FastViewer Customer Portal can be used to configure whether communication should occur via servers distributed worldwide, across Europe, or exclusively in Germany.

The master module then connects to the selected FastViewer communication server. It does this via **port 5000** (TCP), **port 443** (HTTPS) or **port 80** (HTTP) or an **existing proxy server**, if present. The **6-digit session ID** is obtained via this connection. This session ID is usually transmitted to the session partner over the telephone or by e-mail.

The session partner then enters the obtained session ID into the client module. The client module also obtains the list of actively available FastViewer communication servers via **Port 80** (HTTP). The client module connects to the FastViewer communication server via **port 5000** (TCP), **port 443** (HTTPS) or **port 80** (HTTP) or via an existing proxy server, if present.

The master module and the client module then negotiate a **256-bit AES** key (using the Rijndael algorithm). To ensure that data cannot be read at either the FastViewer communication server or at any other point in the connection, **the rest of the communication takes place only via the 256-bit AES-encrypted connection.** The FastViewer communication server is **NOT** able to decrypt the data because it is **never in possession** of the 256-bit AES key!

The screen transfer then occurs in the desired direction. The session partner can stop the remote control at any time by pressing the "F11 key" on his or her keyboard.

Security features of the FastViewer Secure Advisor

With FastViewer Secure Advisor, a particularly intensive level of protection is required. This is ensured by triple security mechanisms:

- Since the installed remote client requires only an outbound connection, remote access from the outside is not visible. Consequently, no hacker attacks are possible because no incoming port is open.
- FastViewer works like a debit card with a PIN. Login requires possession of the appropriate FastViewer EXE file for the client and knowledge of the right login credentials.
- Additional protection to guarantee security is provided through the Windows login.

Authentication by short message enables additional protection

In addition to the previously mentioned security features, an SMS authentication function is available. To enable access the overview of remote devices, it is necessary to enter a login code, which is sent to the respective registered phone number. This ensures that remote maintenance sessions on remote clients are only possible exclusively by authorized personnel.

Take control by using your own FastViewer server

Another possibility is running your own FastViewer server. This solution can be used completely **independently from our IT infrastructure**. All sessions will run by your own FastViewer server with the same security features as described above. The system stability is guaranteed by using **several redundant servers**.

About the Rijndael Algorithm

In the year 2000, the National Institute of Standards and Technology established the Rijndael algorithm as the official standard, known as the Advanced Encryption Standard (AES). Fifteen potential candidates were involved in the three-year selection process. During the competition, the encryption formulas of the individual candidates were made public so that they could be tested (attacked) publicly by the competitors. From among the finalists, the Rijndael algorithm was selected as providing the "best combination of security, performance and effectiveness."
(Source: www.nist.gov)

A handwritten signature in black ink that reads "Steffen Fürsch".

Steffen Fürsch
CEO – managing director