

Remote Support

Nasuni Corporation – Boston, MA

The Remote Support Service and access to the Nasuni Filer

The Remote Support Service allows authorized Nasuni Technical Support personnel to access a Nasuni Filer remotely and securely. This can help Nasuni Technical Support to diagnose and resolve any issues with the Nasuni Filer quickly and proactively.

This service is disabled by default and is strictly opt-in. The customer can enable or disable this service at any time. The customer can also enable this service for a specific period of time. Enabling this service allows Nasuni to offer a higher level of service and support.

Details of Access

The Remote Support Service provides SSH access to the entire Nasuni Filer. When connecting to a Nasuni Filer through remote support, the Nasuni Customer Support Engineer has the ability to see data in the local cache. However, it is standard Nasuni policy that no Customer Support Engineer accesses any data unless 1) there is a specific problem that requires investigation and 2) even then, only when the customer authorizes such access. Generally, the investigation of a problem with data focuses on the permissions associated with the data, not on the actual data itself.

Control of Access

First, all access to a Nasuni Filer is controlled by the customer. The customer must grant remote support access to a Customer Support Engineer through the Nasuni Filer user interface. After the customer grants access, the customer can use the Nasuni Filer user interface to see when a Customer Support Engineer is connected using the Remote Support Service. Customers can limit access to a specific time window. Customers also have the option to end access at any time. Customers receive an Informational notification whenever the Remote Support Service is enabled or disabled.

Nasuni strictly controls access to remote support. Customer Support Engineers typically have to wait 4-6 months (depending on their technical aptitude and expertise with Nasuni technology) before being granted access to the Remote Support Service. The VP of Services and the Principal Support Engineer reviews the Customer Support Engineer before they are granted access to the Remote Support Service.

After a Customer Support Engineer has been granted authority to use the Remote Support Service, they are only allowed to access it through their individual, company-assigned computer. An SSH certificate must be installed on their computer to enable access.

After a customer grants access to their Nasuni Filer through the Remote Support Service, the Customer Support Engineer must perform multiple security authentication steps. First, they must log onto their assigned computer with their personal, secure password. Next, they must log into the Remote Support Service with a personal SSH certificate. Then, they must log into the Nasuni Filer, where they must use a special one-time support password that changes every 2 hours. Only after completing all of these steps successfully is the Customer Support Engineer allowed to access a customer's Nasuni Filer.

Nasuni also tracks all access done using the Remote Support Service. A logging mechanism captures the user information, all the commands executed, the amount of time spent on the Nasuni Filer, and the time when the Customer Support Engineer logged off.

There is no possibility for a former Nasuni employee to access a customer's data. A Nasuni employee's access to all Nasuni corporate resources ends the instant they leave the company.