

LJ Computers Limited – Remote Support Client Security Statement

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Software used

Our instant remote support software is called ISL Light and is made by Xlab. It uses **industry-standard security technologies** to protect the data transmissions between the desktop control software at LJC and the client. A signed executable with a certificate issued by **VeriSign** (www.verisign.co.uk) is used to protect the initial software packet creation. ISL LIGHT data connections are **encrypted with SSL** (Secure Sockets Layer) using **strong 1024-bit RSA, 256-bit AES and Diffie-Hellman** (SSL standard). The session code is invalidated immediately after initial connection.

Functionality overview

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

1. The remote desktop support software (used by LJC) and the client-side software carry an automatically generated certificate signed by XLAB. The Client uses this certificate to verify authenticity of LJC Support Desk. Desk also carries a private RSA key to prove its identity. 1024-bit RSA keys are used in the ISL LIGHT software packet.
2. The LJC remote desktop support software requests a unique session code from Conference Proxy remote support server. The session code is a six digit number, which is used only once. Both the support desk and Client connect to Conference Proxy remote support server by presenting this session code. Data transmissions between the support desk and Client are now possible.
3. SSL handshake is performed by the LJC remote support desk and Client. Client verifies support 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 a 128-bit cipher.
4. **User Level Security.** The client can choose to share the whole desktop, its selected region, e.g. the left half of the desktop, or just an application. The client must approve each ISL Light session. Each feature is allowed separately and can be disabled by the client instantly.