

TECHNICAL OVERVIEW DOCUMENT

Revised: Nov 9, 2015

As part of our ongoing commitment to providing secure, compliant, and next-generation support, **PeriGen Inc.** is proud to standardize on SecureLink for our ongoing remote customer connectivity. We evaluated many solutions in an effort to comply with highest security requirements, and found SecureLink to be the most secure & effective remote support solution available.

SecureLink is a web-based solution primarily designed to help technology vendors provide better, more secure remote support. SecureLink also provides value to the organizations that are being supported through detailed audit reporting. SecureLink is different from VPN's, modems, and other solutions because it puts the customer in total control of the connection, while allowing our technicians to resolve issues more efficiently.

Technical Overview

SecureLink is made up of two main components: SecureLink Server and SecureLink Gatekeeper.

SecureLink Server provides a single point of control for identifying customers, connections specific to the customer, and the groups of support technicians allowed to access those connections for support.

SecureLink Gatekeeper resides on the customer's server with outbound Internet access that acts as a secure access point for vendor technicians. Once installed and enabled, the Gatekeeper sends an outbound "ping" over SSH on regular polling intervals to the SecureLink server checking to see if anyone at is requesting a remote connection.

The Gatekeeper utilizes port 22 (SSH) by default to make outbound connections to the SecureLink server. If port 22 is not open, the Gatekeeper will then attempt to connect over port 80 (http) and if this also fails, it will then attempt to auto-detect the machines proxy settings.

Because the Gatekeeper makes an outbound connection to the Internet, no firewall or network security adjustments need to be made on your end. As long as the machine that the Gatekeeper is installed on has access to the Internet, nothing else needs to be done.



SecureLink also includes a reporting feature (for both Servers and Gatekeepers) that records the details of each support session, providing a single source of auditing and reporting.