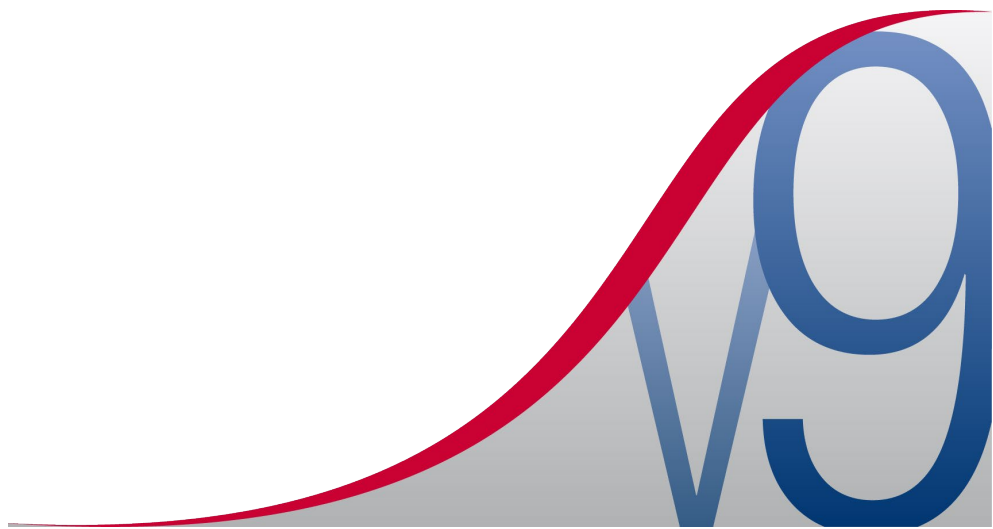


Supported dial-in methods and software for remote access

Service & Support, ProLeiT GmbH



Contents

1	SUPPORTED DIAL-IN METHODS.....	3
2	SUPPORTED SOFTWARE FOR REMOTE ACCESS	3

1 Supported dial-in methods

The following dial-in methods are supported:

- IPsec site-to-site connection between the customer and ProLeiT
- VPN connection via OpenVPN GUI
- Browser-based dial-ins (Clarity, Guacamole, etc.) are possible. There is no installation on ProLeiT side or done by ProLeiT

2 Supported software for remote access

The following software is supported for remote access:

- RDP Remote Desktop Protocol
- TeamViewer (LAN-Modus)
- VNC

ProLeiT recommends an internet connection with a bandwidth of at least two Mbit/sec for uploading and downloading on the customer side.

For organizational reasons, ProLeiT does not support hardware security tokens unless the customer keeps them safe and sends ProLeiT the respective access code by telephone.

Due to the constantly increasing IT security requirements, these requirements may change.

3. Accounts (personal)

The effort for creating/maintaining personal accounts is charged to customer's credit account via ticket.

Technical accounts are preferred.

4. Requirements

Use of tokens via smartphone requires prior clarification with ProLeiT.

Costs for dial-in changes will be charged to customer's credit account via ticket.

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