



## Frequently Asked Questions (FAQs)

### We have individual requirements on FastViewer. What can be done?

**FastViewer** is a proprietary development of **FastViewer GmbH & Co. KG**, therefore we have all possibilities to realize your individual needs. We will analyze the demand profile together and execute a personal offer for you.

### Do you offer further linguistic versions?

Yes, currently **FastViewer** is next to the German language also available in English, French, Spanish, Dutch, Polish and Italian.

### Which restrictions does the trail version have towards the full version?

None! The **FastViewer** trail version corresponds 100 % to the full version. The only restriction is, that you can only use **FastViewer** within the arranged period.

### Poses FastViewer a security risk?

No. We know, that Desktop Sharing & Remote Support via Internet is a sensible matter. That is why we have integrated corresponding security mechanism in our products.

**FastViewer** saves you and your data with a **256-Bit AES** coding. The Advanced Encryption Standard, short AES, is the result of a triennial, public call for bids of the US-American normalization agency **NIST** (National Institute of Standards). According to this the so call Rijndael-coding method was established as Federal Information Processing Standard.



### How fast can we get a trail version?

Normally you get your personal trail version on workdays within 24 hours.

### What happens with the data that pass your computer system?

NOTHING! The data will not be recorded or processed in any other way. The information is coded, with a 256 Bit AES Key that was negotiated between the partners, in a way that a restoring of the data on the server is not possible.

The server technology can also be outsourced to your **own server**.

### Why does the data has to pass your computer system?

In most cases at least one partner of a FastViewer session is „sitting“ behind an Internet-Firewall. In these cases a communication between the participants is often only possible by the so called "Tunneling" over the HTTP-protocol. A **FastViewer-server** is used as a common "counterpart" here, which is reachable without any restrictions from both sides and supplies the necessary tunnel function.

### Are there "VIP customers" which receive preferential treatment with broadband problems by your computer system?

No! Our customers are not „appraised“ and are equal partners, no matter if freelancer or concern.

### What happens, if one of your FastViewer server breaks down?

Nothing! Our servers have found a secure home in the Interxion-Center in Vienna, Frankfurt, Zurich and further datacenter worldwide with a 24h-on-site-security guards. Therewith a breakdown of a FastViewer server is out of question.



**Our customer is „sitting“ behind a firewall, the PC has no public IP-address. Can I use FastViewer nevertheless?**

Of course! If your customer is able to surf unrestricted on the internet with his browser, then you are also able to use FastViewer on this PC. As the complete communication takes place via HTTP-protocol (Port 80), the firewall is no obstacle for FastViewer.

**Why does FastViewer partly works via TCP Port 5000?**

As standard, an external connection is established via TCP Port 5000. If this is not possible FastViewer automatically uses the Port 80 or the proxy server. If it is possible to communicate via Port 5000, FastViewer cheap out on the HTTP-Overhead and communicates therefore slightly faster than via http (Port 80).

**Does FastViewer also works via proxy server?**

Basically the same statements count as with a pure firewall (see above): if a customer is able to surf unrestricted on the internet, then Desktop Sharing and Remote Support is also easily possible with our products. The proxy settings are automatically taken from the Internet Explorer or Mozilla FireFox.

**Is FastViewer completely compatible with Windows Vista / Server 2008?**

There are no restrictions within the access to PC, where the operating system Windows Vista is used. Even viability at 100 % with an active User Account Control (UAC) is guaranteed.