

Beskrivelse af sikkerheden omkring pcSUPPORT

pcSUPPORT uses industry-standard security technologies to protect data transmissions. Thawte issued certificate (www.thawte.com) is used to protect initial software packet creation and purchase. pcSUPPORT data connections are encrypted with SSL (Secure Sockets Layer) using strong 128-bit encryption. X.509 certificates are used to guarantee authenticity of transmission. New certificate is automatically generated for each pcSUPPORT packet.

Functionality overview

This section describes the procedure, which pcSUPPORT software follows during usage:

1. pcSUPPORT website is protected with a certificate issued by Thawte. Web browser verifies certificate and after a successful authentication, strong 128-bit encryption session is established. Customer can now create an pcSUPPORT packet.
2. Desk and Client carry an automatically generated X.509 certificate signed by XLAB. Client uses this certificate to verify authenticity of Desk. Desk also carries a private RSA key to prove its identity. 1024-bit RSA keys are used in pcSUPPORT software packet. ISL Desk Light executable should be kept safe. An unauthorized copy of Desk could be used for impersonation.
3. Desk connects to Conference Proxy. If Desk connected from a trusted network, additional authorization is not required. Trusted networks setting can be changed in Conference Proxy. If Desk connected from an untrusted network, username and password must be provided. You are advised to use strong passwords and set only safe internal networks as trusted.
4. Desk requests unique session code from Conference Proxy. Session code is a six digit number, which is used only once. Both Desk and Client connect to Conference Proxy by presenting this session code. Data transmissions between Desk and Client are now possible.
5. SSL handshake is performed by Desk and Client. Client verifies Desk's certificate and proceeds only, if the certificate was signed by XLAB. Secure data transmission is now used. Data is encrypted with at least 128-bit cipher.