

SupportNow for Seagate Software

Security Features

Introduction

SupportNow for Seagate Software was developed to meet the needs of the security-conscious corporation. It empowers the customer to remain in complete control of the entire support session from beginning to end.

At Seagate Software it is important to us that our customers are confident that their computers and associated data are secure and protected when using a state-of-the-art support tool such as SupportNow.

This document describes the many security features that allow your data to remain completely secure and protected. Security features include:

- firewall support
- proxy server support
- secure data transfer
- access rights
- mouse precedence
- single application sharing

NOTE

To learn more about the unique advantages of SupportNow, see [Introduction to SupportNow](#).

For more information about installing and using SupportNow for Seagate Software, see [SupportNow for Seagate Software User's Guide](#).

Firewall support

The most common and secure way of protecting private information is with the use of a firewall system. A firewall system is a collection of systems, routers, and policies placed at a site's central connection to a network.

A firewall forces all network connections to pass through a gateway where they can be examined and evaluated. The firewall may then restrict access to or from selected systems, block certain network services, as well as providing other security features.

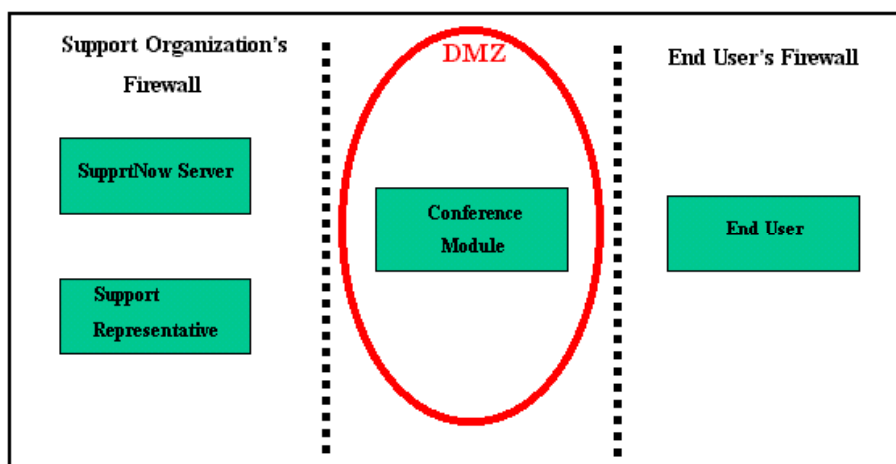
SupportNow in no way compromises the security of your organization's firewall. It has been designed so that both customer and technical support representative can interact and work with each other while remaining behind the security of their respective firewalls.

Some applications require one or more *inbound ports* in the firewall to be opened, which can compromise network security. Most system administrators will simply refuse to do this. Rest assured that SupportNow does NOT require the customer or the support organization to open inbound ports in their firewalls, thus preserving network security.

SupportNow has been tested with industry leading firewalls such as Checkpoint™, Win Route™, and Net Guardian™.

SupportNow Conference module

Both customer and support representative are able to remain behind their firewalls because they communicate and interact through a middle party called a Conference Module. A Conference Module is a server that is installed outside our firewall in a Demilitarized Zone (DMZ). A DMZ is a network area that acts as a security buffer between a private Intranet and the public.



The Conference Module communicates with both parties via Port 443. Port 443 (which uses the HTTPS protocol or "HTTP tunneling") is the secured port that is open by default for outgoing connections in most corporate firewalls and is the same secure port through which all e-commerce business transactions are conducted.

NOTE

If you can make an online purchase, you can use SupportNow.

The Conference Module component maintains the security of both the support organization and the customer organization by preventing unauthorized access of IP addresses within each organization.

Proxy server support

A proxy server is a server that acts as an intermediary between a workstation user and the Internet so that a corporation can maintain security and administrative control of Internet access. SupportNow fully supports HTTPS and SOCKS proxy servers. The SupportNow client can easily establish a Support Channel through a proxy server. During installation, SupportNow automatically configures itself to work with a proxy server if one is being used.

SupportNow has been tested with leading proxy servers such as Netscape, Microsoft, and Apache.

Secure data transfer

SupportNow uses a proprietary and comprehensive scrambling algorithm that encodes all data being transferred. Bitmap images of the desktop are encrypted and then transferred securely over the Internet.

Access rights

When using SupportNow you maintain complete control of our Technical Support representative's access rights at all times. The connection begins initially in read-only mode where our representative is granted **Read-Only** access to your computer. In order for the representative to do anything more than view the screen on your computer, you would have to grant them **Full-Access**.

You can switch the access rights of the representative from **Read-Only to Full-Access** and vice versa at any time during the support call by clicking a button.

Mouse precedence

At any time during a support session, you can take back complete control of the session simply by moving your mouse. This blocks the support representative from making any further changes. Mouse precedence supercedes any access privileges that you may have already granted to the representative. This feature ensures that you have complete control at all times during a support session.

Single Application Sharing

SupportNow can be configured so that it is limited to a single application. In this situation, the support representative's access rights are limited to viewing one

particular application. If it appears as though they may need access to the full desktop to resolve the issue, you can then give them access by clicking a button.

Recordable sessions

All SupportNow sessions can be recorded in screen-cam fashion and stored as very small compressed files. These files can then be used as a record of all changes made to your application. This can be a very useful tool for verifying the security of your data, as well as a record for knowledge base purposes.

Frequently asked questions

How safe is my data when it is transferred over the Internet?

SupportNow sends bitmap images of your desktop and scrambles them through a proprietary and comprehensive scrambling algorithm. It would be extremely difficult for someone to intercept that information and decode it. The use of HTTPS, the secure protocol used for e-commerce, provides even greater protection.

What will Technical Support representatives do to my computer?

Technical Support representatives can't do anything on your computer that you won't see them do. At any time you can prevent a representative from doing anything by moving your mouse, and if you only want them to view your computer, you can change their access rights to **Read-Only** by clicking a button.

Will Technical Support representatives be able to connect to my computer without my permission?

No! You are the only one who is capable of establishing a SupportNow session. There is no way to connect to your computer until you launch the SupportNow application and request a connection.

How does this compare to an on-site service call? Wouldn't an on-site visit be more secure?

We honestly believe that a SupportNow connection through the Internet provides you with more security than an on-site visit. Not only that, it provides you with service that is faster and more convenient for you. With SupportNow you can have the technician connect in Read-Only mode, and then continue with your work while he or she resolves the issue without the need for your constant supervision.

Feature	SupportNow	On-Site
Representative's access can be limited to Read-Only mode.	Yes	No
Representative's access can be limited to a single application	Yes	No
A record can be kept of all the Representative's actions for security purposes	Yes	No