

# Remote Support Customer Brochure



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# 1 Set up a support remote connection

Chat & remote quick and easy

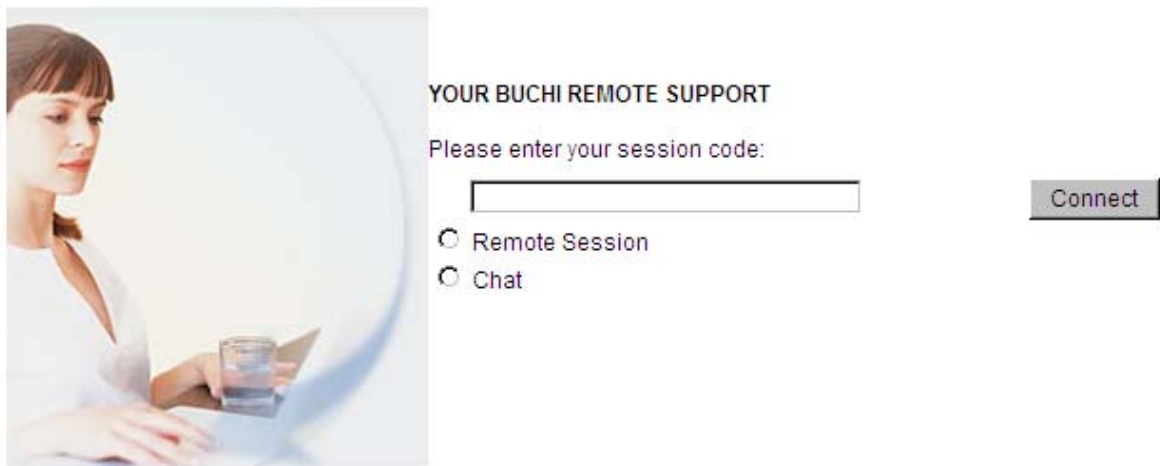
- You will need a session code (available via Buchi customer support)
- Open a Internet Explorer window
- Type in the address: [www.buchi.com](http://www.buchi.com)
- Click on menu "Service & Support" => "Technical Support"

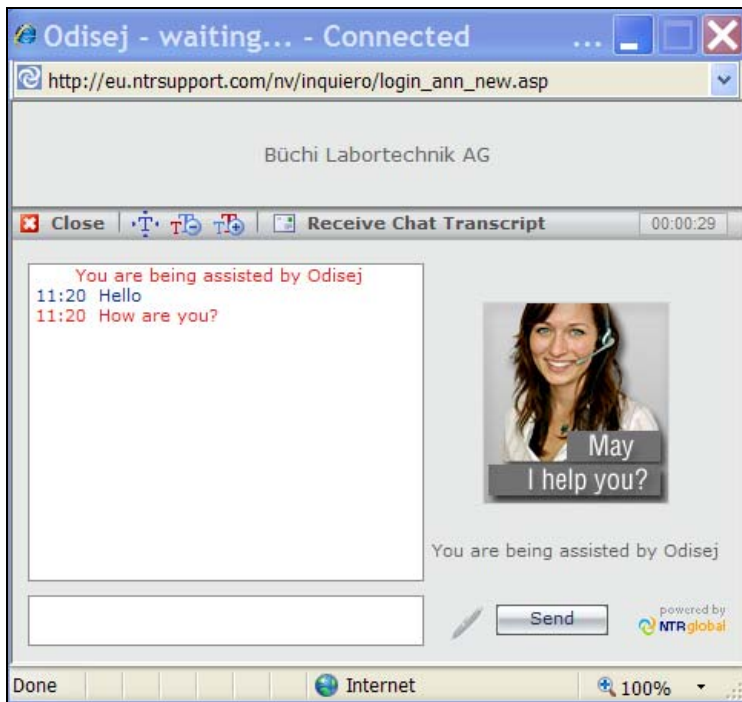


## 1.1 Set up chat session

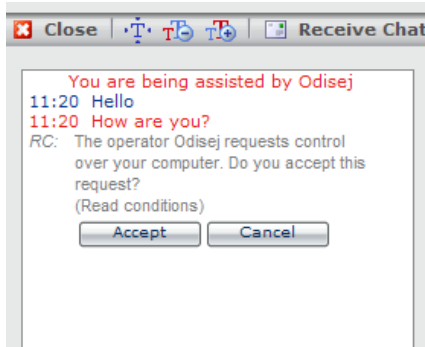
Fill in your session code and activate the 'Chat' radio button. Click 'Connect' to start a chat with your Buchi Supporter – a chat window will appear. Now you can chat with the supporter!

During the chat the Buchi supporter can still establish a remote session.

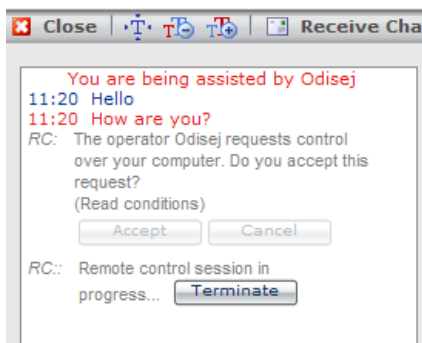
A screenshot of the Buchi remote support interface. On the left is a photo of a woman in a white lab coat holding a glass. On the right, the text reads "YOUR BUCHI REMOTE SUPPORT". Below this is the prompt "Please enter your session code:" followed by a text input field. To the right of the input field is a "Connect" button. Below the input field are two radio buttons: "Remote Session" and "Chat".



If remote access is required the Büchi supporter will send you a request.



- Click on the **'Accept'** button to establish the remote connection – now the Büchi Supporter is connected by remote to your PC.
- Click on 'Cancel' to refuse the remote connection.



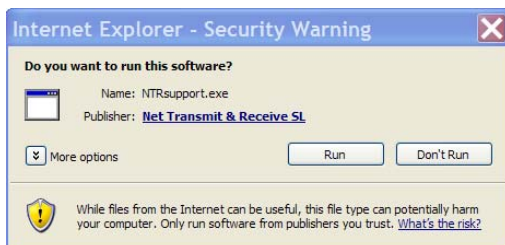
Chat window will stay active and you can continue to chat to the Supporter.

## 1.2 Set up remote session without chat

Enter your session code and activate the 'Remote session' radio button. Click 'Connect' – the download window below pops up.

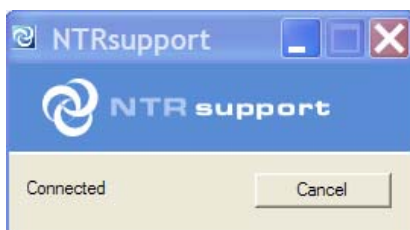


- Click "Run"



- Again click "Run" to finally start the program
- The Buchi supporter can now access your PC

Please wait until the Buchi supporter launches the remote session. As soon as the remote connection is established a small window will show the current connection status.



## 2 Safety information

### 2.1 Buchi approval

You can receive a session code by a Buchi employee via phone or eMail. Only accept a session code from a valid Buchi mail address or from a direct call. Hence it is approved that a Buchi employee can access your PC and not a Hijacker.



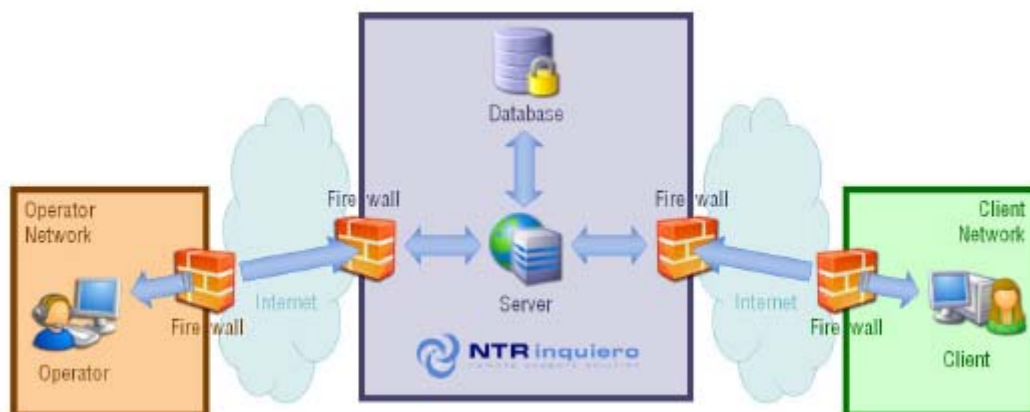
### 2.2 Access protection

No access is possible without your personal confirmation. Buchi supporter can not force a remote control over your PC without your confirmation for the session. On the other side, a session can only be created by a Buchi supporter.

### 2.3 Defend from data theft

NTR complies with the Spanish Data Protection Act (1999) and as such, guarantees that only the minimum amount of information required to ensure the service functions properly is retained. Furthermore, all data that travels over the Internet is [encrypted using SSL](#). All remote control connections use 256-bit encryption.

NTRsupport encrypts data before transfer. The implemented SSL protocol safeguards your connections against intrusions from outside parties. During remote control sessions, packets are sent and received via a TCP connection, which is encrypted with the 256-bit Rijndael Advanced Encryption Standard (AES) algorithm.



## 3 IT requirements for remote support

### Do customer need to configure firewalls to use NTRsupport?

NTRsupport does not typically require any firewall configuration by any of the parties involved. However, if you use the standalone program (a .exe file) to connect when using Microsoft Windows XP, you may have to unblock access to the NTRsupport program. You may also need to open ports 21, 25, 80, 110, 443 and 11438.

Customer have also to allow \*.ntrsupport.com & \*.ntrglobal.com  
They are using TCP/IP Protocol.

### Do customers and operators need to enable JavaScript?

NTRsupport requires the use of JavaScript for many of its features. Ensure that your web browser is configured correctly to allow JavaScript. If you use specialized Internet security software, you may have to change the JavaScript settings.

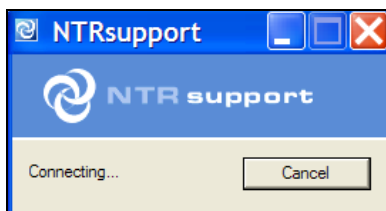


### What technology is used when controlling a remote computer?

NTRsupport allows you to connect to remote computers using several technologies including ActiveX for Microsoft Internet Explorer. If a customer does not have Microsoft Internet Explorer, NTRsupport automatically prompts the customer to download a standalone program to establish the connection. The standalone program automatically deletes itself when the remote control session ends. A plug-in is also available for the Mozilla Firefox web browser.

## 4 Troubleshooting

If NTRSupport.exe will be blocked from a firewall (example ZoneAlarm) following windows will appear for about 5-10 sec and after that will disappear at all.



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