

TeamViewer: Creating a new session

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Creating a General TeamViewer Session

What

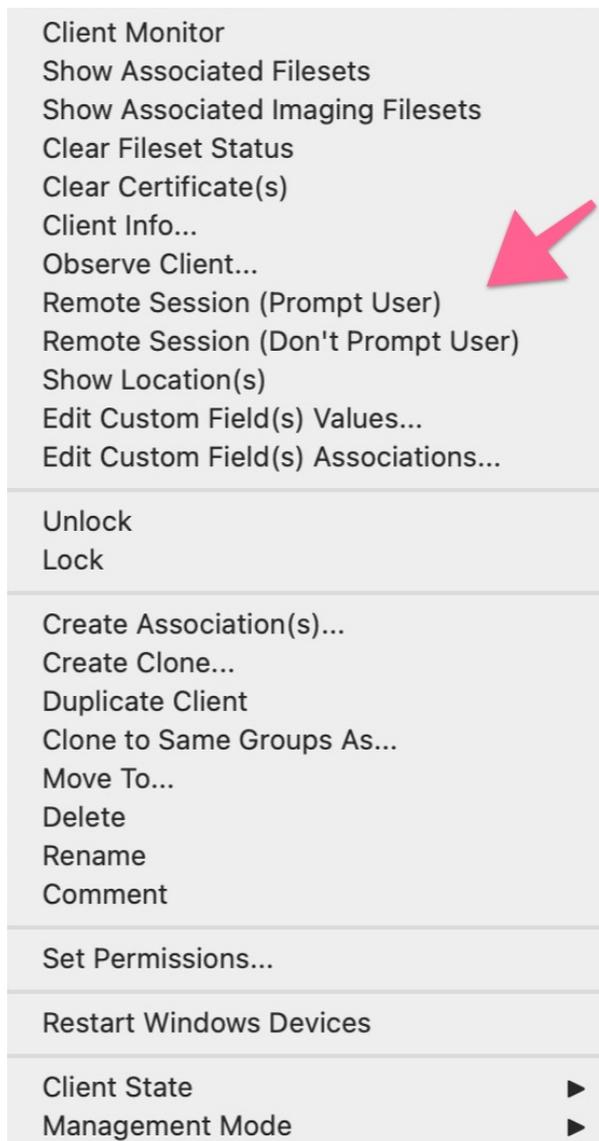
Creating a remote session to a device is simple once all pre-requisites are met.

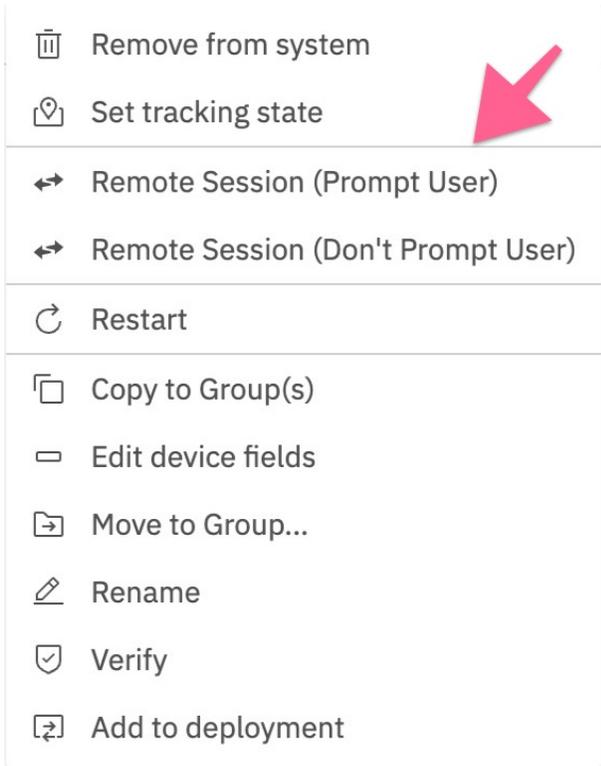
When/Why

We will create a new session whenever we need remote access to an endpoint. Typically this is done in response to a service call from a customer in the field.

How

From any device in the admin console that meets pre-requisites (web and native shown below), you can choose to open a Remote Session from the context menu. Note that the admin user must have rights, and the client itself must have reported the right "state" to be controlled. macOS and Windows clients will be the only ones to show Don't Prompt User but that will only appear if the FileWave client has been set to allow remote control and to allow unattended remote control to see both options. The original Observe client permissions are how TeamViewer permissions are being controlled for macOS and Windows. If you would like to change a client's permissions then a [Superpref](#) can change these settings.





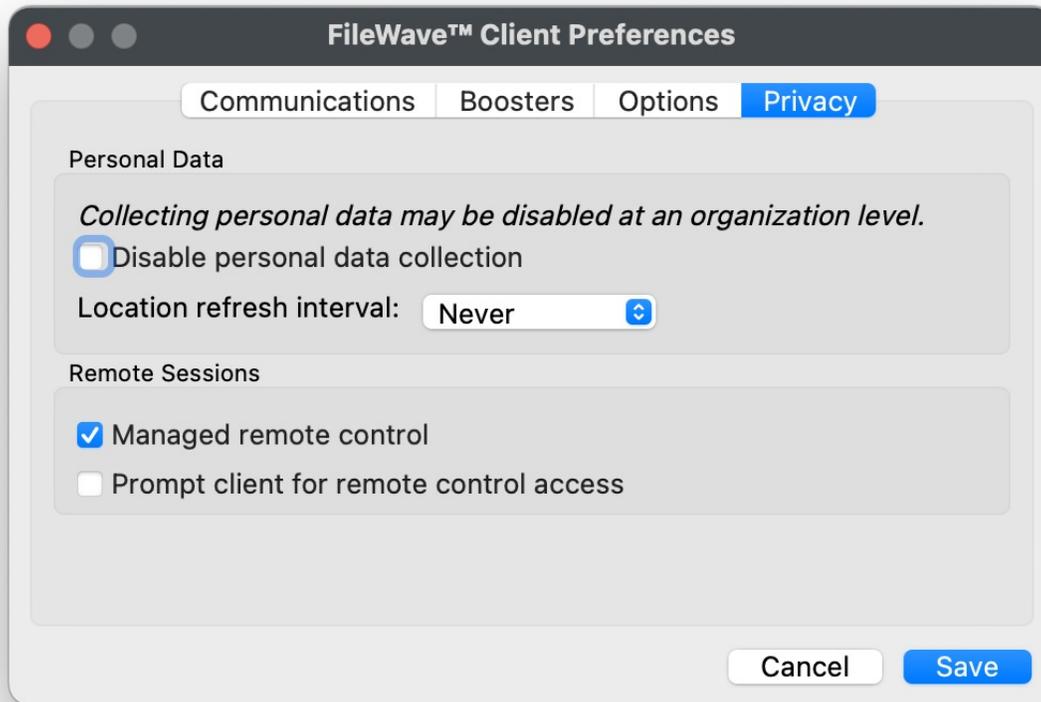
Computer Client Preferences

Computer clients also rely upon the client settings for these options to be available:

- FileWave Client Preferences > Privacy

There are two options available:

- Managed remote control
- Prompt client for remote control access

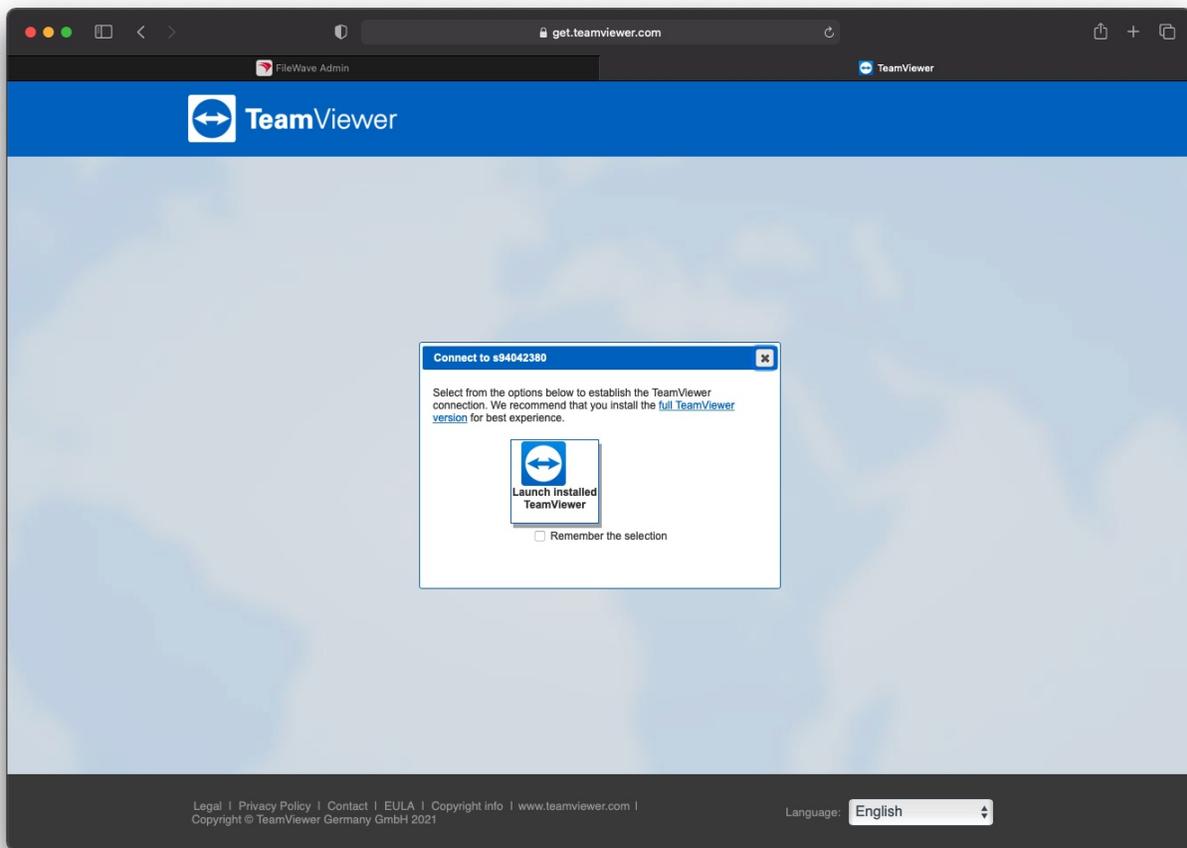


The first option will allow/deny any connection via TeamViewer. The second option will be considered when the first option is enabled.

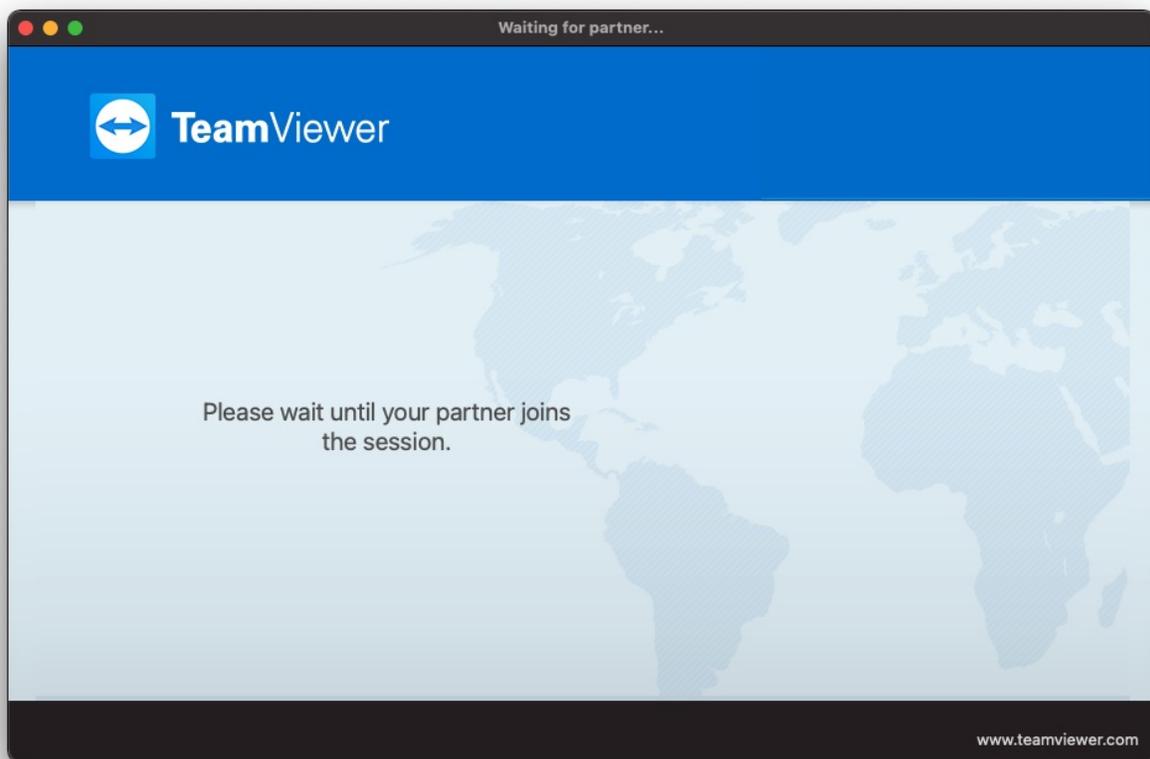
The second option, for prompting, will then either allow only one or both options to be available. When prompt is disabled, both the options to either prompt or not prompt should be available. If Prompt is enabled though, the option to action a 'Don't prompt user' will not be available and only prompted connections may be established.

These options may be configured with a [Superpref Fileset](#).

The admin workstation must be a Windows or Mac device to begin a TeamViewer session. The admin workstation will open a browser tab to get.teamviewer.com that will in turn prompt to launch the installed TeamViewer app in order to connect to the remote system. Depending on your browser settings, you may have to modify allowing pop-ups to see the page open.



Note that you can save your setting for this so that it doesn't prompt the next time. We'll choose to launch the installed version and then the TeamViewer App itself will launch this page:



This window will remain open, waiting for the remote user to accept the session. If they begin the session, you will be redirected to the remote session. If no response is sent, the session will time out.

TeamViewer: Android EMM Session Overview

What

This article picks up from the administrator requesting a remote control session through TeamViewer. It presumes that all device prerequisites are already met.

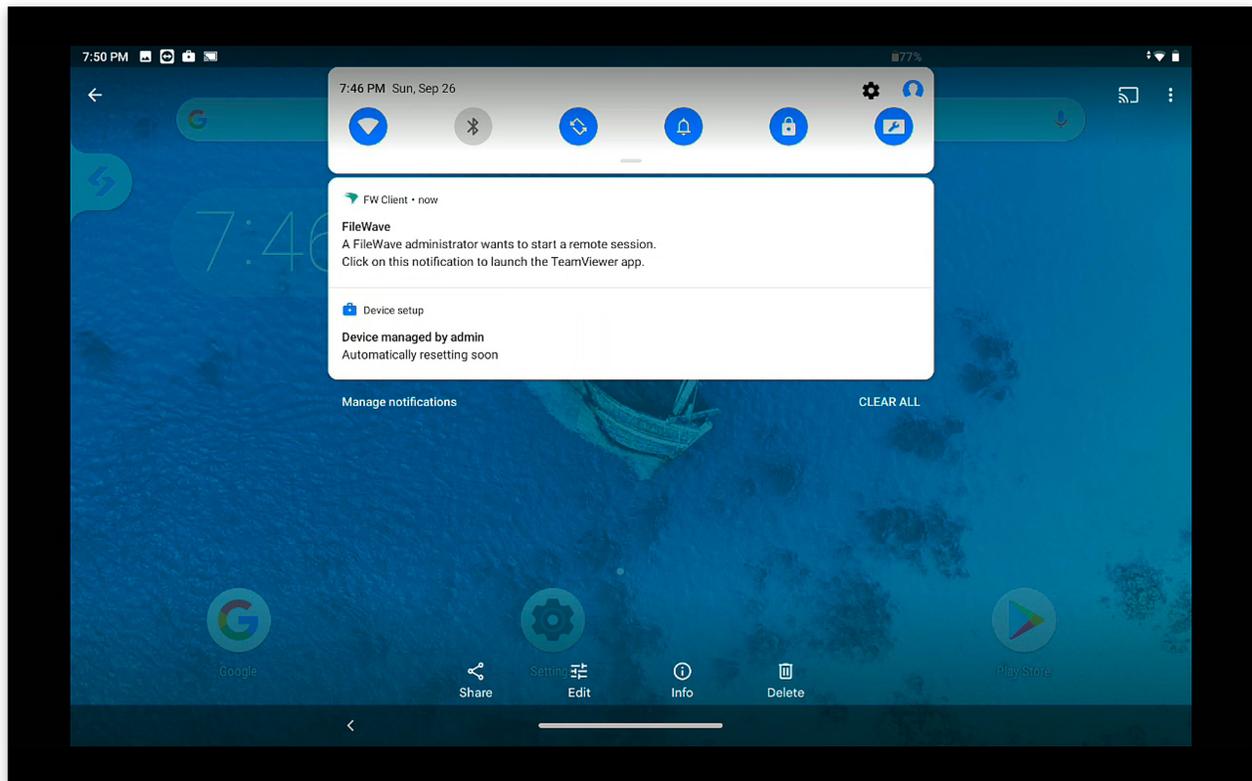
TeamViewer support for Android EMM sessions requires the current FileWave Companion app.

When/Why

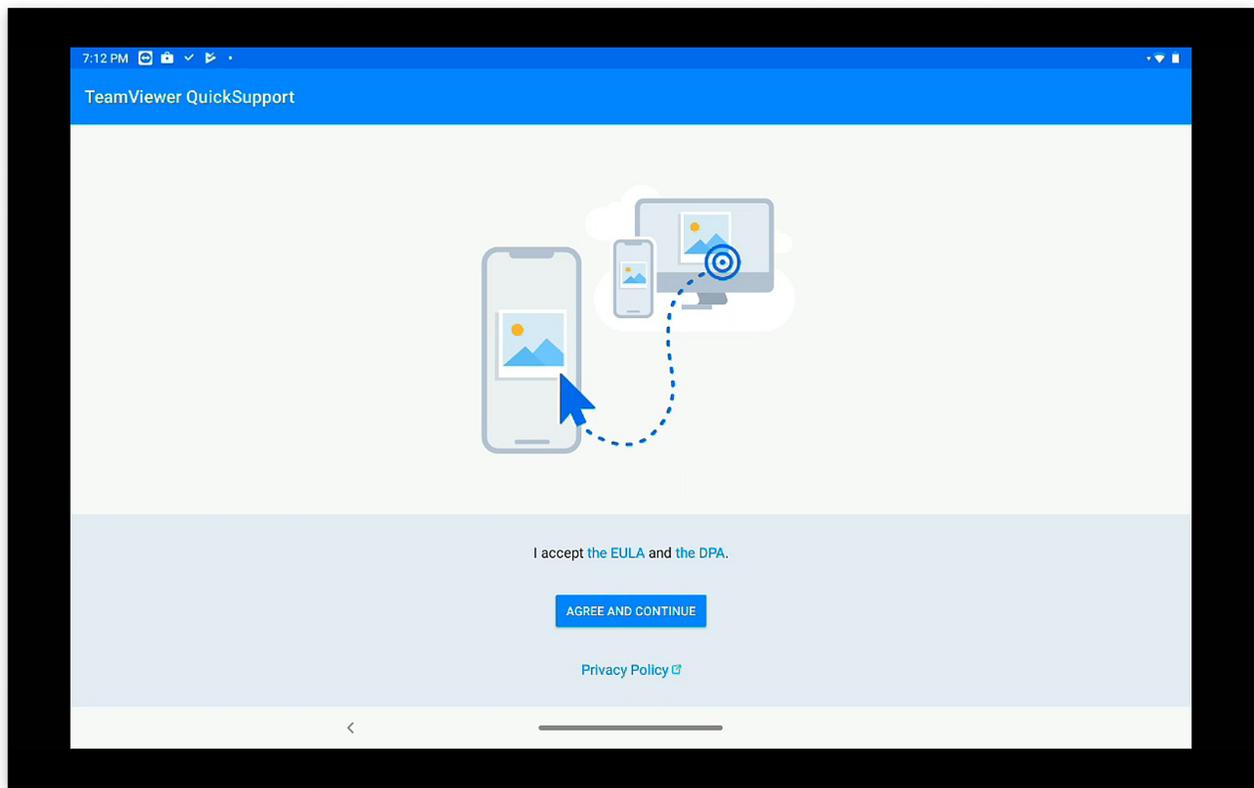
We'll usually create a remote session to try to resolve some type of support issue on a remote device. When we begin the remote session with an Android device, it is important that we know how it behaves on the remote endpoint so that we can assist the end user if need be.

Behavior

Once the device receives the remote session notification (think of this as an alert to the device to begin a session), the FileWave EMM app will receive a notification to the device. But note, this notification (a behavior of the OS) is somewhat subtle...It plays a notification sound and shows an icon at the top of the window. Opening the notification will show the prompt for the session:



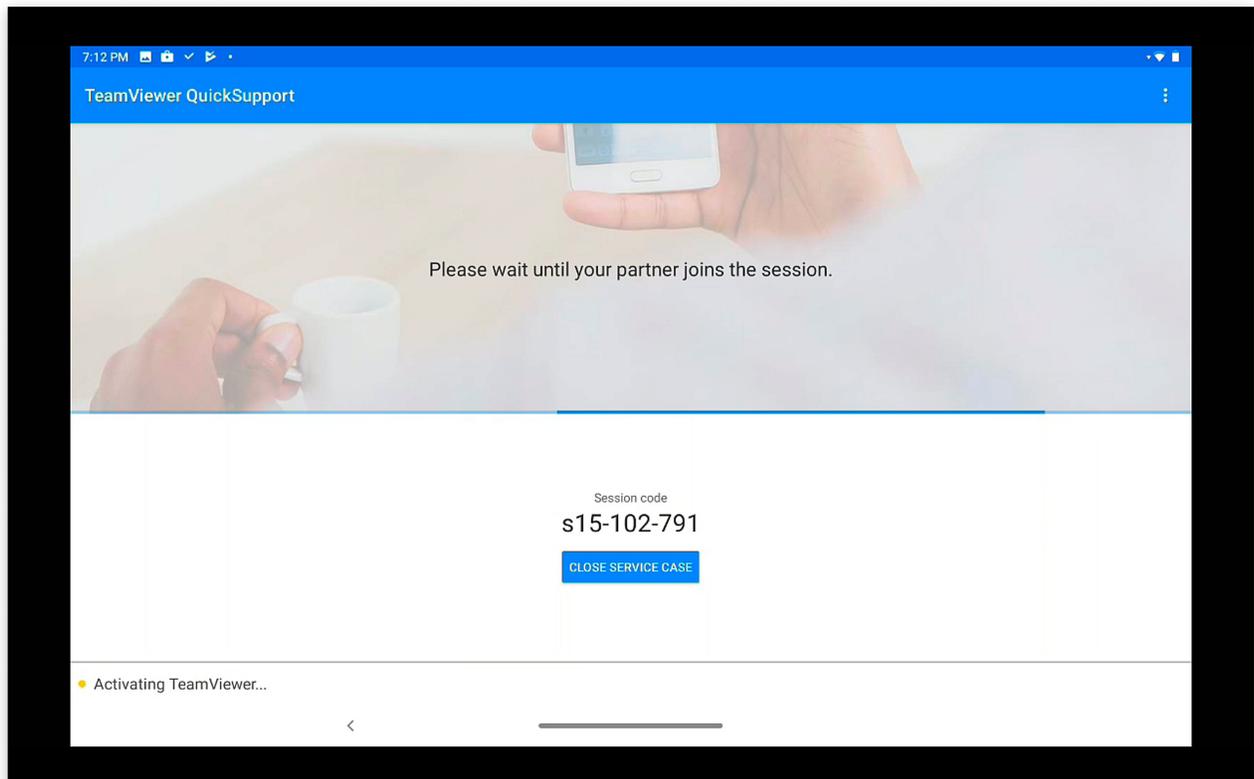
When that notification is acknowledged, the TeamViewer QuickSupport App will open to start a remote session.



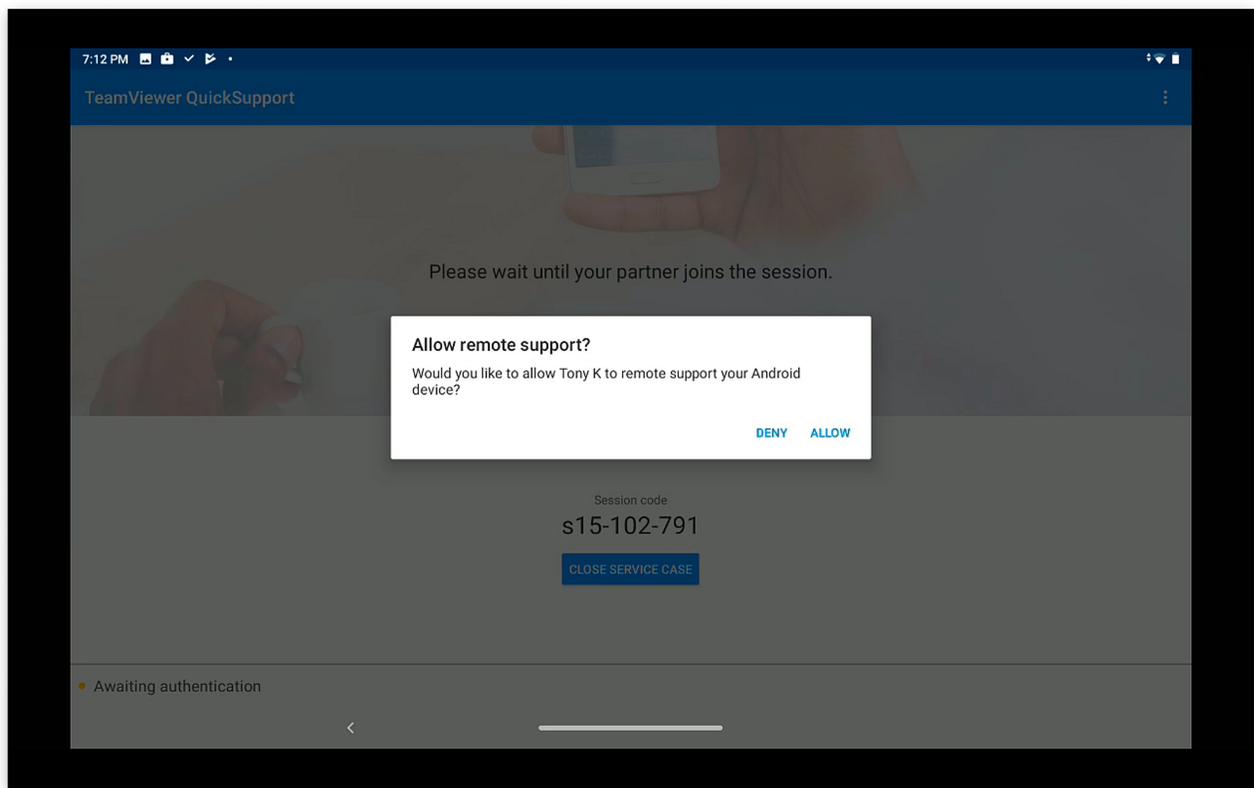
1 On first launch, the QuickSupport app will prompt the user to accept the EULA as shown above

2 The FileWave EMM companion App MUST be running for the initial notification to be received by the device.

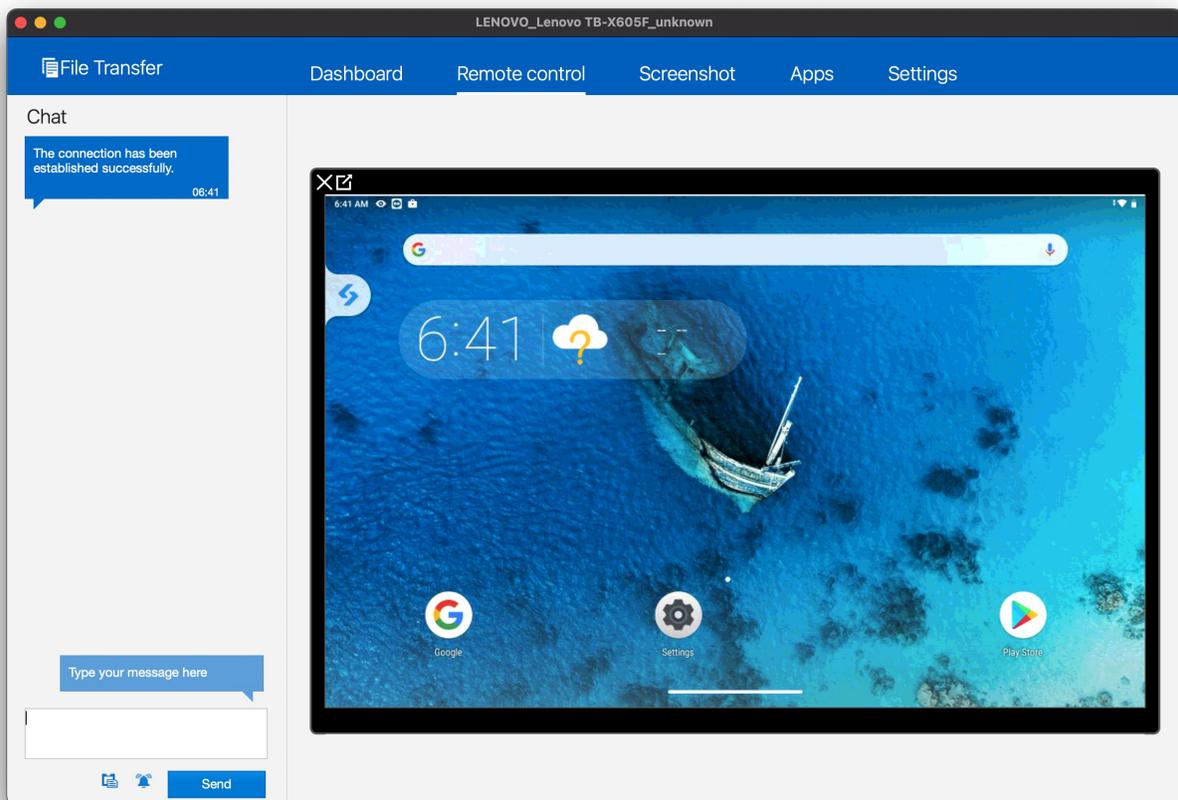
Once the EULA is agreed to (one time prompt), then the client-side session will begin:



When the administrator's TeamViewer is also running, then the user will be prompted to allow this specific session (for attended access):



Once each of the above are completed, the remote session will look like this from the admin's machine:



TeamViewer: Chrome OS Session Overview

What

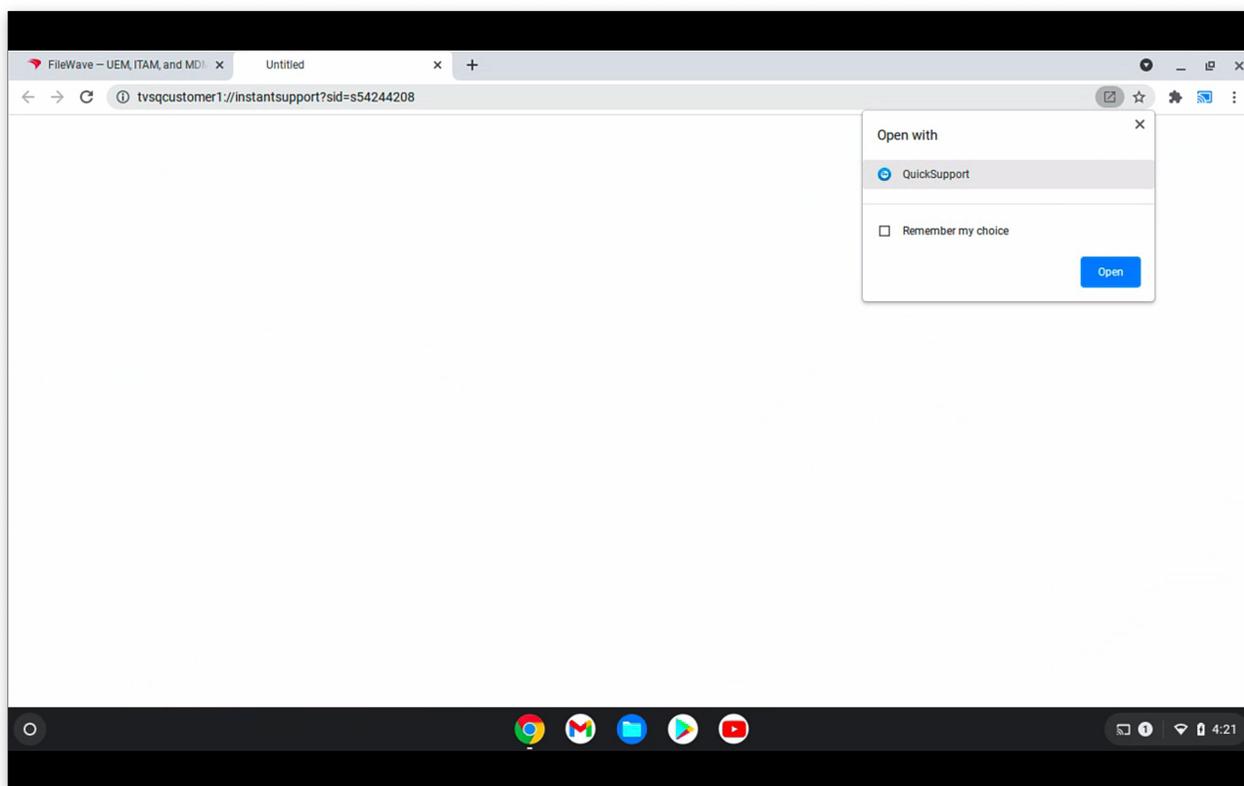
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When/Why

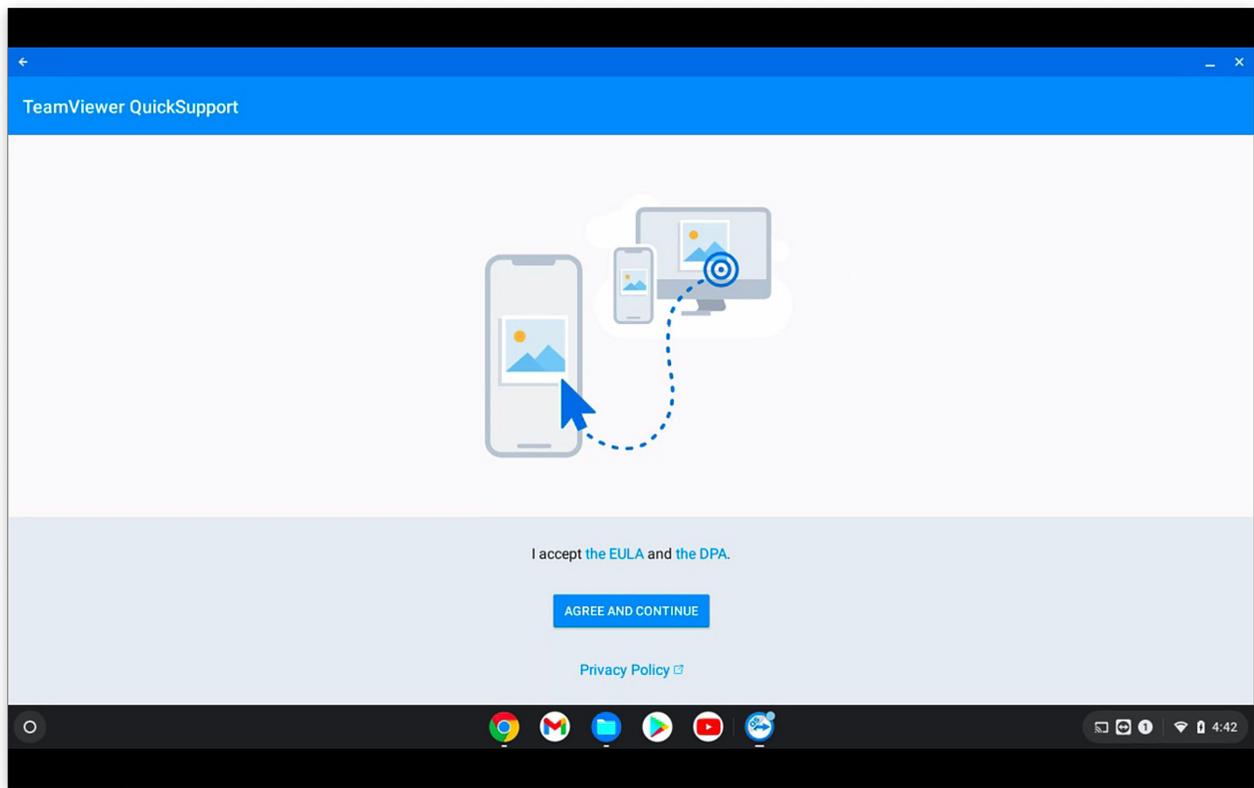
We'll usually create a remote session to try to resolve some type of support issue on a remote device. When we begin the remote session with a Chrome OS device, it is important that we know how it behaves on the remote endpoint so that we can assist the end user if need be.

Behavior

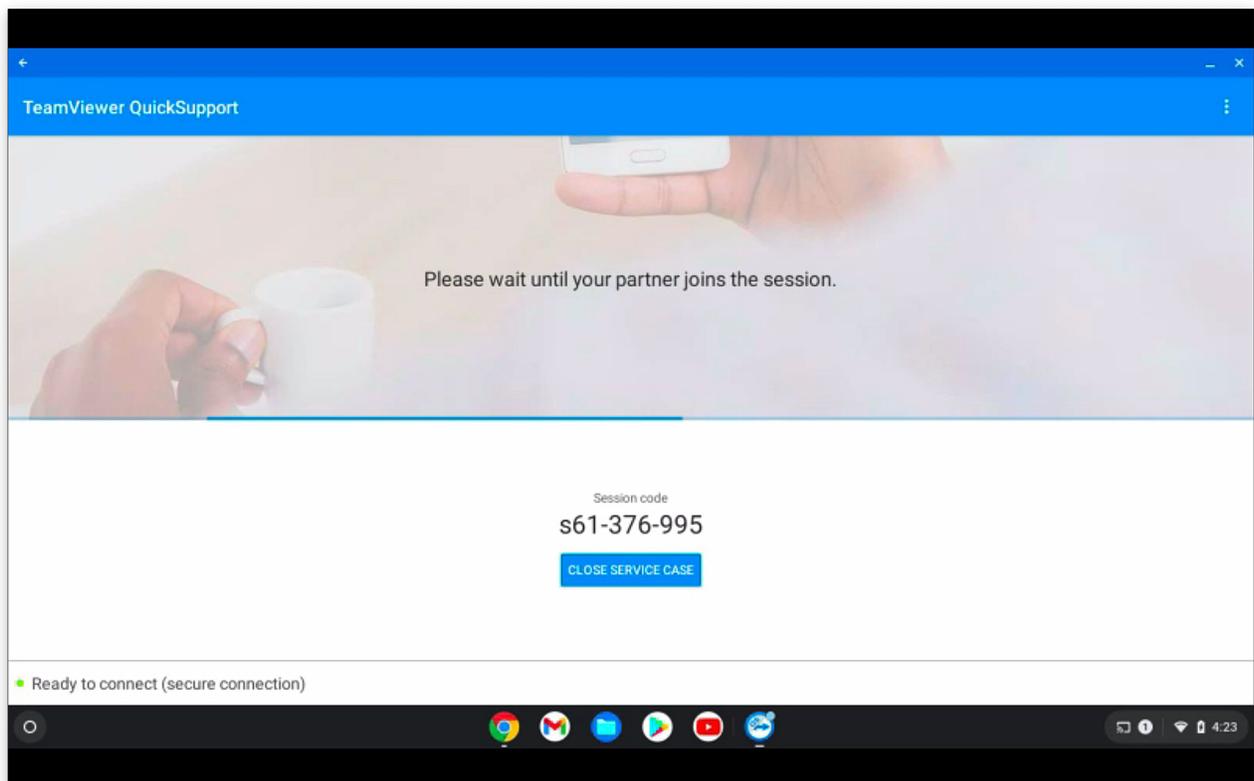
Once the device receives the remote session notification (think of this as an alert to the device to begin a session), the FileWave Inventory extension will open a tab in the client's browser that will then force a prompt for a remote session (the browser MUST be active for this to work)



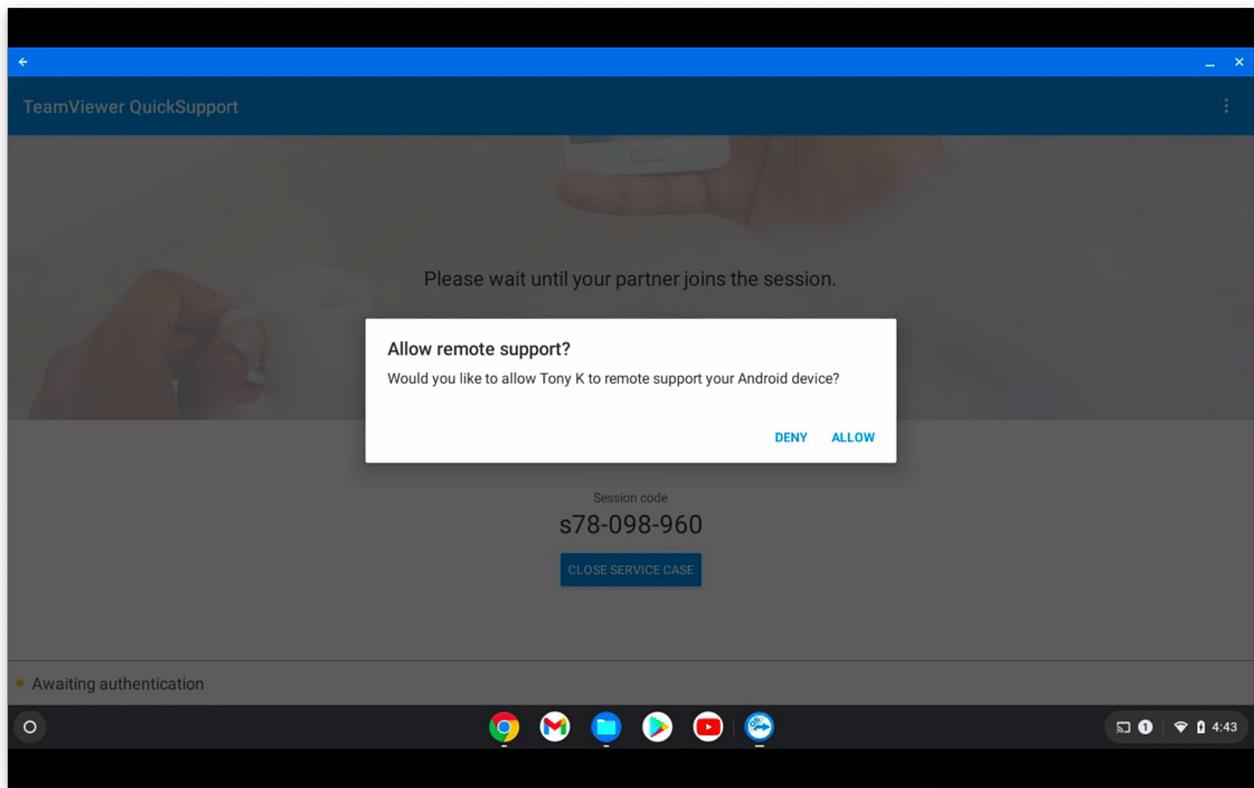
On first launch the QuickSupport app will prompt the user to accept the EULA, and will also prompt to allow the add-on to function



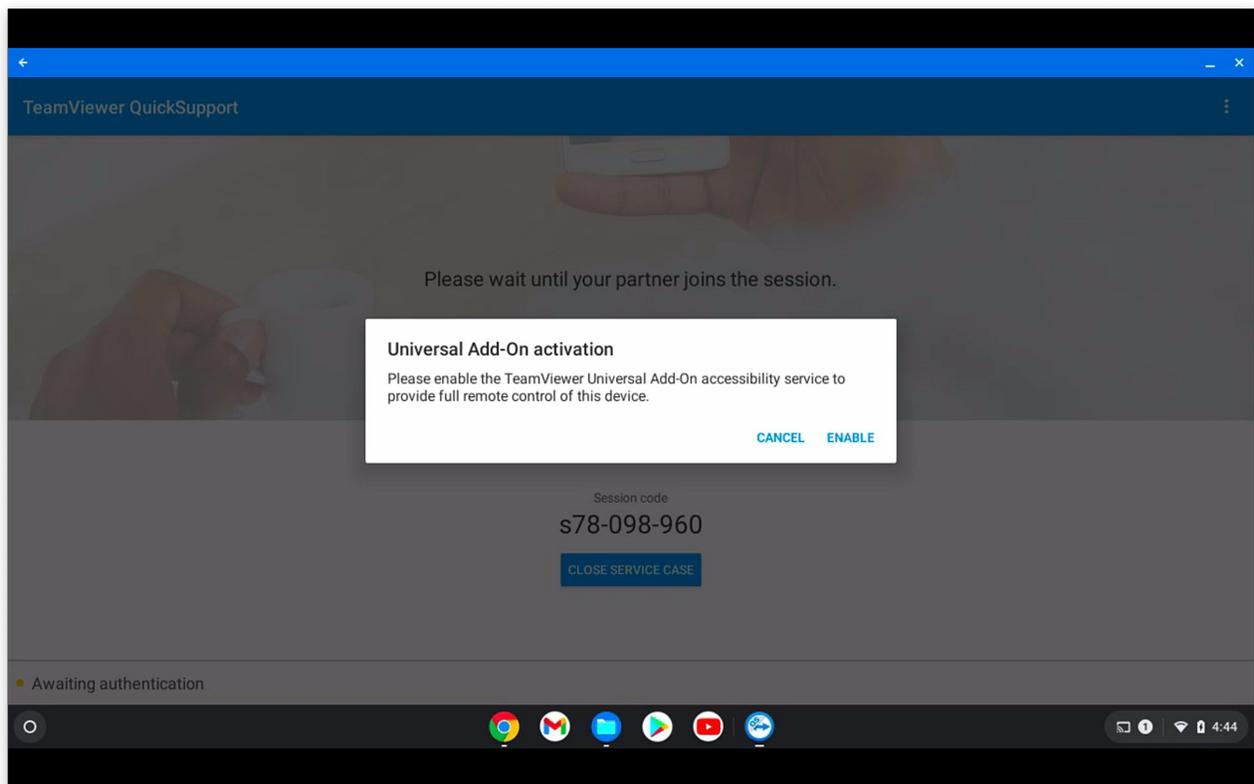
Once the EULA is agreed to and the add-on allowed (one time prompts for each), then the client-side session will begin:



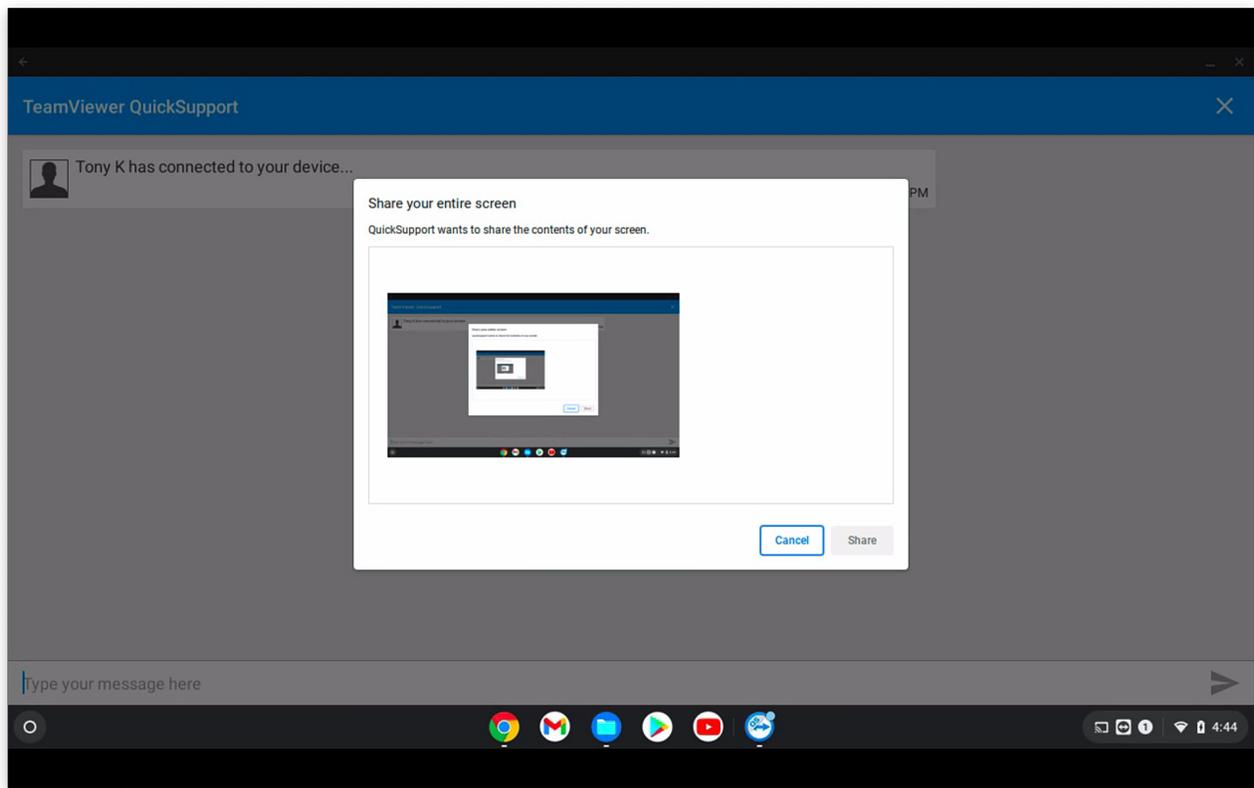
When the administrator's TeamViewer is also running, then the user will be prompted to allow this specific session (for attended access):



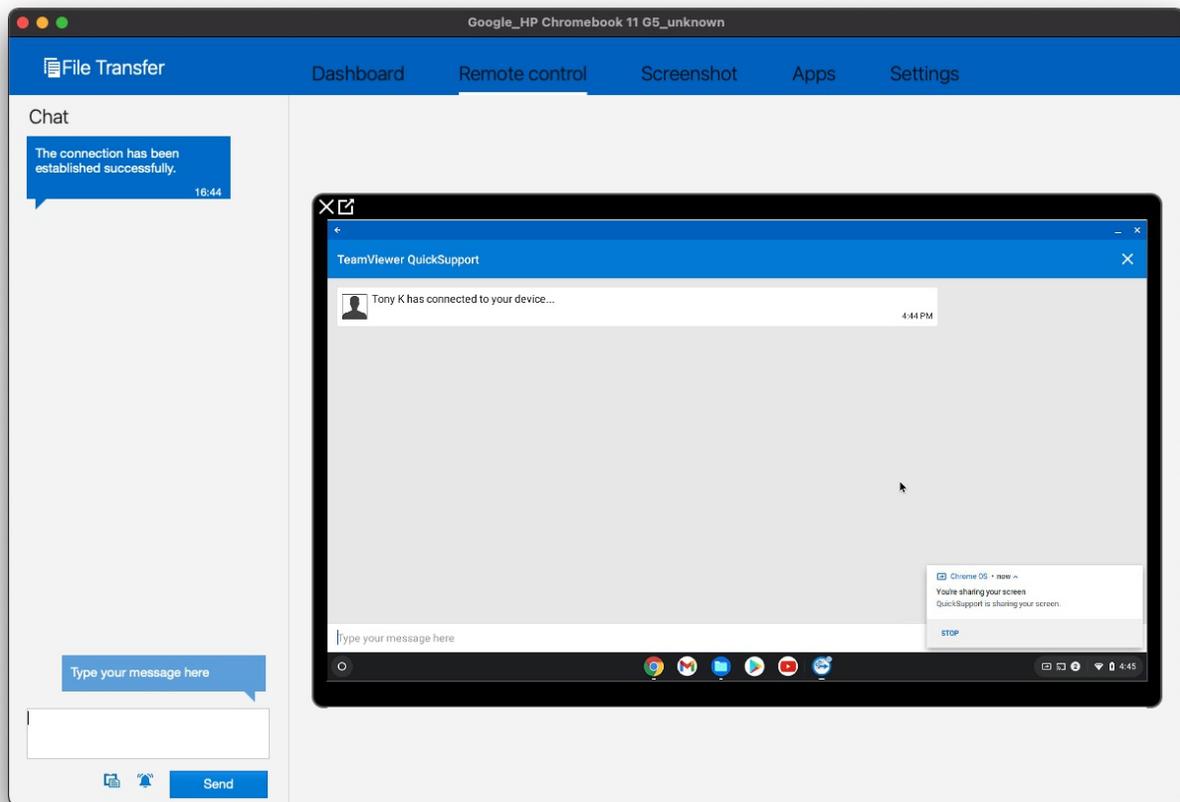
Once the session begins, this is where the one-time prompt for the add-on will display (the user must enable for the admin to be able to click or type on the remote screen...currently not working in our testing)



And then, the user must allow the screen to be shared explicitly by clicking on the screen image, and then allowing:



Once each of the above is completed, the remote session will look like this from the admin's machine:



TeamViewer: iOS/iPadOS Session Overview

What

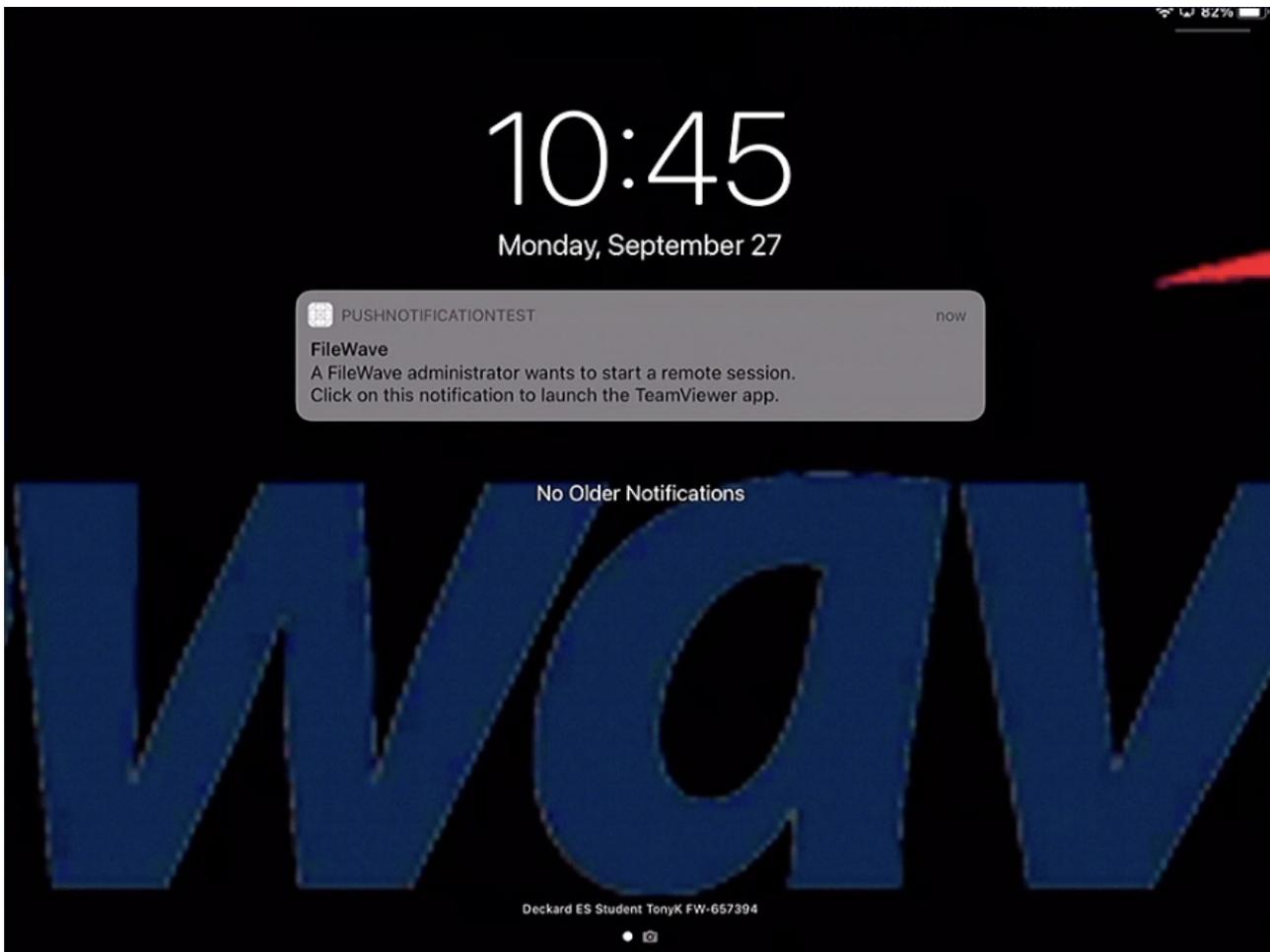
This article picks up from the administrator requesting a remote control session through TeamViewer. It presumes that all device prerequisites are already met.

When/Why

We'll usually create a remote session to try to resolve some type of support issue on a remote device. When we begin the remote session with an iOS device, it is important that we know how it behaves on the remote endpoint so that we can assist the end user if need be.

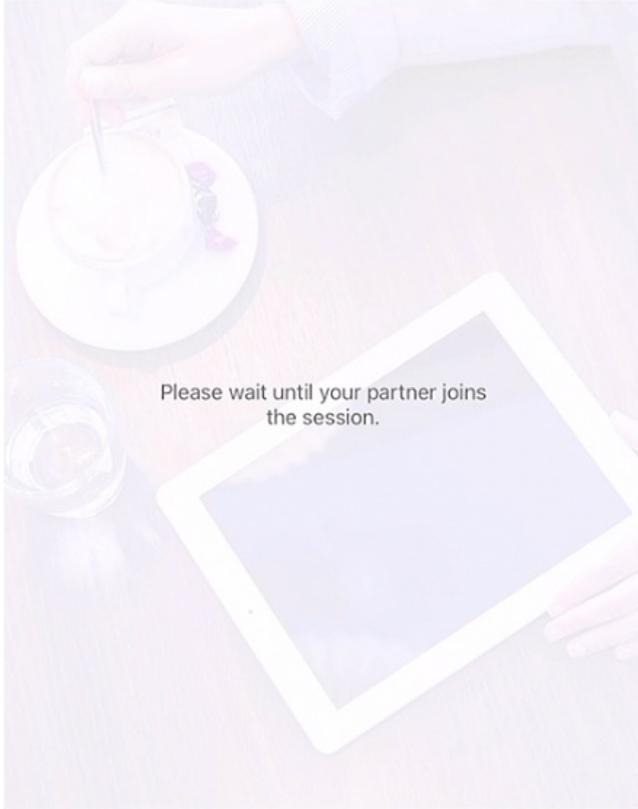
Behavior

Once the device receives the remote session notification (think of this as an alert to the device to begin a session), the device will receive a notification. This notification (a behavior of the OS) is somewhat subtle...It plays a notification sound and shows an icon at the top of the window. Opening the notification will show the prompt for the session:



When that notification is acknowledged, the TeamViewer QuickSupport App will open to start a remote session.

On first launch, the QuickSupport app will prompt the user to accept the EULA (a one-time prompt)



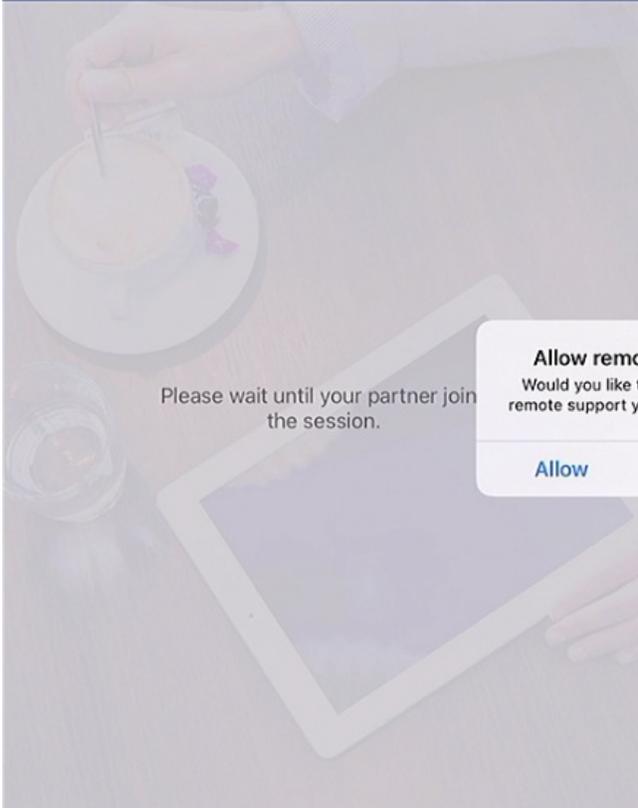
Please wait until your partner joins the session.

Session code
s28-467-686

Close service case

● Ready to connect (secure connection)

When the administrator's TeamViewer is also running, then the user will be prompted to allow this specific session (for attended access):



Please wait until your partner join the session.

Session code
s28-467-686

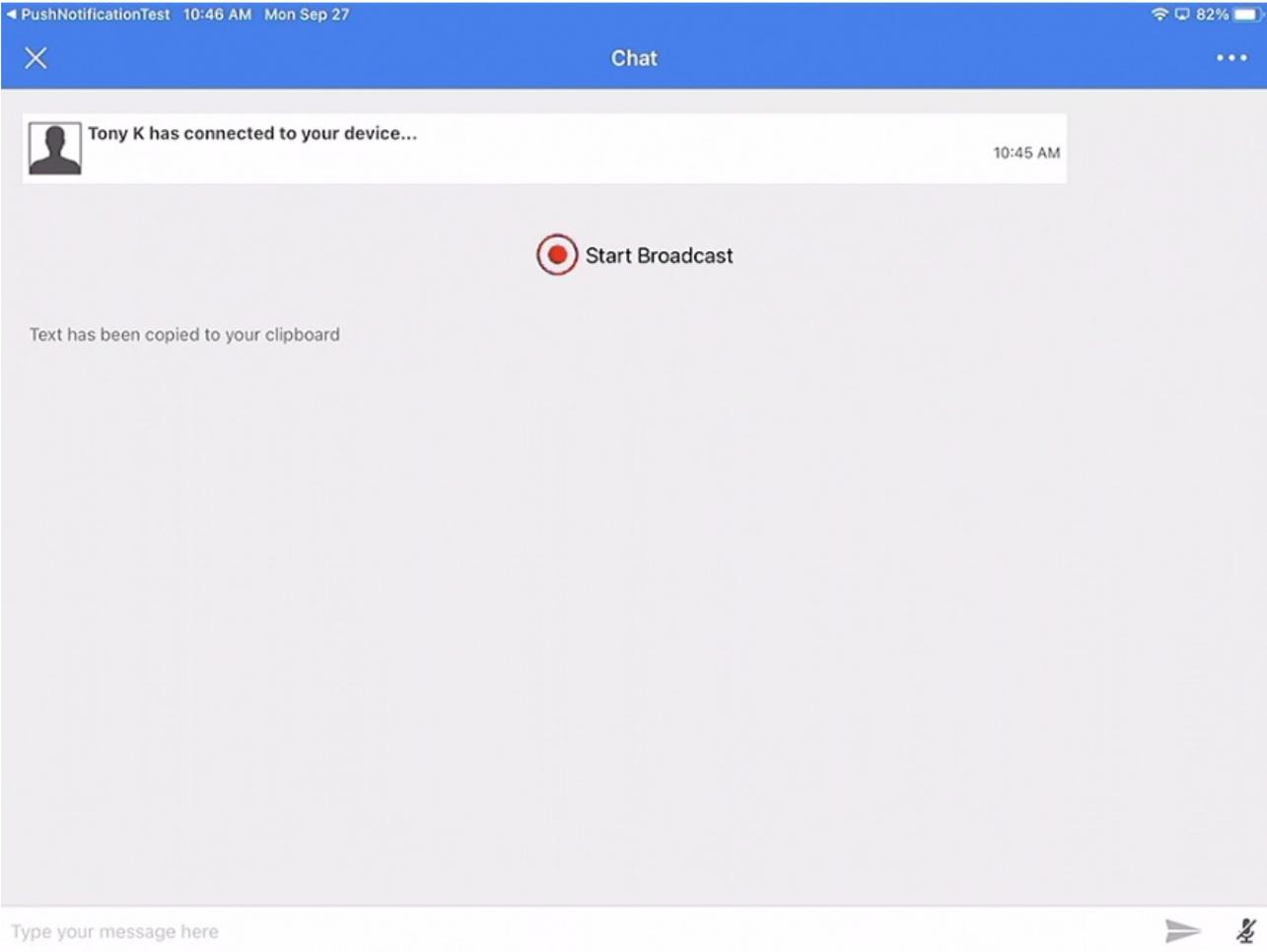
Allow remote support?
Would you like to allow Tony K to remote support your mobile device?

Allow Cancel

Close service case

● Awaiting authentication

Additionally on iOS devices, the user must choose to broadcast the screen after being prompted:



and then...

Everything on your screen, including notifications, will be recorded. Enable Do Not Disturb to prevent unexpected notifications.

Screen Broadcast

TeamViewer ✓

Start Broadcast

Once both actions are completed, the session will be opened. Note that iOS remote sessions are screen-view only:

Ipad Main

File Transfer Dashboard Remote control Screenshot Settings

Audio

Microphone Muted

Chat

The connection has been established successfully. 10:45

Text has been copied to the device clipboard

chat Ipad Main 10:46

Send

TeamViewer: macOS Session Overview

What

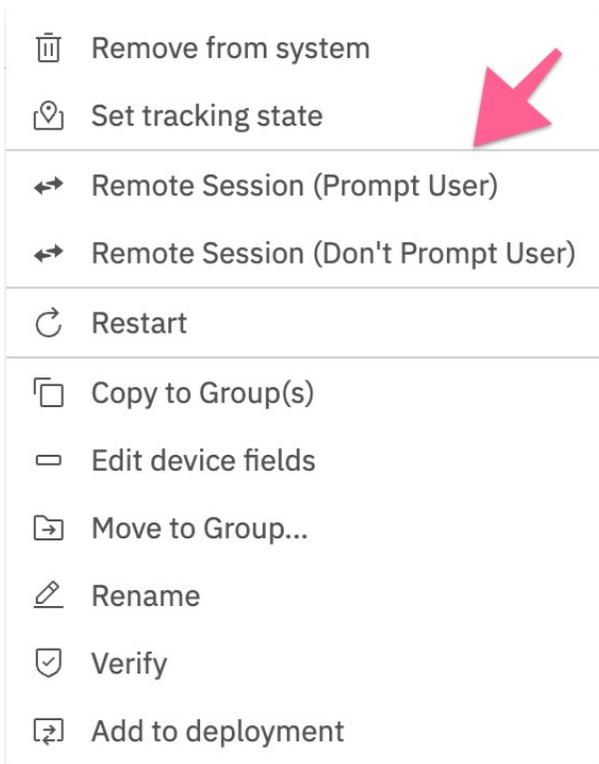
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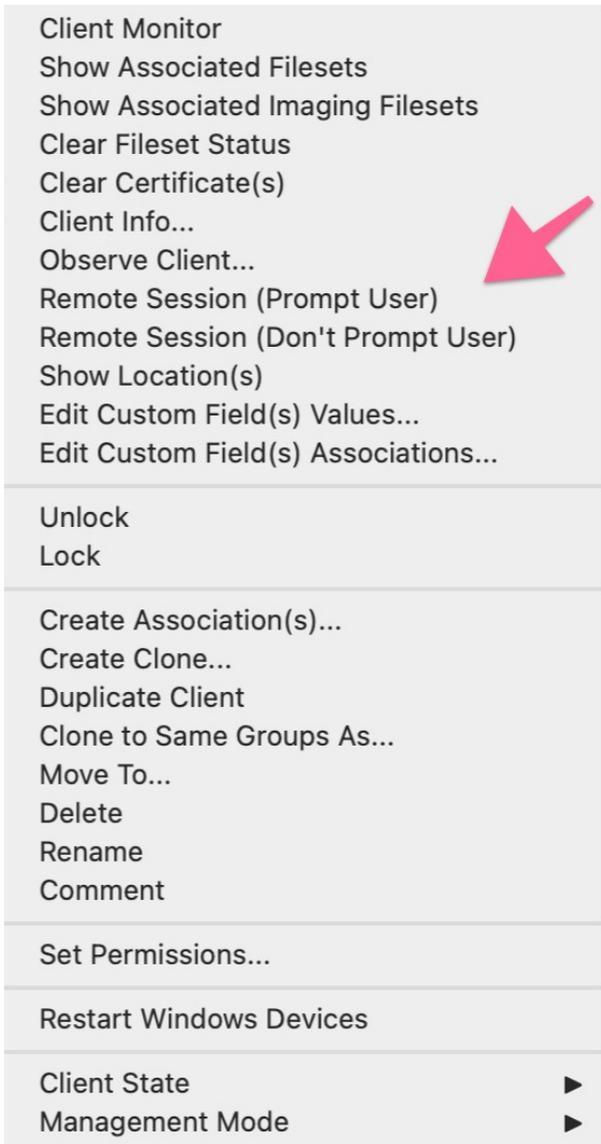
When/Why

We'll usually create a remote session to try to resolve some type of support issue on a remote device. When we begin the remote session with a macOS device, it is important that we know how it behaves on the remote endpoint so that we can assist the end user if need be.

Behavior

For macOS and Windows devices it is possible to have both attended as well as unattended access to the device. From any macOS or Windows device in the admin console that meets pre-requisites (web and native shown below), you can choose to open a Remote Session from the context menu. Note that the admin user must have rights, and the client itself must have reported the right "state" to be controlled. macOS and Windows clients will be the only ones to show Don't Prompt User but that will only appear if the FileWave client has been set to allow remote control and to allow unattended remote control to see both options. The original Observe client permissions are how TeamViewer permissions are being controlled for macOS and Windows. If you would like to change a client's permissions then a [Superpref](#) can change these settings.





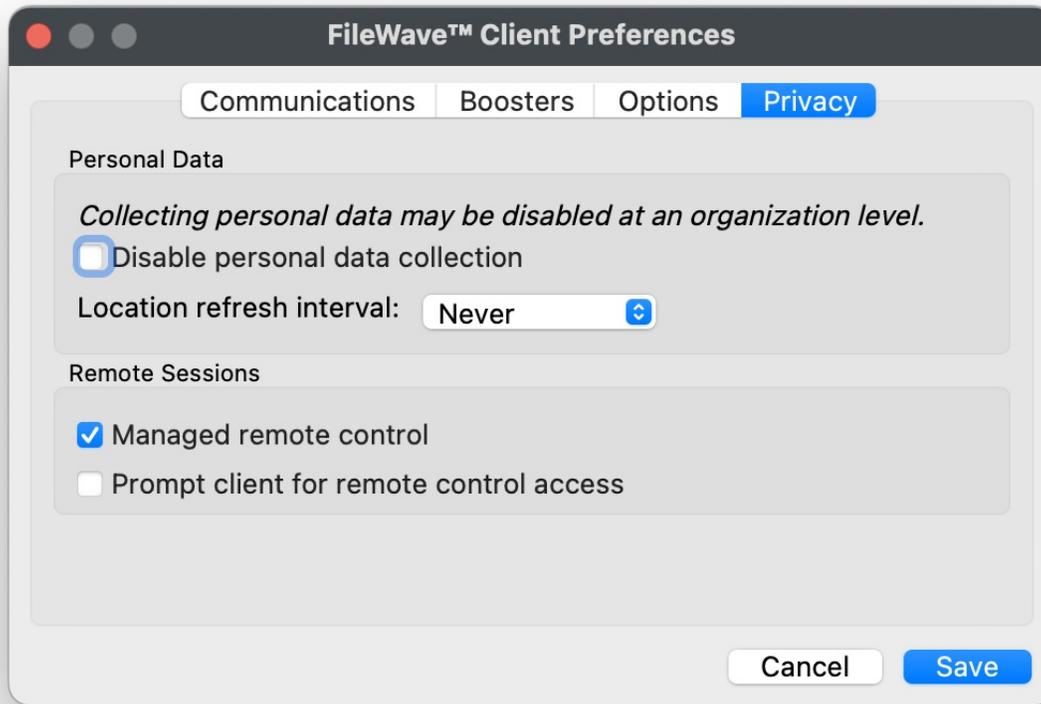
Computer Client Preferences

Computer clients also rely upon the client settings for these options to be available:

- FileWave Client Preferences > Privacy

There are two options available:

- Managed remote control
- Prompt client for remote control access



The first option will allow/deny any connection via TeamViewer. The second option will be considered when the first option is enabled.

The second option, for prompting, will then either allow only one or both options to be available. When prompt is disabled, both the options to either prompt or not prompt should be available. If Prompt is enabled though, the option to action a 'Don't prompt user' will not be available and only prompted connections may be established.

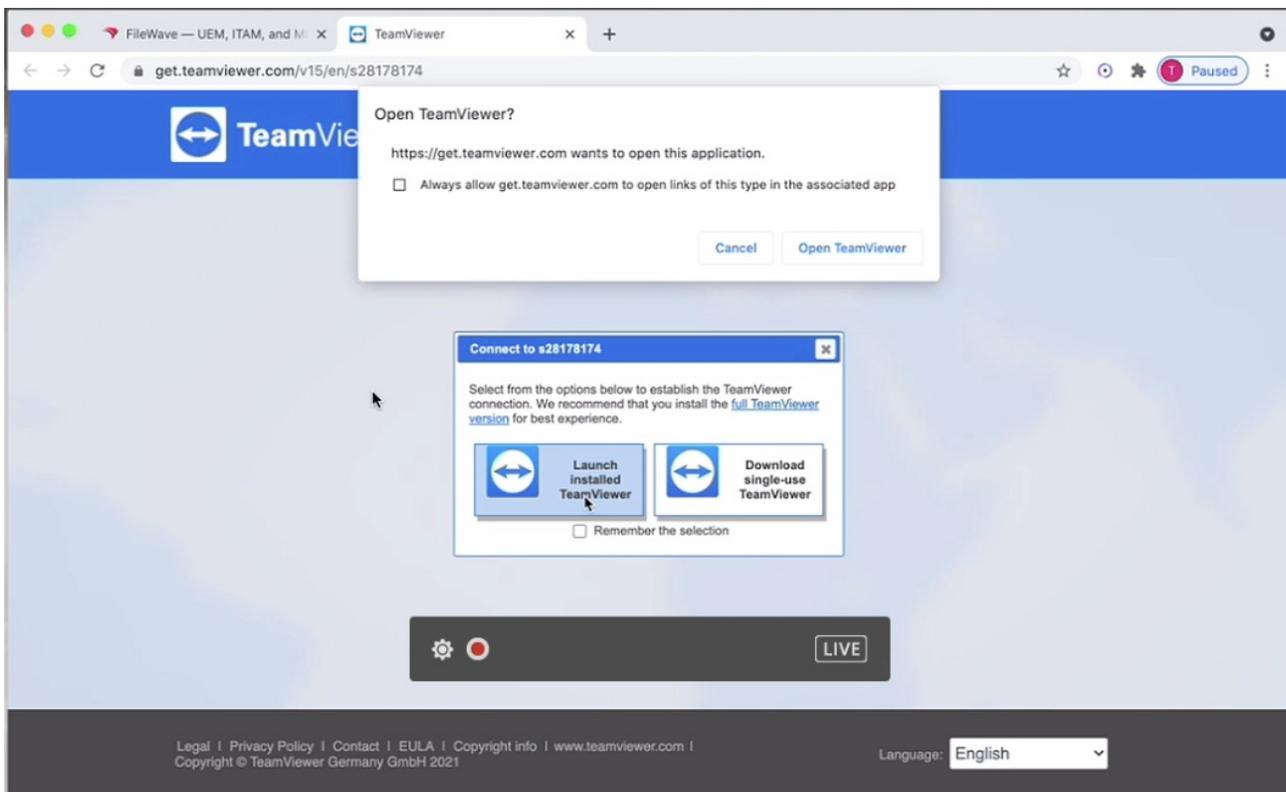
These options may be configured with a [Superpref Fileset](#).

If all of the prerequisites have been met then picking Remote Session (Don't Prompt User) will simply result in TeamViewer opening on both your admin workstation and the remote computer. If TeamViewer or TeamViewer Host are not installed then FileWave will return an error that TeamViewer was not found. Otherwise, for a prompted session the below workflow will get you connected.

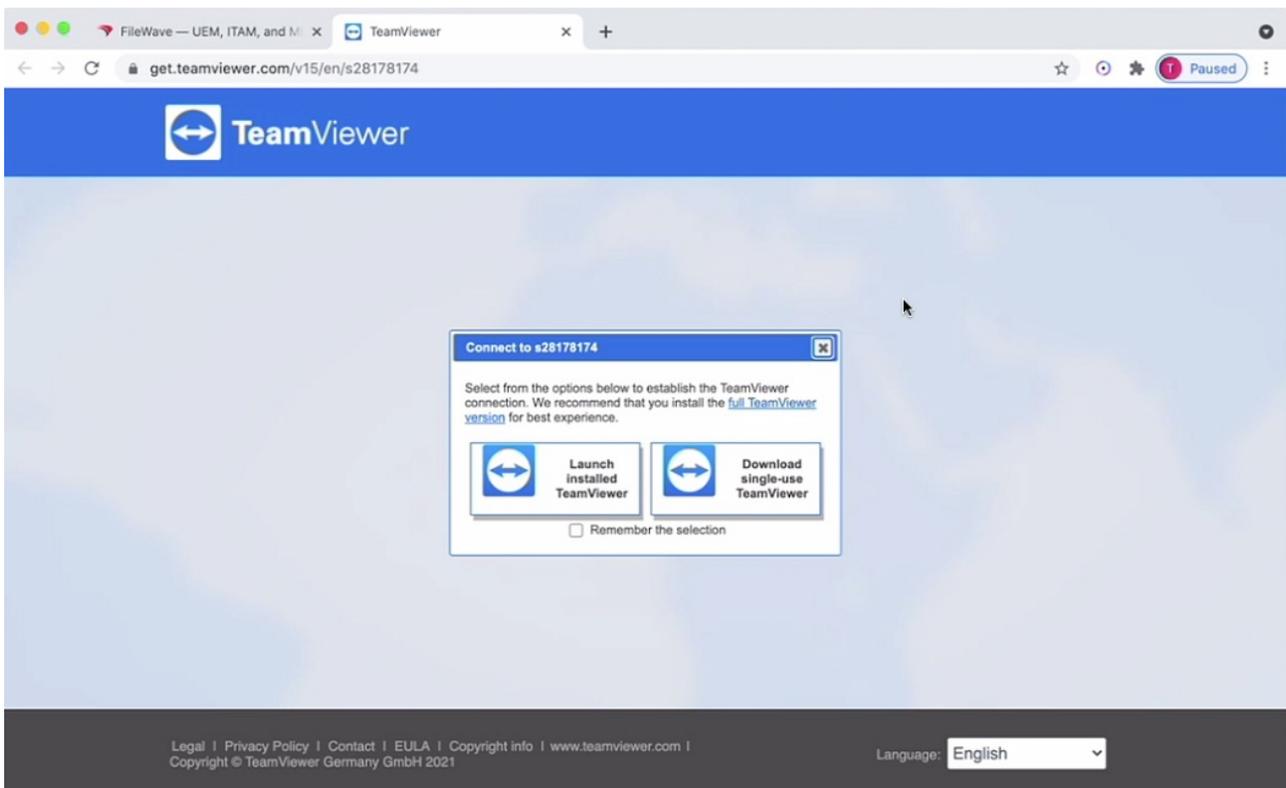
Note that if you pick to start a session from your admin workstation and it appears as if nothing happens then please check if you have a pop-up blocker. We have found even in a default install of Safari that there will be a pop-up blocker icon shown in the URL bar. Once you allow the pop-up then everything should work.

Remote Session (Prompt User) Workflow

Once the device receives the remote session notification (think of this as an alert to the device to begin a session), the FileWave client will open a new browser tab to prompt for the opening of TeamViewer.

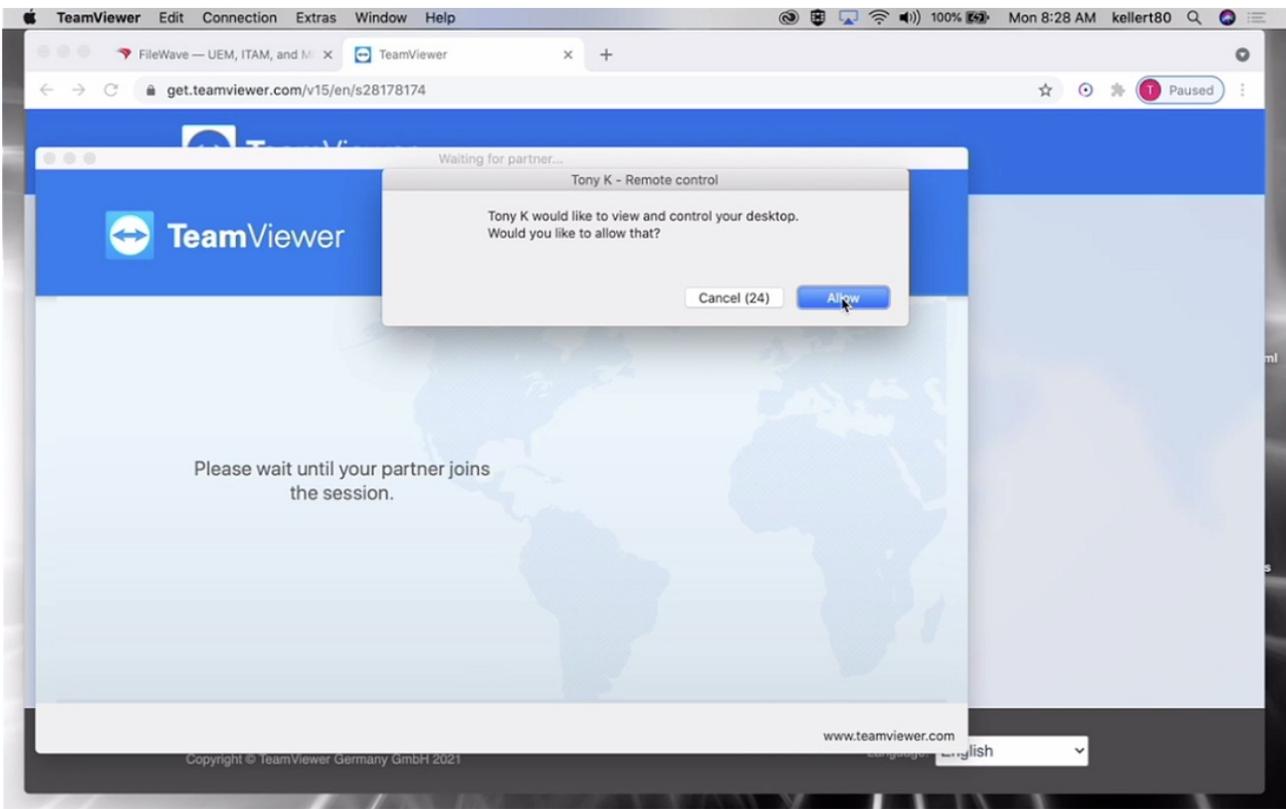


When that notification is acknowledged, the TeamViewer App will open to start a remote session. Note that if the TeamViewer App is not pre-deployed, there is an option to launch a single use version of TeamViewer. The single-use version does not require administrative credentials to run, but it does require the user to allow screen access, etc within System Preferences.

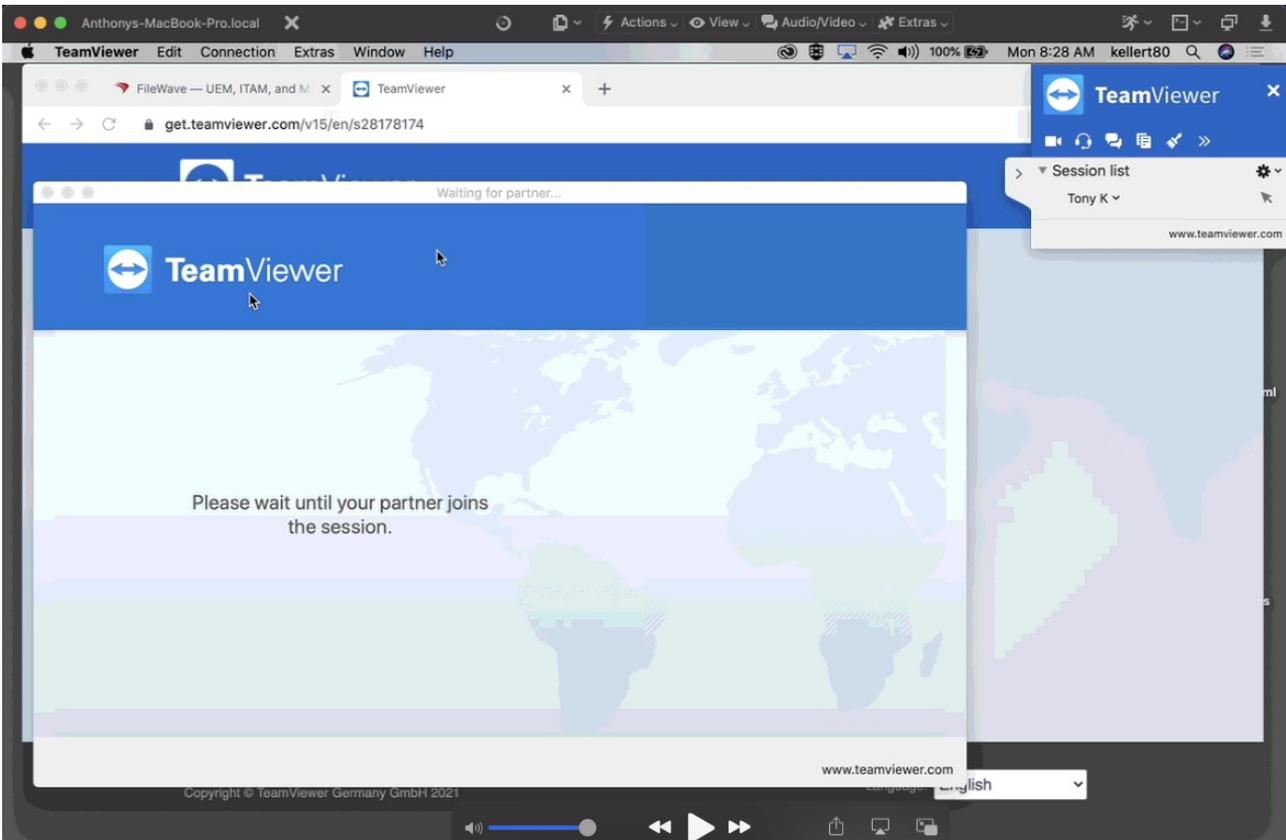


On first launch the TeamViewer app will prompt the user to accept the EULA.

Once the admin and client devices have both acknowledged the session, the remote device will be prompted to allow the session:



Once this prompt is acknowledged (and the admin session is also launched), then the session will begin:



TeamViewer: Windows Session Overview

What

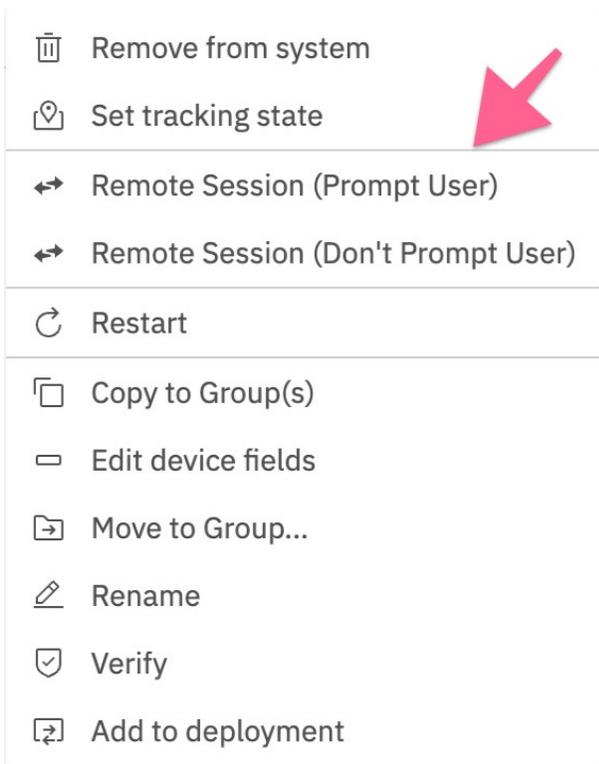
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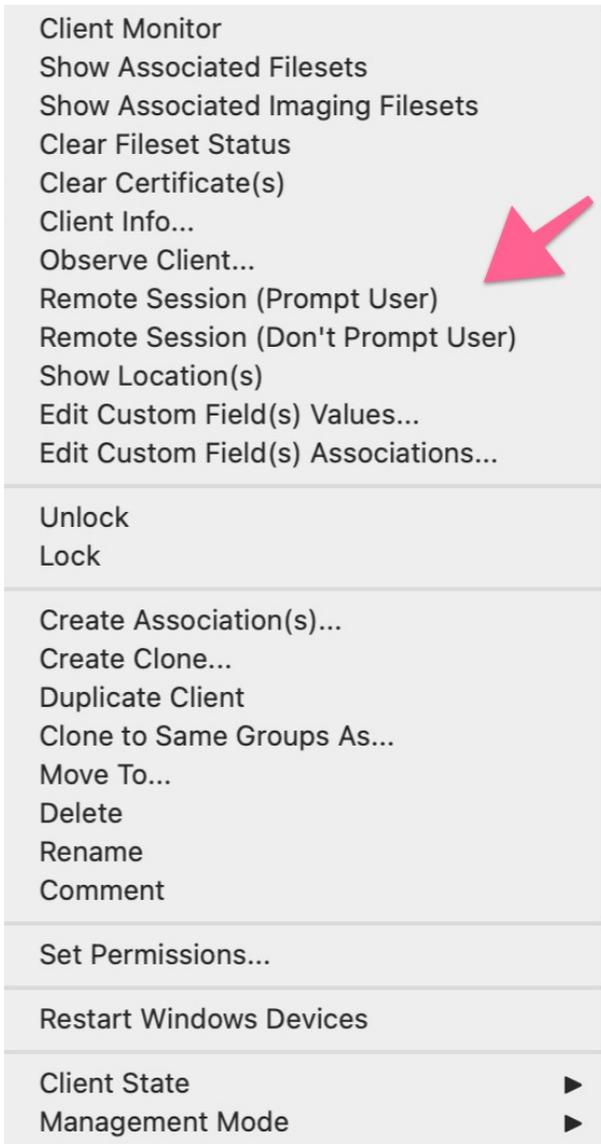
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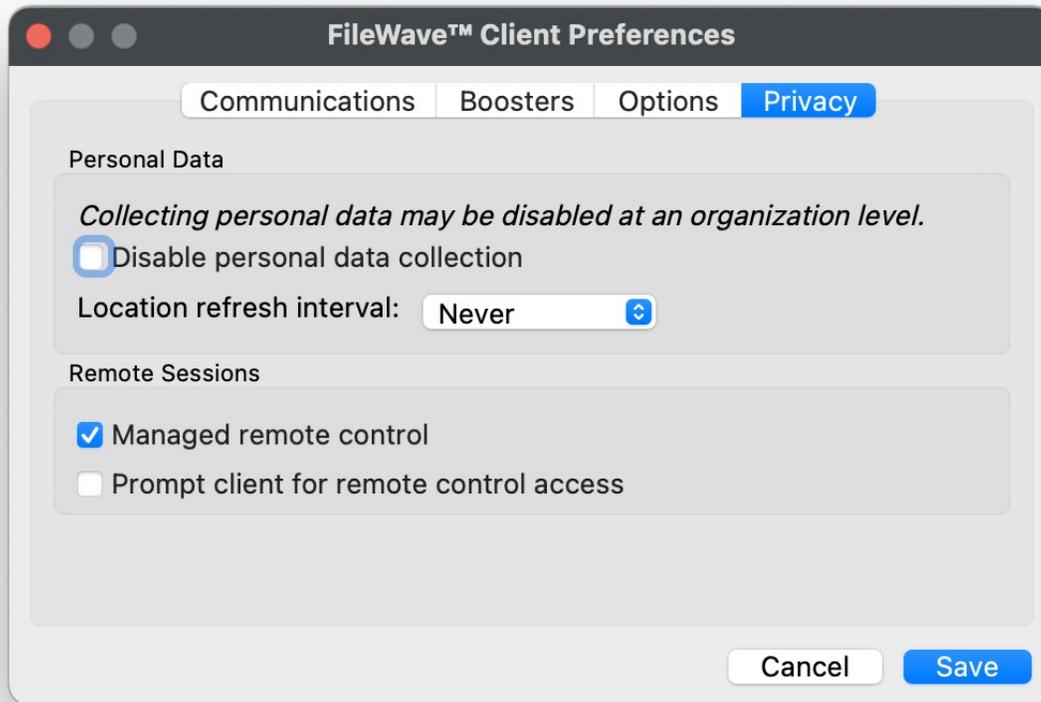
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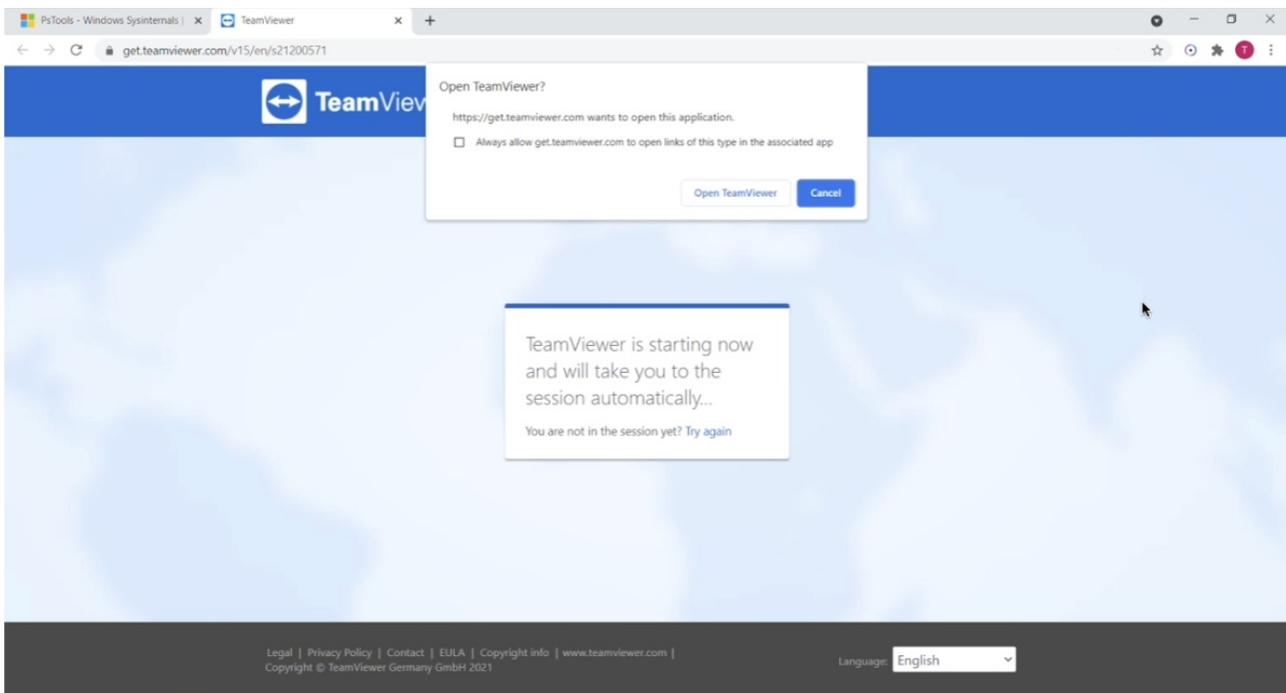
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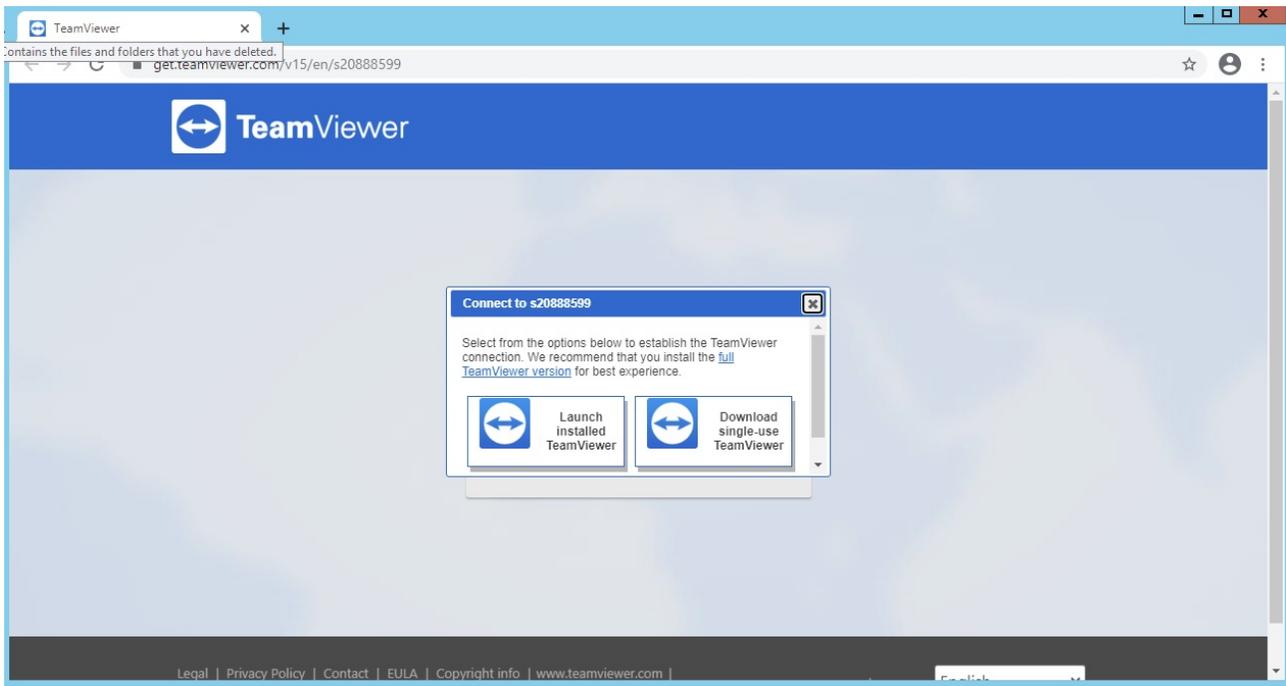
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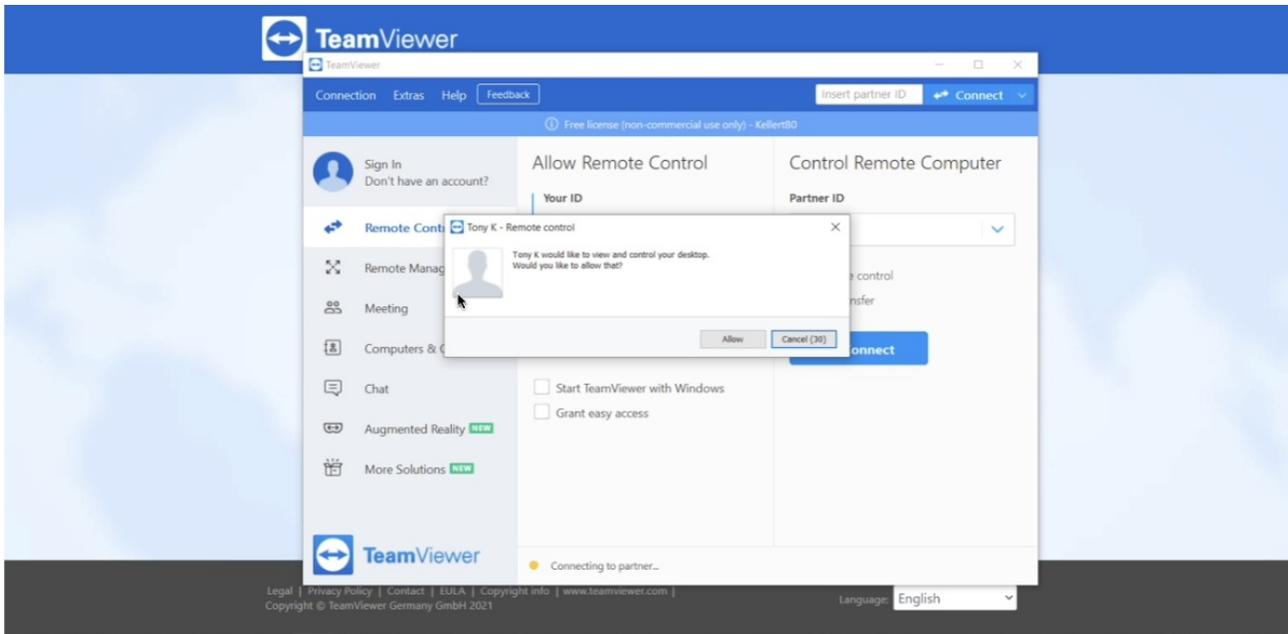


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