



## FILE VIEWER PLUS ENTERPRISE

### SECURITY OVERVIEW

**File Viewer Plus Enterprise** is a file viewer and converter for Windows that supports over 400 different file formats, including documents, images, media files, and compressed archives. The software is designed for large organizations and offers site-wide licensing and streamlined deployment. It runs locally on Windows computers and can be activated offline if required.

#### INFORMATION ABOUT THE DEVELOPER

Company name and address	Sharpened Productions, Inc 7455 France Ave S #100 Edina, MN 55435 USA
Contact	support@fileviewerplus.com
Website	<a href="https://sharpened.com">https://sharpened.com</a>
Overview	Sharpened Productions is a software and web development company based in Minneapolis, MN in the United States. The company was founded in 2003 and incorporated in 2007. File Viewer Plus Enterprise was first released in 2019.

#### INFORMATION ABOUT THE SOFTWARE

Software name	File Viewer Plus Enterprise
Website	<a href="https://fileviewerplus.com/enterprise">https://fileviewerplus.com/enterprise</a>
User manual and operating instructions	<a href="https://fileviewerplus.com/enterprise/support/">https://fileviewerplus.com/enterprise/support/</a>
End user license agreement	<a href="https://fileviewerplus.com/enterprise/support/eula">https://fileviewerplus.com/enterprise/support/eula</a>
Latest major version	6 (released May 28, 2025)
Supported operating systems	Windows 11 Windows 10 (64-bit) Windows Server 2022 Windows Server 2019 Windows Server 2016 (64-bit)
Other system requirements	.NET Framework 4.6.2 or later
Supported devices	Windows desktops, laptops, and shared virtual systems
Installation options	MSI or EXE
License activation options	Online or offline



## GENERAL SECURITY QUESTIONS

### Development and Support

Where is the software developed?	File Viewer Plus Enterprise is developed and maintained by Sharpened Productions in the United States (Minnesota).
Where is the support team located?	The support team is located in the United States.
What are the support hours and response times?	The support team is available during regular business hours and aims to respond to all support requests within one business day.

### Installation and Activation

How is the software installed?	File Viewer Plus Enterprise is installed using EXE or MSI installers.
Does the software require user accounts?	No
How are licenses activated?	Licenses are activated with an activation key. Organizations have the choice to activate online or offline. If online, organizations must open Internet access to <a href="https://lic.fileviewerplus.com">https://lic.fileviewerplus.com</a> on port 443. If offline, a separate license file is provided in addition to the key. Each computer must be activated individually.
Are there certain firewall rules needed?	If using online license activation, organizations must open Internet access to <a href="https://lic.fileviewerplus.com">https://lic.fileviewerplus.com</a> on port 443.
How are updates or patches made available, and how are they installed?	Software updates are made available on the product website in both EXE and MSI formats. Organizations choose the installer type and their update schedule.

### Dependencies

Does the software require Internet access?	No, File Viewer Plus Enterprise does not require Internet access. However, if an organization chooses online license activation, there is a one-time requirement for Internet access during each subscription period renewal.
Are there additional software or hardware components needed for the operation and support of the software?	No, File Viewer Plus Enterprise runs standalone as Windows desktop software and needs only .NET Framework 4.6.2 or later.
Does the software use any third-party libraries?	Yes, File Viewer Plus Enterprise uses third-party software development kits (SDKs) which include proprietary and open source licenses.

### Data

Does the software collect user or system data?	If using online license activation, a machine fingerprint and IP address are logged on the File Viewer Plus Enterprise license activation server. Otherwise, if using offline license activation, no data is collected.
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Does the software store user data on the system?	Yes, File Viewer Plus Enterprise saves application settings data such as user preferences and recent file opens. It also saves an encrypted software license file to the system's public directory.
Can the software modify files on the system?	Yes, File Viewer Plus Enterprise allows users to edit, save, convert, and overwrite files. If an organization does not want users to modify files, a read-only version of the software is available.
<b>Cryptography</b>	
Does the software use a verified digital signature?	Yes, the software is code signed using a digital certificate from a trusted certificate authority.
Does the software use encryption?	Yes, the software uses two-way encryption for storing the local license file on the computer. If using online license activation, the software uses TLS 1.2+ to communicate with the activation server.
Can the software run on FIPS-enabled Windows?	Yes
<b>Antivirus and Compatibility</b>	
Are there known problems with antivirus manufacturers?	No
Are there known incompatibilities with other software?	No