Service Description

Remote maintenance

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AEB

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Contents

1 Introduction

Implementing a functioning remote maintenance connection is a key aspect impacting both the implementation phase of your AEB solution and the subsequent smooth operation. It is also required for short project times, faster troubleshooting in case of a problem, and compliance with any SLAs in place.

2 Security and authorized persons at AEB

In general, all AEB employees have personally committed themselves to secrecy. This commitment applies both to AEB and to all AEB customers.

The AEB employee can only fulfill the commitment to the employer, not to third parties (employer principle). In addition, AEB must also respect data protection in relation to its employees.

For this reason, AEB guarantees the following procedure and procedural security for customer remote maintenance:

- There must always be a reason for accessing a customer system. This necessity is documented in regular operations in a ticket within an AEB ticketing system. Project-related remote maintenance accesses take place in consultation with the project manager or the project team.
- AEB manages passwords or other security-critical remote maintenance data using a password tool that regulates access for AEB employees and only allows authorized persons access which is logged.
- Password data and other security-critical remote maintenance data is not stored in plain text.
- Access to customer systems is exclusively made from secure AEB networks. Next-generation firewalls and virus scanners in use are constantly checked by AEB and are permanently optimized and maintained on the basis of current threat scenarios.

If necessary, AEB can list the accesses made, including the AEB employees involved, tickets and duration, and make them available on request.

In normal operations, a large number of employees provide services and support, sometimes in multiple shifts and from different locations. All these employees are, without exception, subject to the above-mentioned confidentiality and data protection regulations.

3 Technical connection

AEB offers the following variants for the remote maintenance connection to customers. Experience has shown that the variants mentioned first are best suited from an AEB perspective in terms of initial and ongoing effort, and result in as little delay in the project and support cases as possible.

» From years of experience, AEB recommends setting up a Site-2-Site VPN connection for access via RDP or SAP® GUI to customer servers with AEB components during operation and in customer projects, see also section *Site-2-Site VPN (LAN-LAN coupling)* (page 2).
In order to keep response times as short as possible, even for support cases at off-peak times, a non-personalized access user is preferred for authentication, which can be stored in the AEB password tool.

3.1 TeamViewer

Web-based standard application for remote maintenance via the Internet:

- No installation is necessary for the ad-hoc variant, the client is opened in the browser by an employee of the customer if necessary.
- The "TeamViewer – Host" variant requires the installation of a service on (at least) one of the customer servers to be maintained remotely.

Advantages

- No setup necessary (except for the "TeamViewer – Host" variant)
- Fast connection via the Internet after user approval

Disadvantages

The following disadvantages do **not** apply to the "TeamViewer – Host" variant:

- The user must actively open the remote maintenance and accompany the process of analysis and troubleshooting. It is not possible to work on this remote maintenance computer during this time.
- Longer analyses may require several accesses, which must then be planned together.
- Processing of support cases at off-peak times or with analysis interruptions (e.g. due to internal queries) are made more difficult or are not possible.
- Handing over remote maintenance to a developer or product team for further analysis is not possible or very difficult.

3.2 Site-2-Site VPN (LAN-LAN coupling)

Network coupling via a secure VPN connection at router level, which provides access via RDP, SAP® GUI or similar (as needed) from the AEB network to the customer server to be maintained remotely.

Advantages

- Quick access to the AEB systems installed at the customer
- Better solution and support times for complex problems, if necessary also during off-peak and special times
- No active intervention on the customer's side required to open the remote maintenance
- Secure, tunneled solution without the use of third-party software
- Fast teamwork with product and development colleagues in complex error situations

Disadvantages

- Slightly higher initial setup effort

3.3 Terminal-server-based access

This access is based e.g. on Citrix or RDP to published applications or desktops that allow remote maintenance (web browser, SAP® GUI, RDP connections etc.).

Advantages

- Possibly, no active intervention on the customer's side required to open the remote maintenance
- Two-factor authentication possible, if desired

Disadvantages

- Initial setup effort
- Ongoing maintenance effort on the customer's side
- Possible initial and/or ongoing costs for licenses and/or tokens
- Possibly no data transfer possible, making it difficult for product or development teams to analyze logs

3.4 VPN client in a remote maintenance DMZ at AEB

Use of a VPN client, which establishes an encrypted VPN connection to the customer network.

Requirements

- Split tunneling must be permitted on the customer's side
- The VPN client provided by the customer must first be checked by AEB for compatibility and usability in the remote maintenance DMZ.

Advantages

- Possibly, no active intervention on the customer's side required to open the remote maintenance
- Two-factor authentication possible, if desired

Disadvantages

- Use of a special remote maintenance DMZ at AEB for compatibility and security reasons.
- Significantly increased initial setup effort
- Increased ongoing maintenance for the customer and AEB
- Increased response time in the project and for support cases due to more complex and error-prone connection
- Possible initial and/or ongoing costs for licenses and/or tokens
- Possibly no data transfer possible, making it difficult for product or development teams to analyze logs

4 Authentication

There are three common variants for connection authentication for remote maintenance variants *Terminal-server-based access* (page 3) and *VPN client in a remote maintenance DMZ at AEB* (page 3).

Authentication via user name and password

Credentials are stored in a password tool at AEB and used if necessary, see also section *Security and authorized persons at AEB* (page 1). Access to the credentials in this password tool is restricted to authorized persons.

Two-factor authentication via hardware token

The customer provides AEB with a hardware token that is used by AEB for authentication.

Two-factor authentication via soft token or special app

Upon the customer's request, a second factor can be generated in addition to credentials and passwords via a soft token or a special app. AEB must be given the opportunity to check corresponding token generators and special apps for compatibility in advance.

» Two-factor authentication via a telephone call or text message is not possible and is therefore not supported by AEB. FIDO2 variants (e.g. YubiKey) variants must be checked in advance by AEB.

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