
	PROGNOST Security and Settings	Revision 15
	Documentation of security and operating system settings for a PROGNOST® computer	Autor OB
	VA_015	Created: 2018-03-02
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Contents

1.	Purpose of this document	2
2.	Responsibility	2
3.	How to stop the PROGNOST® applications (Version < 17)	3
4.	How to stop the PROGNOST® Services (Version > 16)	4
5.	System shutdown and reboot	5
6.	Operating system „Windows Embedded Standard 7“	6
7.	Networking	6
8.	Service pack	6
9.	Security patches	6
10.	Approved patches	6
11.	Windows firewall	7
12.	TCP/IP Ports used by VISU Client Software (Version > 15)	7
13.	TCP/IP Ports used by VISU Client Software (Version < 16)	8
14.	TCP/IP Ports used by PROGNOST Service Department	8
15.	Flow of Information (TCP Port 3333)	8
16.	Flow of Information (TCP Port 3337)	8
17.	Flow of Information (TCP Port 700)	9
18.	Securing the Machine Protection Configuration	9
19.	Antivirus solutions	11
19.1.	Antivirus Exceptions.....	11
19.1.1.	Option a) Exception by FOLDER:	11
19.1.2.	Option b) Exception by process	11
19.1.3.	Option c) Exception by file extension:	11
19.2.	Antivirus compatibility list	12
19.2.1.	Approved antivirus solutions (alphabetical order).....	12
19.2.2.	Incompatible antivirus solutions	12
20.	Backup solutions	12
21.	Windows services	13
21.1.	Deactivated services (or set to “manual”)	13
21.2.	Network drive access.....	13
22.	Time synchronization	13
23.	Remote control	14
23.1.	Remote control software installed and used by PROGNOST	14
23.2.	List of approved remote control software products	14
23.3.	List of incompatible remote control software products	14


	PROGNOST Security and Settings	Revision 15 Autor OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05

1. Purpose of this document

This document describes the security and configuration settings which have to be applied to a PROGNOST® system. If not otherwise specified, the default settings from Microsoft are applied.

2. Responsibility

Responsible for this document is: Olaf Berens, PROGNOST Systems GmbH, berens@prognost.com
Request for changes can be addressed to R&D, PROGNOST Systems GmbH, koers@prognost.com

	PROGNOST Security and Settings	Revision: 15 Autor: OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05

3. How to stop the PROGNOST® applications (Version < 17)

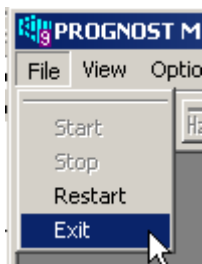
Prior to a system shutdown, maintenance or reboot, the PROGNOST applications have to be closed manually.

If you follow these steps it is guaranteed that all trend, ring and database files are stored to disc correctly. By quitting the applications in this order your compressor(s) will NOT shut down, but Trend and Ringbuffer data are NO LONGER WRITTEN TO DISK. The order is important and should always be followed.

1. To close the PROGNOST Monitoring double-click the cyan colored PROGNOST icon in the system tray.

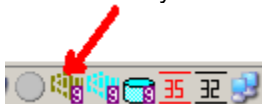


2. Click on File->Exit to quit the PROGNOST Monitoring application

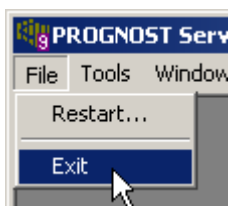


Remark: This process takes up to one minute.

3. To close the PROGNOST CommCenter double-click the olive green colored PROGNOST icon in the system tray.




4. Click on File->Exit to quit the PROGNOST CommCenter application



Remark: This process takes up to one minute.

If you follow these steps it is guaranteed that all trend, ring and database files are stored to disc correctly. By quitting the application in this order your compressor(s) will NOT shut down, but Trend and Ringbuffer data are NO LONGER WRITTEN TO DISK.

	PROGNOST Security and Settings	Revision 15 Autor OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05

4. How to stop the PROGNOST® Services (Version > 16)

Prior to a system shutdown, maintenance or reboot, the PROGNOST services should be stopped manually.

If you follow these steps it is guaranteed that all trend, ring and database files are stored to disc correctly. By quitting the applications in this order your compressor(s) will NOT shut down, but Trend and Ringbuffer data are NO LONGER WRITTEN TO DISK. The order is important and should always be followed.

1. To close the PROGNOST Monitoring Service right-click the cyan colored PROGNOST icon in the system tray and select "Stop Monitoring Service" from the Popup Menu.




Remark: This process takes up to one minute.

1. To close the PROGNOST Communication Service right-click the olive green colored PROGNOST icon in the system tray and select "Stop Communication Service" from the Popup Menu.



Remark: This process takes up to one minute.

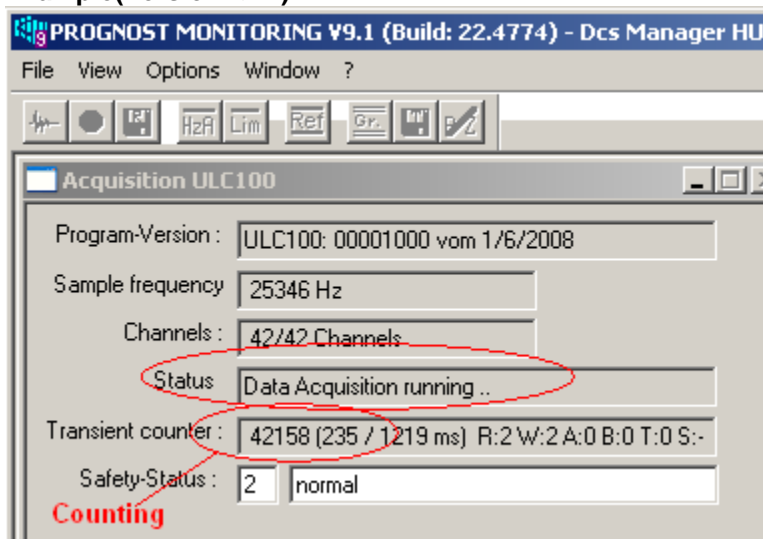
If you follow these steps it is guaranteed that all trend, ring and database files are stored to disc correctly. By quitting the services in this order your compressor(s) will NOT shut down, but Trend and Ringbuffer data are NO LONGER WRITTEN TO DISK.

	PROGNOST Security and Settings	Revision 15 Autor OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05

5. System shutdown and reboot

1. Quit all PROGNOST applications as described in Chapter 3 or 4
2. To shut down or reboot Windows click on Start->Shutdown
3. Please check that “PROGNOST Communication” and “PROGNOST Monitoring” are up and running after system reboot to ensure proper machine safety monitoring. This is done by double-clicking the cyan colored “PROGNOST Monitoring” icon in the system tray as described above. When the application window pops up and shows a small window located at the upper left, the application started successfully
4. Please check also if the “Transient counter” is incrementing at least every 5 seconds. This guarantees the correct operation of the complete system and ensures the safety protection of your machine(s).


Example (Version < 17):



Example (Version > 16):



ADC-Version: PD2-MF-16: 006C6688 vom 15.03.2016
 Alarm State: Safety Alert
 Card-Name: PD2-MF-16
 Card-Type: PD2-MF-16 (Online)
 Channels: 12/12 Channels
 Counter: **68308 (22 / 977 ms)** R:2 W:2 A:0 D:1 B:0 T:0 S:0
 Frequency: 25000 Hz
 Status: RingPlayErfass: Signalsimulation with 1 sec.

	PROGNOST Security and Settings	Revision 15
	Documentation of security and operating system settings for a PROGNOST® computer	Autor OB
	VA_015	Created: 2018-03-02
		Last change: 2018-03-05

6. Operating system „Windows Embedded Standard 7“

Since 2014 the default operating system for PROGNOST computers changed from Windows XP Embedded to Windows Embedded Standard 7 (english only).

Why does PROGNOST use Windows Embedded Standard 7 for their industrial PC´s?

1. Windows Embedded Standard 7 offers better security and is configured to fit perfectly to the industrial PC´s hardware components
2. Windows Embedded Standard 7 is available until 2025
3. When installing Windows Embedded Standard 7, all components, services, tools, etc. are installed on the mirrored hard disc drive. PROGNOST needs no Media Player, no Designs, no Printer, no IIS, no Firewire, no NETBIOS, no HP drivers, etc.
4. Windows Embedded Standard 7 installs just and only drivers and tools we need for our hard- and software. This is also a major security improvement because all known virus/Trojans are not able to infect something which is not installed - also there is no need to patch a component which is not installed.
5. In case the customer needs a specific not included Windows feature, PROGNOST is able to add them afterwards without replacing the whole Windows OS Image.

7. Networking

In case a PROGNOST® system is connected to the customers network (Business LAN, DMZ and/or Process LAN), the local IT has to assign a fixed IP address, a Subnet Mask and a default Gateway. Optional a DNS Server and/or SMTP Server can be configured. The PROGNOST® system could optionally be added to the customer's domain (controller).

8. Service pack

All PROGNOST® computers have the most recent Service Packs installed on delivery.

9. Security patches

The most recent Microsoft Security Patches are installed with the shipment of a PROGNOST® system. From that moment on, the customer is responsible to install the patches on its own.

(PROGNOST offers regular updates and patches as a part of the Service Contract, please ask)


Please also read important information regarding the PROGNOST security philosophy at:

http://www.prognost.com/security/security_e.pdf

10. Approved patches

PROGNOST maintained a list of approved MS patches for several years without any single influence to the PROGNOST applications.

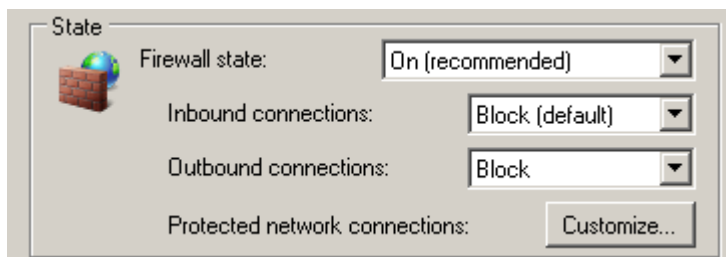
Now we changed our philosophy to no longer approve single patches. We established a complex automated testing environment which always and constantly runs on the latest patch level. Any problem would now be detected within a few hours from availability at Microsoft. This enables us to inform our customers immediately about an incompatible patch. Please provide contact details for this.

	PROGNOST Security and Settings	Revision 15 Autor OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05

11. Windows firewall

The built in Windows Firewall has to be activated on all PROGNOST® systems which are connected the customers network.

Incoming and **Outgoing** connection MUST be set to **Block**:



The following applications have to be configured as exceptions:

1. **Ping**
2. **PROGNOST Communication Unit**
3. **PROGNOST Monitoring Unit**
4. **PROGNOST NetCmd**
5. **PROGNOST Service**
6. **RDP Remote Desktop (option)**

To gain additional security the “Client for Microsoft Networks” and “File and Printer Sharing for Microsoft Networks” should be uninstalled or deactivated for all network adapters connected to the customer’s network (Business LAN, DMZ and / or Process LAN).

The following TCP/UDP ports are set on shipment as a default and shall not be changed.

TCP-Ports		UDP-Ports	
25	(E)SMTP (Alarm Email)	53	DNS
123	NTP (Time Sync)	123	NTP (Time Sync)
502	MODBUS	5005	NetCmd-Service
700	Configuration Data (<v16)		
3333	Online, Trend, Ringbuffer, DCS data		
3337	Machine Tree Status Data		
3800	Service and Support Tool		

This table is valid for all industrial computers delivered by PROGNOST

Please refer also to the [architectural overview](#).


12. TCP/IP Ports used by VISU Client Software (Version > 15)

The following ports are used by the PROGNOST VISU Software product where PROGNOST VISU is the TCP Client and the Communication Unit (within cabinet) is the TCP Server:

TCP-Ports		IP-Protocol	
3333	Configuration Data, Online, Trend, Ringbuffer, DCS values	6	TCP
3337	Machine Status (tree of traffic lights)	6	TCP

This table is valid for all VISU installations at Site (Business LAN, Process LAN or DMZ)

Please refer also to the [architectural overview](#).

	PROGNOST Security and Settings	Revision 15 Autor OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05

13. TCP/IP Ports used by VISU Client Software (Version < 16)

The following ports are used by the PROGNOST VISU Software product where PROGNOST VISU is the TCP Client and the Communication Unit (within cabinet) is the TCP Server:

TCP-Ports		IP-Protocol	
700	Configuration Data	6	TCP
3333	Online, Trend, Ringbuffer, DCS values	6	TCP
3337	Machine Status (tree of traffic lights)	6	TCP

This table is valid for all VISU installations at Site (Business LAN, Process LAN or DMZ)

Please refer also to the [architectural overview](#).

14. TCP/IP Ports used by PROGNOST Service Department

In addition to the above TCP/IP Ports used by VISU, the following ports are also used by the PROGNOST Service Department when supporting via VPN, WTS, Citrix, etc.:

TCP-Ports		IP-Protocol	
3389	RDP Remote Desktop Client (Option)	6	TCP
3800	Service and Support Tool for System Adjustment and Troubleshooting	6	TCP
5005	Emergency and Recovery Tool	17	UDP

This table is valid for Remote Access to the PROGNOST Communication Unit

Please refer also to the [architectural overview](#).

15. Flow of Information (TCP Port 3333)


- 1) VISU Client connects to the Communication Unit (SYN)
- 2) Communication Unit sends Acknowledge (SYN, ACK)
- 3) VISU Client sends encrypted username and password to Communication Unit (PSH,ACK)
- 4) Communication Unit sends Acknowledge (PSH, ACK) on success
- 5) Communication Unit ends connection (FIN, ACK) on failure or timeout
- 6) VISU Client sends request (Online, Trend, DCS data, etc.) to Communication Unit (PSH,ACK)
- 7) Communication Unit replies including data (PSH, ACK)
- 8) Communication continues as described at 6) and 7) for the complete session
- 9) VISU Client requests session close (FIN,ACK)
- 10) Communication Unit closes session and replies (ACK)

Please refer also to the [architectural overview](#).

16. Flow of Information (TCP Port 3337)

- 1) VISU Client connects to the Communication Unit (SYN)
- 2) Communication Unit sends Acknowledge (SYN, ACK)
- 3) VISU Client sends encrypted username and password to Communication Unit (PSH,ACK)
- 4) Communication Unit sends Acknowledge (PSH, ACK) on success
- 5) Communication Unit ends connection (FIN, ACK) on failure or timeout
- 6) Communication Unit sends Machine Tree Status Information periodically once per minute or immediately on Status change event.
- 7) VISU Client send acknowledge (PSH, ACK)
- 8) Communication continues as described at 6) and 7) for the complete session
- 9) VISU Client requests session close (FIN,ACK)
- 10) Communication Unit closes session and replies (ACK)

Please refer also to the [architectural overview](#).

	PROGNOST Security and Settings	Revision 15 Autor OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05

17. Flow of Information (TCP Port 700)

- 1) VISU Client connects to the Communication Unit (SYN)
- 2) Communication Unit sends Acknowledge (SYN, ACK)
- 3) VISU Client sends encrypted username and password to Communication Unit (PSH,ACK)
- 4) Communication Unit sends Acknowledge (PSH, ACK) on success
- 5) Communication Unit ends connection (FIN, ACK) on failure or timeout
- 6) VISU Client sends request for configuration data (Machine, Sensor, DCS data, etc.) to Communication Unit (PSH,ACK)
- 7) Communication Unit reads configuration data from database or cache and replies including data (PSH, ACK)
- 8) VISU Client requests session close (FIN,ACK)
- 9) Communication Unit closes session and replies (ACK)


Please refer also to the [architectural overview](#).

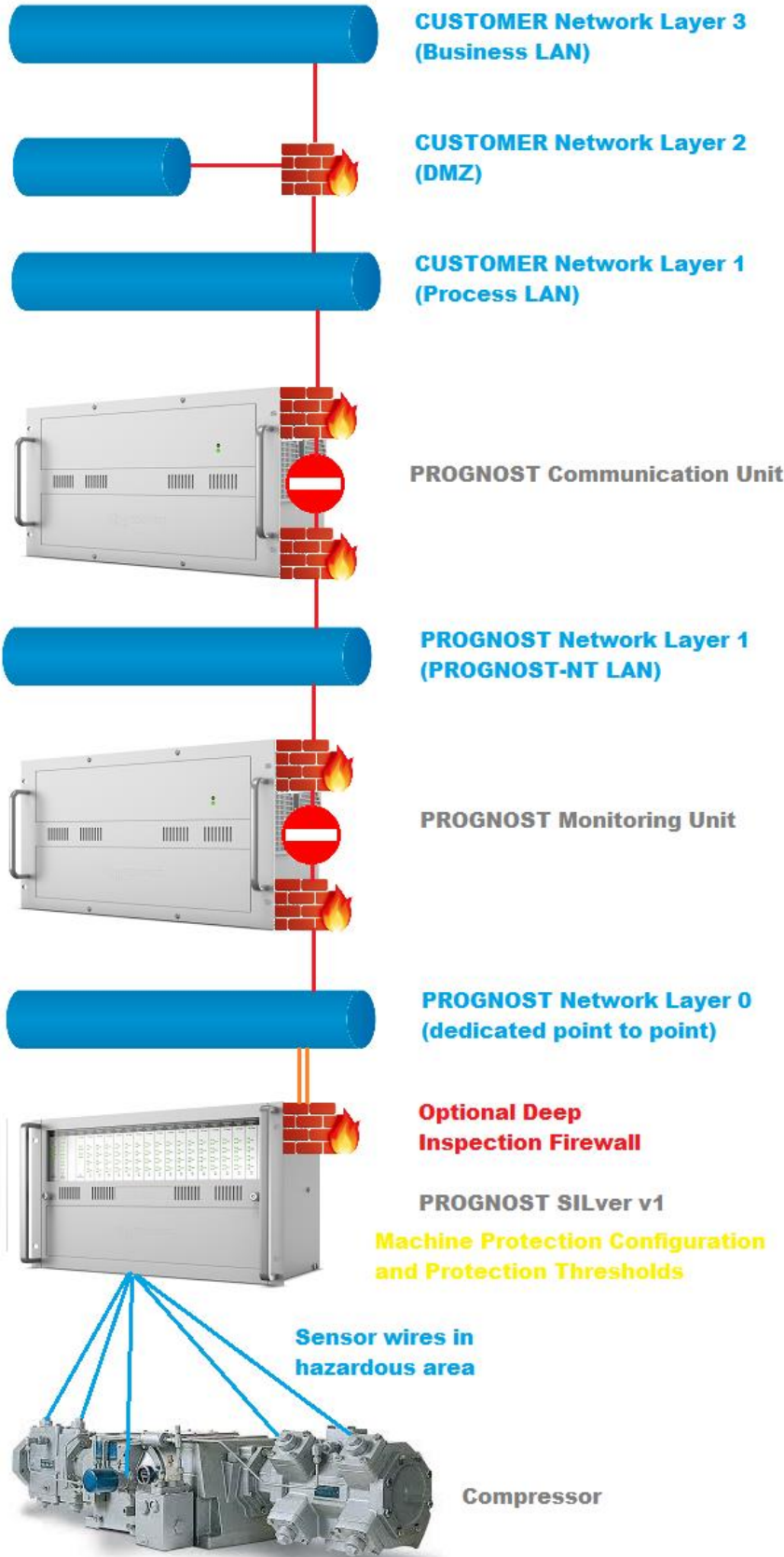
18. Securing the Machine Protection Configuration


The Machine Protection Configuration is stored in an internal flash memory chip within the SILver rack. The PROGNOST network architecture ensures a high isolation grade from the customers LAN: (see Image below)

- All Network Cards have Firewall Protection ON
- All Units do not allow any IP forwarding
- No routing active/possible between the PROGNOST network layers
- All PROGNOST Units do have strict password policy active
- Configuration of Safety Settings requires a secret SILver password held by customer (no backdoors for PROGNOST staff or OEM)
- Configuration of Safety Settings requires remote access to Monitoring unit or a dedicated Laptop connected directly to the SILver Rack
- Credentials for remote access to Monitoring Unit could be held by customer, (no backdoors for PROGNOST staff or OEM)
- SILver 2 requires a key switch to change Safety Configuration
- SILver 1 Safety Configuration changes can be secured by an optional Industrial Firewall having deep packet inspection capability. (e.g. Tofino, EAGLE One, Cisco 3000, etc.)
Configuration protocol/requirements/details available on request

Machine Protection is executed just and only within the SILver rack and is independent of any network interruptions or errors. Even loss of any or all PROGNOST unit(s) or network components does not influence the SILver Machine Protection.

	PROGNOST Security and Settings	Revision 15 Autor OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05



	PROGNOST Security and Settings	Revision 15 Autor OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05

19. Antivirus solutions

PROGNOST does not offer an antivirus solution by default because most of our customers have a central/corporate antivirus solution in place already or is not necessary, as all critical ports are closed and related windows services are disabled. Please see also: http://www.prognost.com/security/security_e.pdf PROGNOST software is not compatible to all antivirus solutions. Due to the fact that PROGNOST writes high speed ring and trend data at a rate of up to 5 Megabytes per second, any available antivirus solution will produce a CPU overload condition at this throughput. Therefore the antivirus software has to be configured in such a manner that the high speed signal data streams are excluded from the antivirus scan. This is not a security risk because the related files contain just signal and trend data. There is no executable to be excluded on most antivirus solutions.

Please find a list of tested and approved antivirus solutions for use on PROGNOST in the following chapter. Other products have to be tested and approved by PROGNOST to avoid unwanted influences or interruptions during the data acquisition. PROGNOST is not responsible for any issues related to foreign antivirus products. Please ask for the compatibility of your product.

19.1. Antivirus Exceptions

At least one of the following exceptions should be configured in your Antivirus solution to maintain a performant but secure PROGNOST-NT

19.1.1. Option a) Exception by FOLDER:

- D:\MONITORING\TREND (incl. subdirectories)
- D:\MONITORING\RING (incl. subdirectories)
- D:\MONITORING\ONLINE (incl. subdirectories)
- D:\MONITORING\LOGS (incl. subdirectories)
- D:\KOMMSERV\LOGS (incl. subdirectories)
- D:\DATABASE (incl. subdirectories)


19.1.2. Option b) Exception by process

- Erfass32.exe
- Kommserv.exe

19.1.3. Option c) Exception by file extension:

- log (regular ASCII log files)
- rng (pure data ringbuffer files)
- hdf5 (pure data trend files)
- btr (BTRIEVE database files)
- ntodb (SQLITE database files)
- ntodb-wal (SQLITE Write Ahead Log)
- onl (pure data online files)

To restrict the available paths for Viruses the “Client for Microsoft Networks” and “File and Printer Sharing for Microsoft Networks” should be deactivated for all network adapters connected to the customer’s network (Business LAN and/or Process LAN).

	PROGNOST Security and Settings	Revision 15 Autor OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05

19.2. Antivirus compatibility list

19.2.1. Approved antivirus solutions (alphabetical order)

Product	Tested Versions	Exclusions / Notes
AVIRA AntiVir	6 to 15	PROGNOST processes (EXE-Files) have to be excluded
AVG Business Ed.	11 to 17	
eTrust	7,8	PROGNOST directory RING, TREND and ONLINE has to be excluded
Grisoft AVG	7 to 17	Default file extension list has to be used
G DATA Security	14.x	PROGNOST processes (EXE-Files) have to be added to the "Exclusions" (Process)
McAfee VirusScan	Enterprise 7 to 8	PROGNOST Directory RING, TREND and ONLINE has to be excluded
McAfee VirusScan	Enterprise 8.7(i) up to v15	Several PROGNOST directories have to be excluded (see list below) All PROGNOST applications should be specified as "Low Risc Process" which then should not be scanned by the OnAccessScanner In addition the Buffer Overflow Protection must be DISABLED. Otherwise we get very HIGH CPU load within the TrendWriter
McAfee Internet Security	2011-20178	PROGNOST Directory RING, TREND and ONLINE has to be excluded
Norton Antivirus	2006-2018	PROGNOST directory RING, TREND and ONLINE has to be excluded
Symantec Endpoint Protection	11	PROGNOST processes (EXE-Files) have to be added to the "TrueScan Proactive Scan Exception List"
Symantec Endpoint Protection	12	PROGNOST processes (EXE-Files) have to be added. (Exceptions>Windows Exceptions>Application to Monitor) or extensions" (log,rng,hdf5,ntdb,ntdb-wal,onl) have to be excluded.
Symantec Endpoint Protection	13,14	PROGNOST pure data file extensions must be added to "Security Risk Exception->Extensions" (log,rng,hdf5,ntdb,ntdb-wal,onl)
TrendMicro	OfficeScan 2017	PROGNOST directory RING, TREND and ONLINE has to be excluded

Other products have to be tested and approved by PROGNOST to avoid unwanted influences or interruptions during the data acquisition. PROGNOST is not responsible for any issues related to foreign antivirus products. Please ask for the compatibility of your product.

19.2.2. Incompatible antivirus solutions

Product	Version	Exclusions / Notes
Norton Antivirus	2005	CPU load to high, no Safety analysis possible
McAfee VirusScan	Enterprise 8.7(i)	CPU load to high, unless "Buffer Overflow Protection" is DISABLED


20. Backup solutions

Due to the fact that PROGNOST writes high speed ring and trend data at a rate of up to 5 Megabytes per second, most available backup solution may produce a CPU overload condition at this throughput. To avoid this, the backup software has to be configured in such a manner that the high speed signal data streams are not interrupted. This could be achieved e.g. by lowering the process priority of the backup software. The operating system files are located on the HDD drive C: (first partition), while all PROGNOST data files are located on the HDD drive D: (second partition). The operating system files do not change during regular operation, therefore they do not need to be backed up often. The PROGNOST data files change continuously, which cannot be stopped without stopping the machine protection. But PROGNOST has developed a specific data storage concept to allow backup during regular operation.

Just the following files will fail to back up:

- D:\MONITORING\RING\xxxxx_actual.rng
- D:\MONITORING\RING\xxxxx_pls_actual.rng

Both files contain just temporary live data and are not needed for a complete restore.

	PROGNOST Security and Settings	Revision 15 Autor OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05

The following Backup solutions have been tested:

- **Acronis Backup and Recovery V10** have been verified as a compatible solution.
- **Microsoft Windows NtBackup** launched in Low Process Priority Mode
- **SEP Sesam 4.x** has been verified as a compatible solution.

If you wish to use other backup solutions that are not listed please contact your PROGNOST product representative.

21. Windows services

21.1. Deactivated services (or set to “manual”)

The following services are “deactivated” or set to “manual” to avoid unwanted influences or interruptions during the data acquisition process.

- Themes
- Print Spooler (manual)
- Telnet Server
- Help and Support
- Wireless Zero Connection
- Shell Hardware Detection
- Fast User Switching
- Indexing
- Remote Registry
- Routing and Remote access (manual)
- RPC (Remote Procedure Call) (manual)
- Terminal Services (except remote desktop is required)
- Messenger
- SNMP
- Distributed Link Tracking Client
- WebClient
- Windows Audio
- Windows Time
- **Workstation** (manual)
- **Server** (manual)
- NETBIOS
- DHCP (manual)
- DNS (manual)

21.2. Network drive access


As the Windows Workstation Service is set to “manual” per default, it is not possible to access network drives from a PROGNOST PC. For temporary access there is a batch file on the desktop available which is named “Start Sharing”. This batch file starts the DHCP-, DNS- and Workstation-Service. Afterwards it is possible to access network resources if you own the required username and password for the network resource. You also should always start the other batch file “Stop Sharing” after you are finished with your temporary work on the network.

Remark: Even if you start the Server Service, it will never possible to reach the PROGNOST PC from the network side, because the TCP/UDP ports for the Server-Service are always closed.

22. Time synchronization

PROGNOST has a build in TIME synchronization system, which supports the following standards:

The **Time Protocol** is a network protocol in the Internet Protocol Suite defined in 1983 in RFC 868.

	PROGNOST Security and Settings	Revision 15 Autor OB
	Documentation of security and operating system settings for a PROGNOST® computer	Created: 2018-03-02
	VA_015	Last change: 2018-03-05

Its purpose is to provide a site-independent, machine readable date and time. The Time Protocol may be implemented over the Transmission Control Protocol (TCP) or the User Datagram Protocol (UDP).

The **Network Time Protocol (NTP)**, is a networking protocol for clock synchronization between computer systems over packet-switched, variable-latency data networks. NTP provides Coordinated Universal Time (UTC) including scheduled leap second adjustments. The protocol uses the User Datagram Protocol (UDP) on port number 123

The PROGNOST Communication Unit automatically synchronizes the TIME to all connected Monitoring Units. In addition PROGNOST offers TIME synchronization to VISU client PC's.

Please provide the IP address of your NTP/TIME Server and allow the NTP/TIME protocol (TCP port 123/37) to pass through any firewall in between.

23. Remote control

23.1. Remote control software installed and used by PROGNOST

Each PROGNOST® pc has a Remote Control Software installed to enable PROGNOST to give support in abnormal situations. In addition to that, the remote control software is used to modify the system and machine configuration per customer needs. Remote Desktop is disabled as default but could be enabled on customer needs.

23.2. List of approved remote control software products

- ServiceServer (WinVNC, optimized by PROGNOST)
- Symantec pcAnywhere v9, v10, v11, v12
- STAC ReachOut v6 (no longer in production)

Other products have to be tested and approved by PROGNOST to avoid unwanted influences or interruptions during the data acquisition. PROGNOST is not responsible for any issues related to foreign remote control products. Please ask for the compatibility of your product.

23.3. List of incompatible remote control software products

The following remote control software products have been tested by PROGNOST and are classified to be NOT compatible to PROGNOST® systems due to system overload, I/O blocking, etc.:

- Dameware v4.x v5.x, v6.x
- RealVNC
- UltraVNC
- TeamViewer v4
- PCDUO v8.x (now NetSupport Manager v9.x)