

# RevShield Software Suite

## Summary

The RevShield software suite is made up of a server program called RevGuard and a client program called RevWatch. These two software's work hand in hand to monitor your logger as well as to provide secure access that addresses most IT security concerns.

## RevGuard

RevGuard is an integrated hardware and software monitoring application that has been handcrafted to monitor your Revcord Voice Logging System components. RevGuard works hand-in-hand with RevWatch. RevWatch is a cloud-based application that manages the alerts and notifications pertaining to the health and status of all systems running RevGuard.

## RevWatch

RevWatch is sent signaling that acts as a heartbeat and a report. There is a dashboard that shows a system summary. RevWatch also receives all of the alerts from RevGuard. Please note that RevWatch can also work on closed networks that have no internet ability.

At Revcord, we know security is a leading factor in many IT Departments' decision making. RevGuard was designed and built with keeping Security as a priority. RevGuard does not require any listener sockets or TCP/UDP ports to be created. That means RevGuard is "closed off" to the outside world. In the event of a trigger or alert, an outgoing encrypted signal will be sent via SSL to RevWatch via a User defined outbound port only for base situations. For remote access and support, there are also security protocols in place.

RevGuard alert triggers are also configured locally and are fully customizable. Several aspects can be configured for monitoring: Hard Disk Status, Hard Disk Storage Space, CPU usage, Memory usage, Revcord software processes or stops/crashes, exceptions created by Revcord Processes, Revcord channel activity, and file deletion.

RevGuard notifications/alerts are configured locally, and are fully customizable. There are many different ways in which an alert can be manifested: Email notifications, automatic ticket creation in the Revcord Ticketing System, Remote Assistance Requests, or Taskbar Icon/Balloon messages.

## Remote Capabilities

Revcord provides for two modes of remote capability again keeping in mind security as our primary priority: On Demand Mode and Host Mode. On Demand Mode allows for an interactive session to be initiated directly with Support by clicking on an Icon on the Revcord Server or even a User's Workstation. In addition, a User can be sent a link via email or Instant Messaging. Once a remote support session is requested, a Revcord Customer Support Agent or Dealer Technician will be able to connect to the system using a SHA-256 encrypted SSL connection. All Revcord Dealers will have the abilities of RevGuard, RevWatch, and remote support for sites on RevShield. In Host Mode, sessions can be automatically requested as part of an alert, by clicking a link within the Web User Interface, or by double-clicking the Request Remote Support icon on the desktop. Please note that none of the above-mentioned methods require any listener sockets or TCP/UDP ports to be created.