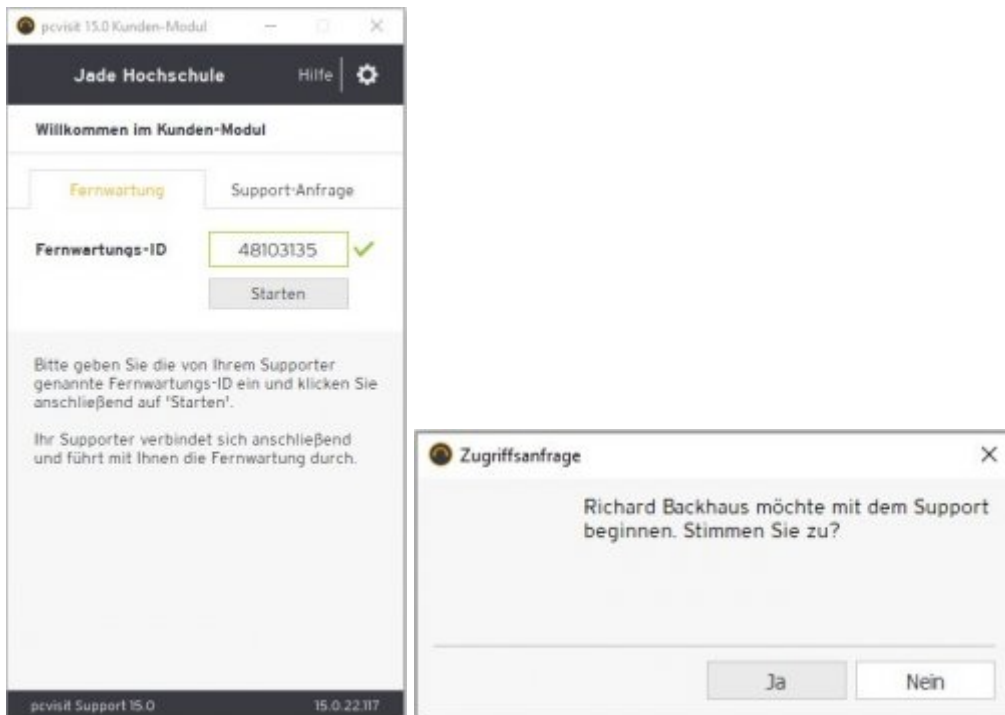


Remote Maintenance

We use the pcvisit software from pcvisit Software AG for remote maintenance. For remote maintenance, please contact the HRZ. If requested, please download the [customer module](#) (Windows), you can start the module without installation. You will receive the remote maintenance ID from the supporting person by telephone and enter it in the customer module. After entering, please click on "Start" and confirm the access request with "Yes".



The connection is only established after confirmation and can be interrupted by pressing the "F12" key or closing the customer module. The pcvisit server is operated by the HRZ and the connection is encrypted.

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