



Is the Riverbed remote support solution from Bomgar secure?

Yes, the Riverbed remote support solution from Bomgar is a secure solution. Bomgar obtained the FIPS 140-2 Level 2 certificate (certificate number 1597) for its appliances and encryption algorithm. Bomgar also submits its source code to Symantec regularly for a security audit, and has always performed well in these tests.

For more information, please refer to the following links:

<http://csrc.nist.gov/groups/STM/cmvp/documents/140-1/140val-all.htm>

<http://csrc.nist.gov/groups/STM/cmvp/documents/140-1/140sp/140sp1597.pdf>

<http://csrc.nist.gov/groups/STM/cavp/validation.html>

<http://community.bomgar.com/forums/viewtopic/2/124>

Riverbed remote support sessions are always initiated via <http://remote.riverbed.com/>.

Riverbed engineers may send you a direct link to the session, or ask you to enter a session number from the site.

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