Policy
Remote Connectivity to Customer Sites

Current State

iRely teams are currently connecting remotely using Team Viewer/RDP/AnyDesk or another solution to support customers.

What does this mean for customers?

iRely is requesting customers to obtain a remote connectivity solution of choice so our team can continue to support customer's needs. We encourage you to contact your local IT professional for assistance.

As we have mentioned before there are different methods available for remote access and advantages and disadvantages to each one. One solution that we can offer with no cost to you is the creation of a VPN / RDP (Virtual Private Network using a Remote Desktop Protocol) solution which allows for greater security with management ability, and multiple user access. Again, the means by which you choose to allow us (or anyone else) access to your network assets is your choice, and just because we are offering this solution should in no way be implied that this is the direction you should take. We offer this solution merely as one among other options.

Below are the outlines of the process that will need to be done by you or your server administrator to create this type of access. If you would like to pursue this solution, please let us know.

RDP Setup On the Customer Server
- Add a Firewall Rule with the following details (This should be in the customer's servers hardware firewall and not the Windows software firewall unless that's all they have)
    1. Port: **3389**
    2. Protocol: **TCP**
    3. Source IP Address: **172.105.155.123** (this ensures that the RDP Port 3389 isn't open to anyone on the Internet, only our VPN IP address)
- Once this is setup then the RDP connection can only be used by valid OpenVPN users.

Once this is completed someone on our IT security team will proceed through the setup of VPN. A brief outline of that process can be seen here:
http://help.irelyserver.com/display/HOW/OpenVPN+Setup

Customer has decided on a remote connection, what should customer do now?

Please provide iRely with the remote connection information. iRely will securely store the information in 1password.

Access Levels

- Attended Access – iRely requests access to your server or workstation and you grant that access. Usually you would send iRely an invitation.
- Unattended Access – iRely is able to obtain access 24x7 as long as the appropriate service is running on your server or workstation.

Unattended Access

iRely does NOT recommend leaving the service running unattended. We ask that when the need for support arises, simply contact us with the login information to connect. If a customer chooses to have unattended access please send your authorization in writing to support@irely.com and it will be attached to your customer profile allowing our team access to your systems 24/7.

Hosted Customers

iRely is able to connect to the hosted customers internally, so this policy does **not** apply to the hosted customer base.

Scheduled Software Updates

In the past, the iRely team would coordinate updates based on the customers schedule and need and then apply the update off hours. With the elimination of unattended access, the iRely team will continue to coordinate and schedule the software updates with customers and apply the software updates during normal business hours (8:00 AM – 5:00PM est) where remote access is attended. If a customer chooses to have unattended access, iRely will continue to apply the software updates outside normal business hours (5:00PM – 8:00 AM) minimizing service disruptions to your business.

Should you have any questions or concerns related to this policy, please contact support@irely.com.