

Pyrotec Remote Support



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Pyrotec Remote Support

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DOCUMENT REVISION NOTES

Revision 1

- Introduction added
- Updated customized quick support download link
- Updated TeamViewer version to 5.0.8081

Introduction

Pyrotec Remote Support is a support utility that can be used for all Pyrotec clients who have an active maintenance agreement with an additional agreement for remote support. This offers the client to receive support for any of Pyrotec's proprietary software directly on the computer where this software is installed, without a Pyrotec representative actually being present at that location.

Existing issues with Pyrotec software will be solved much faster and more efficiently using the remote support possibility.

The client is able to demonstrate via his own desktop the issue to Pyrotec's representative who can follow this via the connected remote desktop. Either by telephone or direct intervention specific directions or guidelines can be given to solve the issue. By direct intervention Pyrotec's representative can take over the control of mouse and keyboard via the remote desktop, while the client can view the actions.

This remote support service is facilitated by the TeamViewer software. In the next part of this document the operation of this software is explained, topics like security, client set-up and optional file transfer are discussed



Pyrotec Remote Support

Pyrotec Remote Support is a remote support session via a maximally secured connection between the desktop of the client and Pyrotec. To establish the remote desktop connection Pyrotec has adopted the TeamViewer software. The client will typically download and run a single program to be able to establish the connection. This program does not need to be installed and thus will not become an inherently part of the Windows system. Simply running the program after downloading will be sufficient.

When the session is in progress Pyrotec's representative will be able to see and manage the desktop of the client by use of his own mouse and keyboard. At the same time the client is also able to control his mouse and keyboard and see the actions of Pyrotec's representative. Therefore we advise to maintain also contact by telephone to control who will be managing the desktop. At any time the client is able to see the details of the session in the status window in the right-bottom corner. In this window the client will always be able to instantaneously disconnect the session by clicking the red cross.

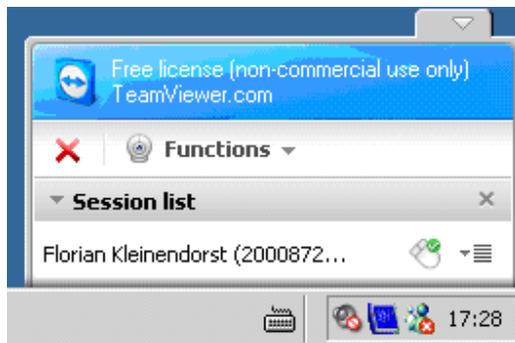


Figure 1: TeamViewer Status window

When the session is closed the earlier downloaded program can be maintained for next support sessions or it can be deleted from the system. We advise to delete the earlier downloaded program.

Each session will be visually recorded by Pyrotec, which is one of the functions offered by the TeamViewer software.

Session security

An important factor in such connections is the safeguarding of data, the security of data. This is one of the reasons that Pyrotec has chosen to license the TeamViewer product as its applied security protocols are the currently high standard available security protocols. More information about the latest security measures applied by TeamViewer can be found on their website via the next link.

<http://www.TeamViewer.com/products/security.aspx>

A dedicated security document is also available via their website

http://www.TeamViewer.com/images/pdf/TeamViewer_SecurityStatement.pdf

When creating a session, TeamViewer determines the optimal type of connection. After the handshaking process through TeamViewer's master server usually a direct



connection via UDP or TCP is established. This connection can be established even behind standard gateways, NATs and firewalls.

The intermediate TeamViewer servers are not able to read the data traffic as the data is encrypted and the decipher key is only known by the finally receiving party, which is either the client or Pyrotec.

The applied security is based on

- Encryption of the data transferred between client and Pyrotec
- Protection of unauthorized access
- Use of validated software for the session.

Encryption

TeamViewer includes full encryption, based on RSA private-/public key exchange and AES (256 Bit) session encoding. This technology is based on the same standards as https/SSL and is considered completely safe by today's standards.

The key exchange also guarantees a full client-to-client data protection. This means that even our routing servers will not be able to read the data stream.

Access Protection

In addition to the PartnerID TeamViewer generates a session password that changes with every software start to provide additional security against unauthorized access to a remote system.

Security relevant functions like file transfer require additional, manual confirmation of the remote partner.

Also it is not possible to invisibly control a computer. For data protection reasons the person sitting on the remote computer has to be able to detect when someone is accessing the machine.

Code Signature

All program files are secured using VeriSign code signing technology. This allows you to verify the origin of the executables you received.

Even the QuickSupport Custom Design tools are dynamically signed during generation!

Session setup

The first step to setup the remote support session is to download and run the Pyrotec Remote Support client utility (about 1.83 MB). This is a customized version of the TeamViewer QuickSupport utility, which has a Pyrotec layout and a predefined password.

http://www.spyrosuite.com/support/remotesupport/TV_PyrotecQS.exe

It is also possible to use the TeamViewer QuickSupport utility, that can be downloaded via their website.

<http://www.TeamViewer.com/download/TeamViewer QS.exe>





Figure 2:download and run the utility



Figure 3: downloading the utility

After the file has been successfully downloaded and started, a security warning might show up. If the Security Warning resembles the underneath window you can run the software without harm to your computer.



Figure 4: run the utility after downloading

After the Remote Support utility has been initiated and verification has been performed with the TeamViewer servers it will indicate it is ready to setup the connection by the green OK icon.

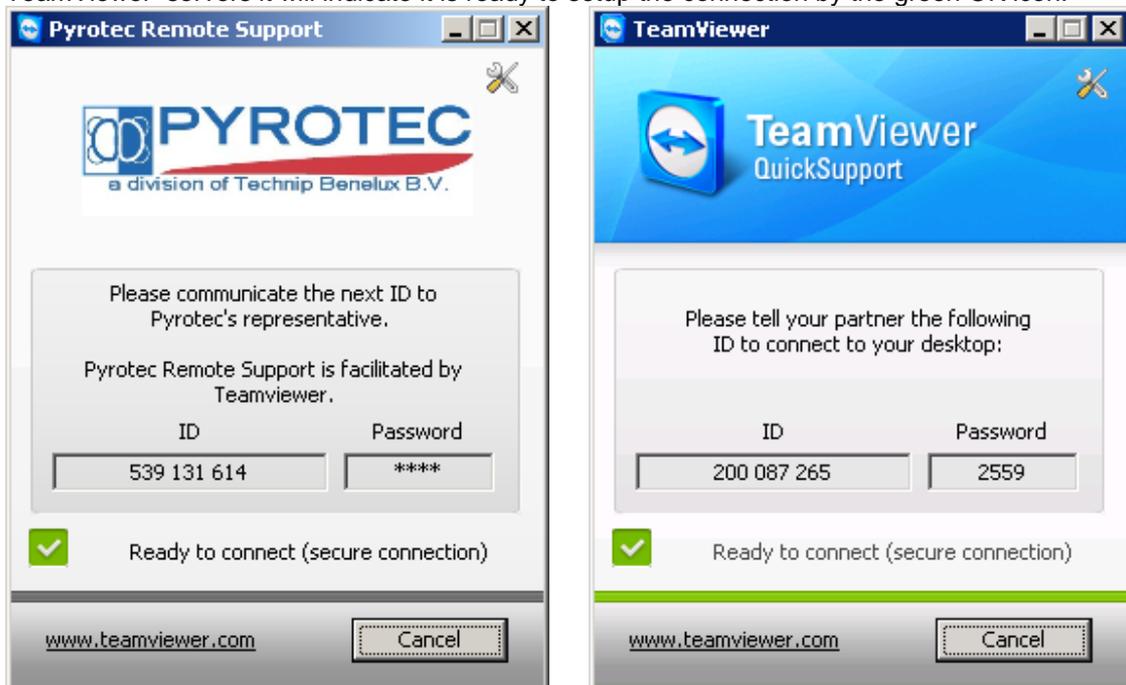


Figure 5: the Remote Support utility to setup the session

By communicating the ID number to Pyrotec's representative he will be able to initiate the connection and support you with your question via your desktop. In case that you have downloaded TeamViewer Quicksupport utility you will also have to communicate the password.

When the connection has been established the original window will be replaced by a status window in the bottom-right corner. From this moment Pyrotec's representative is able to see and manage your desktop.

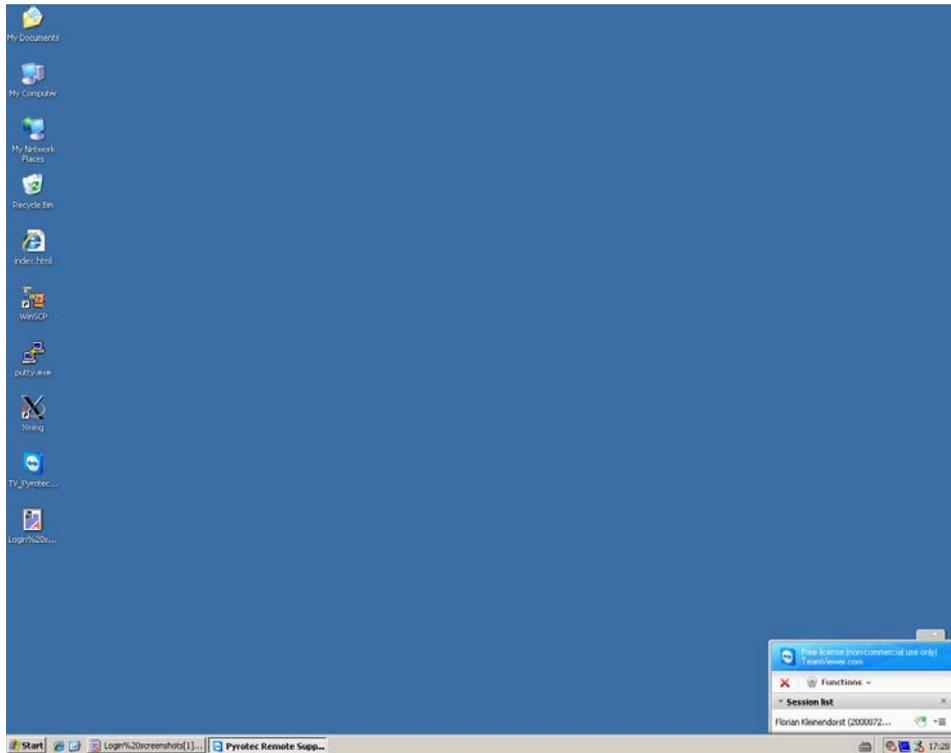


Figure 6: Remote Support is active

Remote Support Connection error

In some cases the Remote Support utility might not be able to connect to the TeamViewer servers, then please verify your internet connection.



Figure 7: Remote Support utility is unable to connect



If your internet connection is operative, then a proxy server might be defined that is not automatically detected by the Remote Support utility. In that case you will have to define it in the settings of the utility. Click on the Tools icon  in the upper-right corner. In the General section configure the proxy settings. Override the automatically detected proxy settings by the 'No proxy' or 'Use manual proxy'. From the IT department you can request the required corporate proxy details.

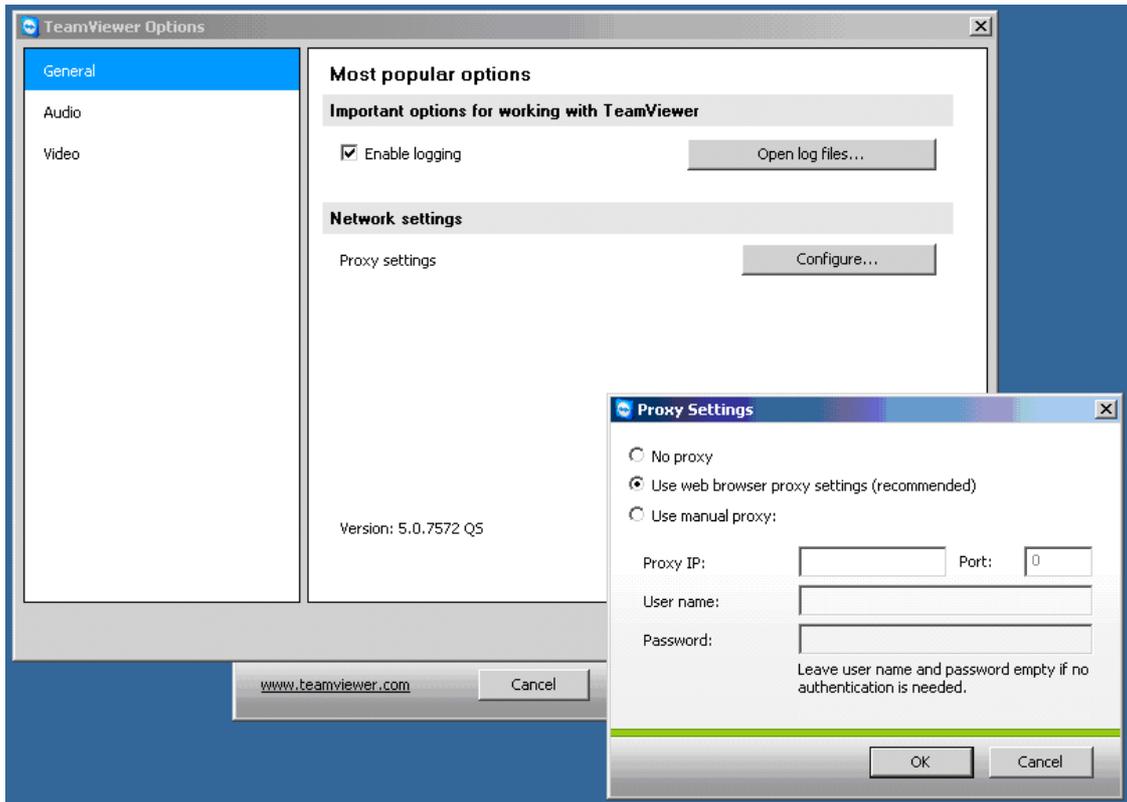


Figure 8: define proxy server

File transfer

In certain cases it might be necessary to update specific files. The TeamViewer Remote Support utility also offers a possibility to do exchange files. When Pyrotec's representative initiates the file transfer you will see an event log in a separate window of the files being transferred.

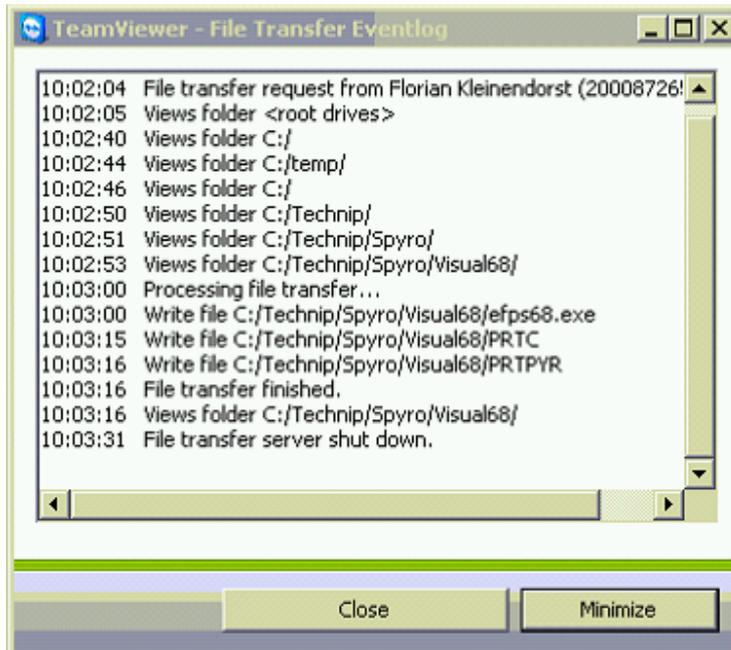


Figure 9: transfer of files between Pyrotec and client