

# TeamViewer Pre-Requisites

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# TeamViewer General Pre-Requisites

## What

Each operating system platform will have its own set of pre-requisites that need to be satisfied before you can use the TeamViewer solution through FileWave.

## When/Why

First, your FileWave Admin Account will need to have a license assigned to your account:

<https://kb.filewave.com/books/teamviewer/page/teamviewer-assigning-licenses>

To remote to and control devices, will require your macOS or Windows device to have the full version of TeamViewer:

- [Windows TeamViewer Full Installer](#)
- [macOS TeamViewer Full Installer](#)

Your managed clients will also need to have a version of TeamViewer installed. We recommend the Host version:

- [Windows Clients - TeamViewer Deployment](#)
- [macOS Clients - TeamViewer Deployment](#)
- [iOS/iPadOS Devices - TeamViewer Deployment](#)
- [ChromeOS - TeamViewer Deployment](#)
- [Android - TeamViewer Deployment](#)

We'll see conditional options in the FileWave Native and Web Administrator consoles (shown below) for a TeamViewer session whenever pre-requisites are met:

Client Monitor
Show Associated Filesets
Show Associated Imaging Filesets
Clear Fileset Status
Clear Certificate(s)
Client Info...
Observe Client...
Remote Session (Prompt User)
Remote Session (Don't Prompt User)
Show Location(s)
Edit Custom Field(s) Values...
Edit Custom Field(s) Associations...
Unlock
Lock
Create Association(s)...
Create Clone...
Duplicate Client
Clone to Same Groups As...
Move To...
Delete
Rename
Comment
Set Permissions...
Restart Windows Devices
Client State ▶
Management Mode ▶



🗑 Remove from system
📍 Set tracking state
↔ Remote Session (Prompt User)
↔ Remote Session (Don't Prompt User)
🔄 Restart
📄 Copy to Group(s)
📄 Edit device fields
📁 Move to Group...
✎ Rename
🛡 Verify
📦 Add to deployment



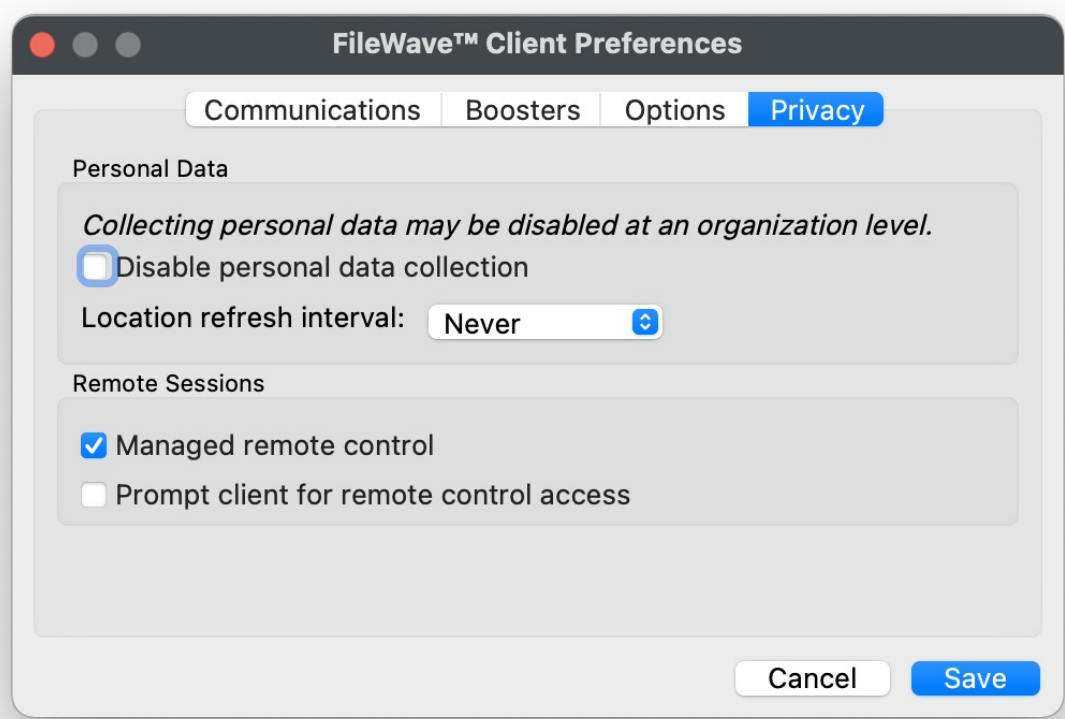
Computer Client Preferences

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](#).

# How

The following table highlights specific prerequisites for complete functionality and helpful tips:

Platform	FW Server	FW Client	Companion App/Kiosk/Extension	Supporting Apps
Windows/macOS	Version 14.7+	Version 14.7+	n/a	TeamViewer App pre-



				deployed
iOS/iPadOS	Version 14.7+	n/a	FileWave Kiosk IPA v 14.6+	TeamViewer QuickSupport App (Licensed through VPP and deployed)
Android	Version 14.7+	n/a	Companion App v 14.6+ (auto-deployed)	TeamViewer QuickSupport App required, TeamViewer device-specific add-on also needed for device control
Chrome OS	Version 14.7+	n/a	Extension v 2021.10.07 (auto-deployed)	TeamViewer QuickSupport App required, QS add-on eventually for device control

- Note that 14.6 was a Tech Preview for Team Viewer and should work aside from Unattended access, but 14.7 is when TV support moved to production release.

For specific setup instructions, view each of the platform-specific articles.

For notifications to be able to be sent to your remote devices, you'll need to make sure to open traffic from your FileWave server to rcs.filewave.com and fwpm.filewave.com on port 443. These are two new services that accept the session creation and push notification requests respectively.

There are several setup-related items we'll need to take care of before we can use TeamViewer, and we'll go through them in order in the related articles found below. There are also videos located in the Foundry here: <https://foundry.filewave.com/course/view.php?id=19> (NOTE: When logging in to the Foundry make sure to "Login via SSO")

# TeamViewer: Chrome OS Client Setup

## What

FileWave's TeamViewer integration requires endpoint prerequisites on each supported platform. In future versions, we may embed some of these prerequisites, but at this time, we erred on the side of letting you control the elements. So, slightly more work but much greater control.

## When/Why

We'll need to meet prerequisites for ChromeOS client devices for TeamViewer to work seamlessly. Specifically, we'll need the following:

- FileWave server to be upgraded to at least 14.7
- TeamViewer full client installed where you run the FileWave Central (Native) or Anywhere (Web)
- The FileWave Inventory Extension is installed and up to date (version 2021.10.07+)
  - The inventory extension is required because it is the element that receives the notification to start the TV session
  - If the extension is already being pushed, it will simply auto-update when the new version is approved (currently under review)
  - Note that because this is a browser extension, the browser MUST be open for the TV session to work
- The Google Play Store TeamViewer QuickSupport App installed
  - The QuickSupport app allows screen sharing

Although TeamViewer does not support remote control of Chrome OS devices, it has been seen to work (but without consistency) in some instances by applying the QS Universal Add-on. As such, the add-on could also be considered.



- \* The Google Play Store TeamViewer QS Universal Add-On
- \* The add-on allows device control

## How

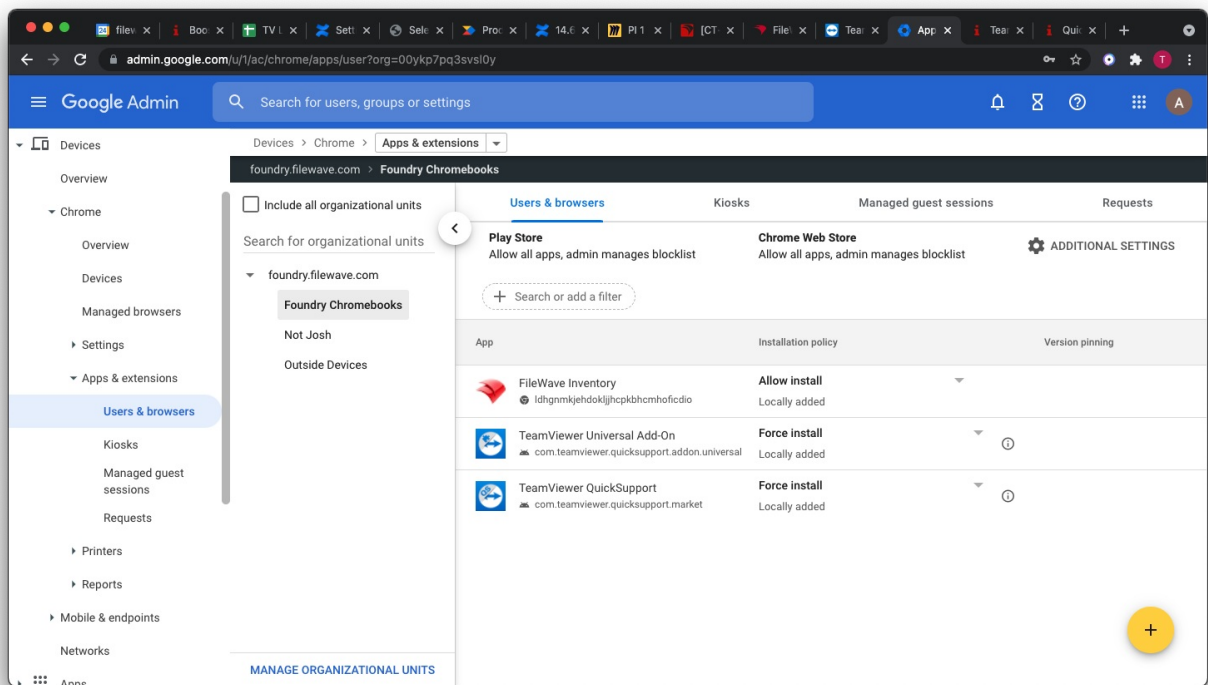
TeamViewer's full application for Windows can be found here: <https://www.teamviewer.com/en-us/download/windows/> For macOS here: <https://www.teamviewer.com/en-us/download/mac-os/>. You will need to run that on the device that runs the FileWave Administrator console or WebAdmin. For your clients, the below steps discuss the deployment of TeamViewer Host.

If you aren't currently distributing the FileWave Chromebook Inventory Extension, you'll want to do that, and detailed instructions can be found [here](#).

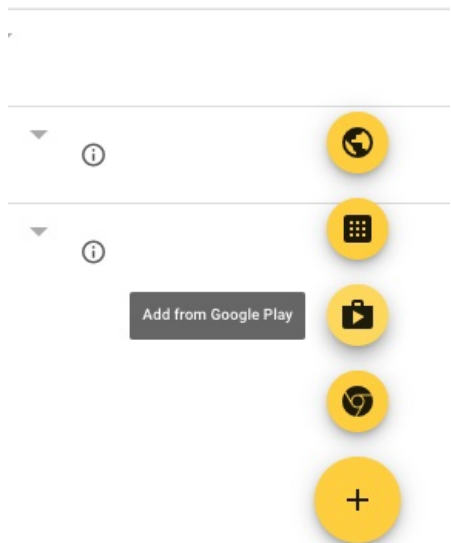


Details about what the Inventory Extension enables, and frequently asked questions can be found [here](#) and [here](#) respectively.

Additionally, it will be very helpful to pre-deploy the QuickSupport App and the Universal Add-On through your Google Admin Console. In our environment, we chose to push both:



Note that both apps are from the Google Play Store, not from the Chrome store:



# TeamViewer: iOS/iPadOS Client Setup

## What

FileWave's TeamViewer integration requires endpoint prerequisites on each supported platform. i(Pad)OS is relatively simplistic though.

## When/Why

### Requirements:

- FileWave Kiosk App (as of Kiosk V2, this is installed automatically).
- TeamViewer QuickSupport App (available through App Store and deployable through MDM with VPP)
- FileWave 14.7 for full, allowed control (Amount of options will vary per OS Vendor and OS type)
- Permissions. (Apple devices require user approval for Screen Control).

⚠ User Approval is an Apple requirement for user privacy protection

i(Pad)OS with older versions of FileWave, required the FileWave Kiosk App IPA be deployed to devices, which may be downloaded from the relevant Download Pages and deployed through FileWave.

## How

### TeamViewer Full Application

The computer used to view/control devices will require the full version of TeamViewer and may be downloaded from the TeamViewer site:

- Windows: <https://www.teamviewer.com/en-us/download/windows/>
- macOS: <https://www.teamviewer.com/en-us/download/mac-os/>

### TeamViewer QuickSupport

Devices require the QuickSupport version, available from the App Store:

- [TeamViewer QuickSupport App Store Link](#)
- If searching for the App, e.g in Apple Business or School Manager, the App ID is: 661649585

TeamViewer QuickSupport is a free App.

Any of the above may be deployed to devices as Filesets.

✓ Always consider testing on a smaller subset of devices, prior to mass deployment.

⚠ Use of TeamViewer through FileWave requires an assigned TeamViewer licence to a FileWave Administrator through the Manage Administrator Preferences. Only assigned FileWave Administrators will have the option to control devices.

# TeamViewer: macOS Client Setup

## What

FileWave's TeamViewer integration requires endpoint prerequisites on each supported platform. Majority of these have been left untouched, but may be altered, allowing slightly more work (if desired) but much greater control.

## When/Why

TeamViewer is used to remotely control your clients, providing access to a device for troubleshooting or assisting a user. TeamViewer for macOS differs from other OSs since it requires a few privacy permissions before allowing TeamViewer to be installed.

## How

Prerequisites for macOS client devices must be met in order for TeamViewer to work seamlessly:

- Server and Clients have to be FileWave 14.7+
- [General TeamViewer Prerequisites](#) are met, ensuring that clients are set to allow remote control
- [TCC Profile for TeamViewer Host - Accessibility and Full Admin Access](#)
- [TeamViewer Host Fileset](#)

The below describes installing the TeamViewer Host application. The full TeamViewer application is only necessary for computers wanting to remote into other computers. The Host application is only allowed to accept connections and not initiate them; highly recommended.

(During an attempt to prompt a device for control, users will be prompted to either install or launch a local copy of Teamviewer. Only the TeamViewer Host version can be launched if pre-installed.)

## FileWave Client (14.7+)

⚠ Remember to always use the client updater Fileset to update FileWave clients. Do NOT push the FileWave client PKG to upgrade macOS clients.

The most recent FileWave client is always included on the FileWave download pages: [Downloads](#)

## TCC Profile for TeamViewer Host - Accessibility and Full Admin Access

ⓘ Both profiles enable 2 of the 3 permissions TeamViewer Host requires. The 3rd, Screen Recording, is a privacy setting that can not be allowed by anyone other than a local user. Standard Users do not have permissions to allow Screen Recording by default. This option to allow a non-Admin to enable Screen Sharing is available in one of the provided Profiles.

⚠ Screen Sharing is a service deemed by Apple as user privacy. Hence, users must locally enable Screen Sharing on macOS.

✅ Once allowed, if left enabled, subsequent TeamViewer sessions to that device may be actioned, without user prompting.

Both Profiles have the following settings:

### Access to Services

Services in this list will be either allowed or denied and the user will not be prompted.

Service	Access
Accessibility	Allow
Full Disk Access	Allow

However, one of them allows Screen Recording to be enabled by a non-Admin user:

## Access to Services

Services in this list will be either allowed or denied and the user will not be prompted.

Service	Access
Accessibility	Allow
Screen Recording (macOS 11)	Allow standard user
Full Disk Access	Allow

Each profile contains two payloads: Privacy Settings & Custom Settings

## Privacy Settings

Permissions to allow TeamViewer access rights.

TCC Profile for TeamViewer Host:

- [TeamViewerHost15.mobileconfig](#)

TCC Profile for TeamViewer Host with Standard User Screen Recording Allowance 11+:

- [TeamViewerHost15AllowUser.mobileconfig](#)

## TeamViewer Host Fileset

The included Filesets are examples which utilise a settings file set to instal the software silently.

Choose an embedded TeamViewer Fileset:

Note: if more than one of the below is shown, only one is required, but older version might be offered.

[TeamViewer Host Install macOS 15.63.4.fileset.zip](#)

Latest version can be downloaded from TeamViewer directly, however, the public downloadable DMG has an application that instals the software and does not allow for the configuration presented at the time of installation; upgrades should occur automatically as indicated below

- [macOS TeamViewer Host](#)

## Fileset Contents:

Choices File

Postflight

Requirement

Post Uninstaller

Activation

Import File/Folder

New Folder

Get Info

Edit Registry

Edit Text

Export Files

Delete

Take Control

Revision: <default> (Initial Revision)

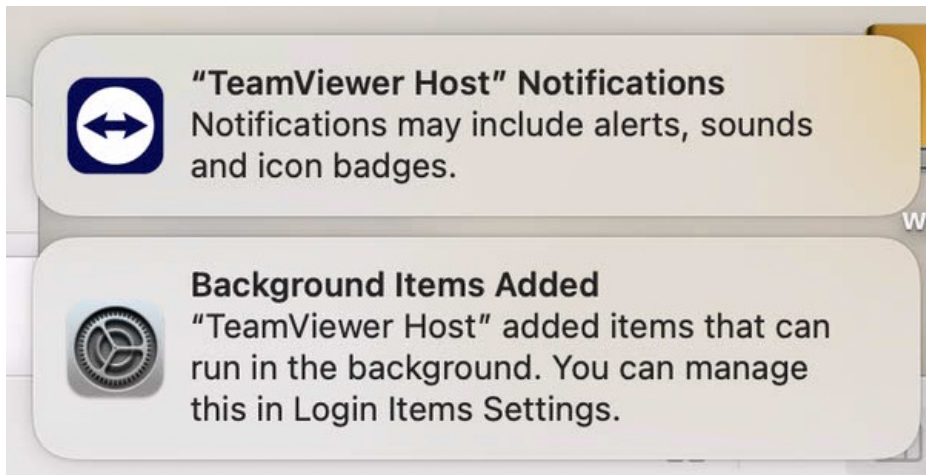
Manage Revisions

☒ Hide unused folders

Name	Size	Access	User	Group	Verification	ID
usr		rwxf-xr-x	root	wheel		304
local		rwxf-xr-x	root	wheel		305
etc		rwxf-xr-x	root	wheel		1334
TeamViewer		rwxf-xr-x	root	wheel		736109
choices.xml	425 B	rw-----	root	wheel	Self Healing	791254
Install TeamViewerHost.pkg	60.2 MB	rw-r--r--	root	wheel	Self Healing	791253
var		rwxf-xr-x	root	wheel		1406
scripts		rwxf-rwxf-x	root	wheel		1458
736800		rwxf-rwxf-x	root	wheel		791259
change_tv_preferences.sh	2.5 kB	r-x-----	root	wheel	Self Healing	791280
check_tv_profileV2.sh	602 B	r-x-----	root	wheel	Self Healing	791255
mac_teamviewer_uninstaller.sh	2.4 kB	r-x-----	root	wheel	Self Healing	791258
TV_instalSilent.sh	161 B	r-x-----	root	wheel	Self Healing	791256

## Installer and Installer Options:

The choices.xml file is configured to instal the .pkg silently. However, the user will be prompted with notifications, since Apple allow users to choose if apps are allowed to control the screen or not.



## Requirement Script:

Where software is already installed and services are active, Privacy Settings Profiles installed subsequently require the service of that software to be restarted. This Fileset example includes a Requirement Script that checks for profile installation before activating TeamViewer, preventing the need to restart the TeamViewer Host service.

The 'check\_tv\_profile.sh' script is designed to recognise one of the two provided Profiles and, once installed, allow activation of the Fileset. If Profiles with a different Profile ID are used instead of those supplied, the script settings will require alteration.

- Double click the Fileset
- Select the 'check\_tv\_profile.sh' (located in a numbered subfolder in /var/scripts/)
- Choose Get Info > Executable view

The Launch Arguments show the two possible Payload IDs. Add in the correct Fileset Profile ID if not using the provided ones.



The two profiles may be uploaded simultaneously. The Fileset Requirement Script is able to identify either profile.

Activation Script:

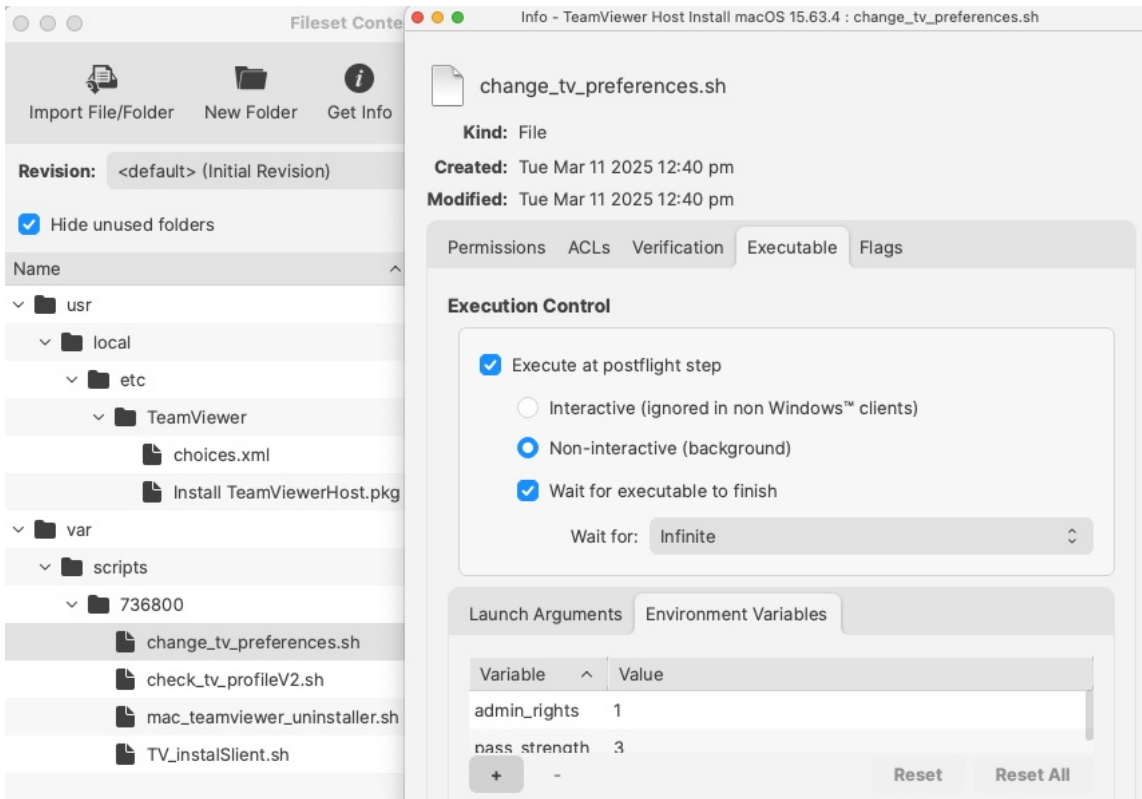
The script in this case is installing the PKG. Note the script allows the specifying of the 'choices.xml' file when ran.

```
#!/bin/zsh
installer -applyChoiceChangesXML /usr/local/etc/TeamViewer/choices.xml -pkg "/usr/local/etc/TeamViewer/Install
TeamViewerHost.pkg" -target /
exit 0
```

Postflight

This script provides examples of configuring the TeamViewer Host. Two settings are configured, both of which may be set by selecting the Postflight Script, choosing Get Info and then Executable tab:

- Administration Rights: admin\_rights
- Password Strength: pass\_strength



Possible Values:

Environment Variable	Value	Outcome
admin_rights	0	Any user may change settings
	1 (Recommended)	Only administrators may change settings
pass_strength	3 (Recommended)	No password
	2	10 Character Password
	1	6 Character Password
	0	8 Character Password

Setting No Password for password strength, prevents anything other than FileWave from connecting to devices through TeamViewer Host.

Triggering a reinstall Fileset should set the above settings to match those in the Fileset.

Post-Uninstallation Script:

The 'mac\_teamviewer\_uninstaller.sh' script uninstalls TeamViewer if an association or deployment no longer exists.

Updates

The software should auto update to latest version. If you would like to download the latest installer though you can always get it from



<https://go.filewave.com/tvhost> and if you go to it on a macOS system then the PKG will download, and if you go to it on Windows the EXE will download.

✔ Don't forget to upgrade the full TeamViewer version on the Admin device.

## Related Content

- [TeamViewer macOS Mass Deployment Guide](#)
- [Latest TV Host \(Download from macOS or Windows to get that platform's installer\)](#)

# TeamViewer: Windows Client Setup

## What

FileWave's TeamViewer integration requires endpoint prerequisites on each supported platform. In future versions, we may embed some of these prerequisites, but at this time, we erred on the side of letting you control the elements. So, slightly more work but much greater control.

## When/Why

We'll need to meet prerequisites for Windows client devices for TeamViewer to work seamlessly. (Technically, the TeamViewer App can be run or installed by the customer, but pre-deploying makes the experience much more seamless and avoids issues with administrative rights, etc.) We'll need the following:

- FileWave server to be upgraded to at least 14.7 (14.6 is permitted but was a technical preview)
- FileWave client to be upgraded to at least 14.7 (14.6 is permitted but was a technical preview and unattended access won't be present)
- [TeamViewer Pre-Requisites](#) are met, ensuring that clients are set to allow remote control
- TeamViewer Full Application installed on computers running FileWave Central (Native) or Anywhere (Web)
- TeamViewer Host Application installed on devices to be controlled.

✓ The required TeamViewer Host installer is bundled in the below provided Fileset and pre-configuration by way of a 'tvopt' file

i The host version of TeamViewer does not provide the ability for users to control other devices.

## How

### FileWave Client

The most recent FileWave client is always included on the FileWave download pages, available here: [Downloads](#)

i Remember to always use the client updater Fileset to update clients. Do NOT push the FileWave client MSI to upgrade Windows clients.

### TeamViewer Full Application

The computer used to view/control devices will require the full version of TeamViewer and may be downloaded from the TeamViewer site:

- Windows: <https://www.teamviewer.com/en-us/download/windows/>
- macOS: <https://www.teamviewer.com/en-us/download/mac-os/>

### TeamViewer Client

The installer is actioned with scripts, inside the provided Fileset, configured to ensure the installation is silent, including:

- Disabling the prompt to configure Unattended Access
- Removing the desktop icon

i TeamViewer Host MSI download requires an account with TeamViewer. FileWave includes the MSI within the Fileset, but this should not be exported and redistributed. FileWave will aim to update the Fileset periodically to include newer versions of TeamViewer.

Choose an embedded TeamViewer Fileset:

Note that you only need one of the below, but we may offer several versions in case you need an older version.

[TeamViewer Host Windows 15.63.4 v2.fileset.zip](#)

If there is a need to update before FileWave has provided a newer version, the download of the latest version of TeamViewer Host is only available publicly as an EXE:

- [Windows TeamViewer Host 64bit](#)
- [FileWave Branded TV Host \(Click on a Windows system\)](#)

If downloading the EXE, a new Fileset should be created using the EXE to upgrade.

Access to the MSI is limited to those with accounts, but if access is available, download the latest MSI. After downloading the MSI, replace the current 'TeamViewer\_Host.msi' with the downloaded version, ensuring the name of the MSI installer matches.

- Rename download as: 'TeamViewer\_Host.msi'
- Double click current TeamViewer Fileset
- Expand: '/ProgramData/FileWave/Installers/TeamViewer'
- Replace MSI

⚠ Disassociation of the Fileset will uninstall TeamViewer Host with a pre-uninstallation script.

## Customization

The Fileset provided has an example 'tvopt' file, which will customize the installation if left as is. If no customization is desired, this file may be removed. Alternatively, it is possible to upload an alternate 'tvopt' file, preset as desired.

Example file 'example.custom.tvopt' highlighted in the image. Add a built file into the same directory called 'custom.tvopt' to override this; the 'example.custom.tvopt' may be left behind or removed.

Name	Size	ID	Access	User	Verification	Group
ProgramData		121	rwX-----	root		staff
FileWave		340846	rwXrwXr-X	root		admin
Installers		602052	rwXrwXr-X	root		admin
TeamViewer		665374	rwXrwXr-X	root		admin
example_customtvopt	10.6 kB	752782	rwXrwXr-X	root	Self Healing	admin
TeamViewer_Host.msi	30.4 MB	752778	rw-r--r--	root	Self Healing	wheel
var		1406	rwXr-Xr-X	root		wheel
scripts		1458	rwXrwXr-X	root		wheel
735737		752732	rwXrwXr-X	root		wheel
instal_tv_host.ps1	1,015 B	752825	rwXr--r--	root	Self Healing	wheel
uninstall_tv_host.ps1	179 B	752827	rwXr--r--	root	Self Healing	wheel

## Create Custom 'tvopt'

Follow the example instructions below to create a TeamViewer Host custom settings file for enforcement at the time of installation.

- ✓ The TeamViewer Host app can be customized and secured to:
  - \* Prevent users from connecting to their own devices remotely. Connections will only be possible via FileWave
  - \* Blocking users from editing the settings by protecting them with a password.

For example, to secure the TeamViewer Host app and export its settings:

1. Install the TeamViewer Host component on a test device.
2. Launch it from the TeamViewer icon in the system tray, edit the settings and set the following options:
  - Security > Random password (for spontaneous access) > Password strength=Disabled (no random password)
  - Advanced > TeamViewer options > Changes require administrative rights on this computer
    - Set Options/Confirm password fields
3. Click the Export button at the bottom of the Advanced options sections on the right. Save it as 'custom.tvopt'.
  - Check Export user-specific settings as default for all users

4. Drag the 'custom.tvopt' file into the Fileset within the same directory as the current example file and installer MSI
5. Test before deploying en masse

TeamViewer also provides guidance here on mass deployment that may be

helpful: <https://community.teamviewer.com/English/kb/articles/39639-mass-deployment-on-windows>

# TeamViewer: Android EMM Client Setup

## What

FileWave's TeamViewer integration requires endpoint prerequisites on each supported platform. In future versions, we may embed some of these prerequisites, but at this time, we erred on the side of letting you control the elements. So, slightly more work but much greater control.

## When/Why

TeamViewer's full application for Windows can be found here: <https://www.teamviewer.com/en-us/download/windows/>. For macOS, here: <https://www.teamviewer.com/en-us/download/mac-os/>. You will need to run that on the device that runs the FileWave Administrator console or WebAdmin. For your clients, the below steps discuss the deployment.

We'll need to meet prerequisites for Android client devices for TeamViewer to work seamlessly. We'll need the FileWave companion app to be upgraded to at least 14.7, and we'll want to deploy the TeamViewer QuickSupport and add-on applications as well.

Component	Install?	Notes
Android EMM Companion App (FW Client App)	* Yes	Auto-deployed
TeamViewer QuickSupport App (Google Play Store)	* Yes	<a href="#">Details</a> , which can be deployed as a FileWave Fileset: <a href="#">Play Store App - TeamViewer QuickSupport.fileset.zip</a>
TeamViewer Add-On (Google Play Store)	* Yes	The add-on is required for device control (typing, screen clicks, etc)...and is specific to each type of Android device, reference the article linked to from the How section below for specifics about best practices for deployment

**1** FW Client App must be able to both resolve the server DNS name and reach the server since communication from this App is direct to the server, not via Google. Without this communication, the version of FW Client will not be updated on the server and the option to 'Open Remote Session' will be greyed out.

## How

There are two elements we need to deploy to support TeamViewer on Android EMM devices:

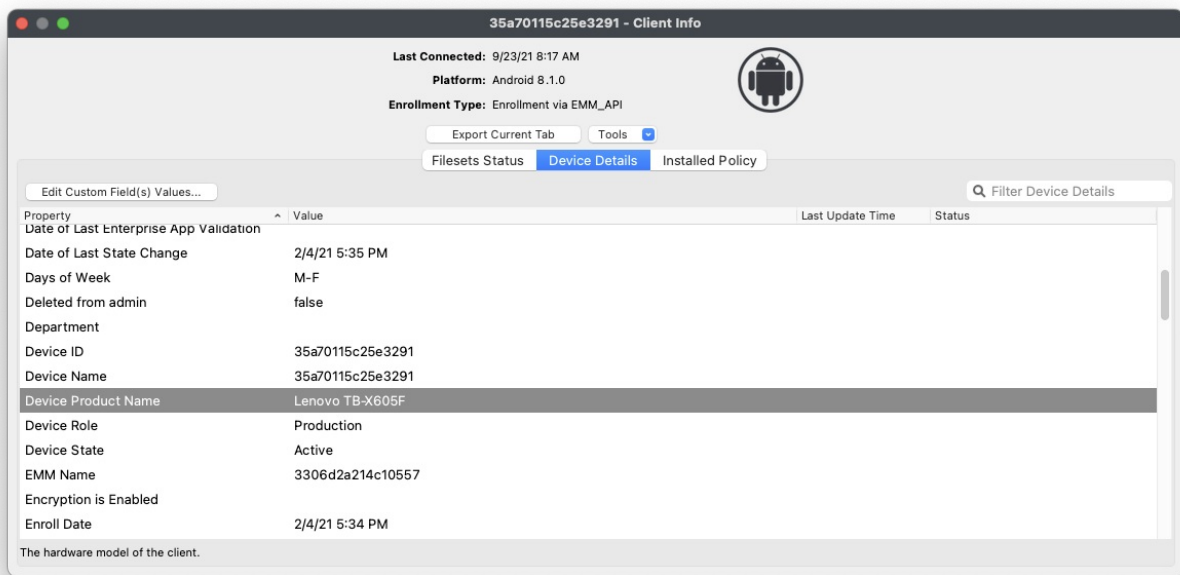
- The TeamViewer QuickSupport App, which provides basic TeamViewer viewing capabilities, and
- The TeamViewer QuickSupport Add-On tool, which provides the ability to control the endpoint's cursor and keyboard

To keep the distribution simple and elegant, we'll probably want to build a structure that looks something this:

▼	TeamViewer: Android	33946
▶	Lenovo Tab 10	33949
	Lenovo Tab M8	33954

**1** Note that you could also publish all of the apps needed to the Play Store Kiosk on the devices as well, but we feel that would be pretty cluttered for the users of the devices, albeit simpler for the FileWave admin.

In our structure, the top-level group is just a manual group, and we will assign the Fileset (Payload) for the TeamViewer QuickSupport app here. Below that top-level group we'll create groups for each type of Android device we have. The add-on is device-specific, therefore we will create a smart group for each device type based on the Device Product Name field.



In the case of the Lenovo M10 tablet, the product name is "Lenovo TB-X605F", so we created a Smart Group based on Device Product Name matching that exact name. Because this group is a smart group all M10 tablets will automatically be included and, therefore will have the QuickSupport app assigned from the group above, which addresses our first pre-requisite.

**i** Remember, you can duplicate a smart group by right-clicking and choosing "Duplicate"...this makes it much simpler to add multiple similar smart groups.

Now, for the Add-On installation...it is a bit more complicated because we don't know which add-on fits our device best. In this case, it is best just to cheat and let the TeamViewer QuickSupport app recommend the add-on to install on a sample device. In our case, it recommends an add-on for the x705F, found here: [https://play.google.com/store/apps/details?id=com.teamviewer.quicksupport.addon.lenovo\\_tb\\_x705f](https://play.google.com/store/apps/details?id=com.teamviewer.quicksupport.addon.lenovo_tb_x705f)

So, we'll now create a Fileset for that app. and assign it to the appropriate smart group. Then, rinse and repeat for each device type, which hopefully won't be too many.

**i** There is also a Universal Add-On available, but at least in our testing, the device-specific add-ons worked best.

**i** On initial setup, the option for starting a remote control session for an Android can be delayed to allow synchronization between FileWave/Google. This is only at the setup of the device though and should complete within 15-30 minutes maximum.