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

To control devices, will require a macOS or Windows device running the full version of TeamViewer:

- Windows TeamViewer Full Installer
- macOS TeamViewer Full Installer

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

🗑	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
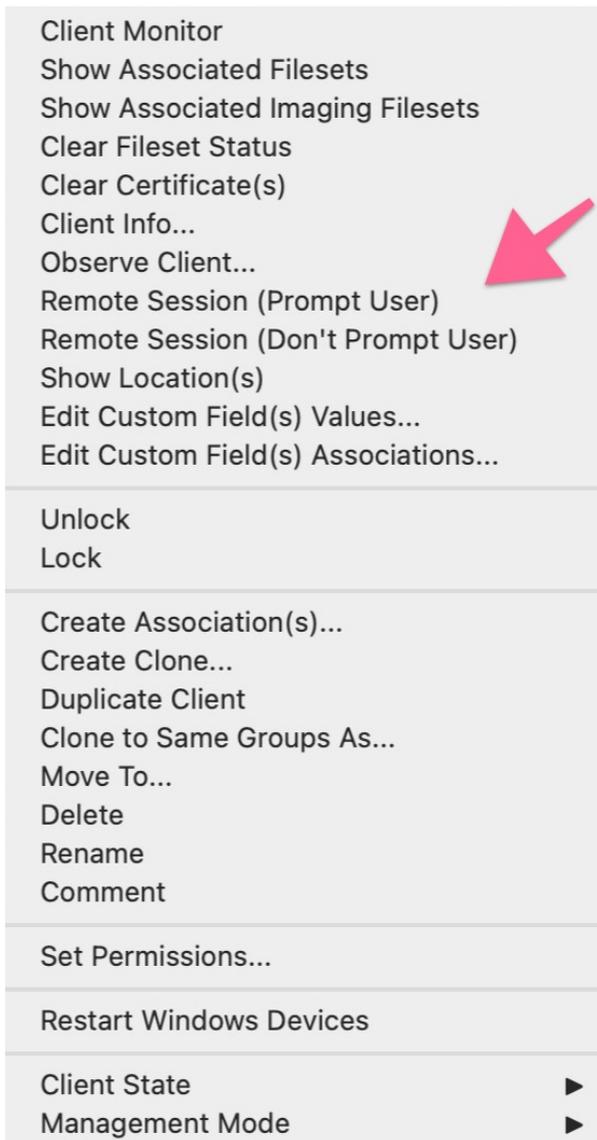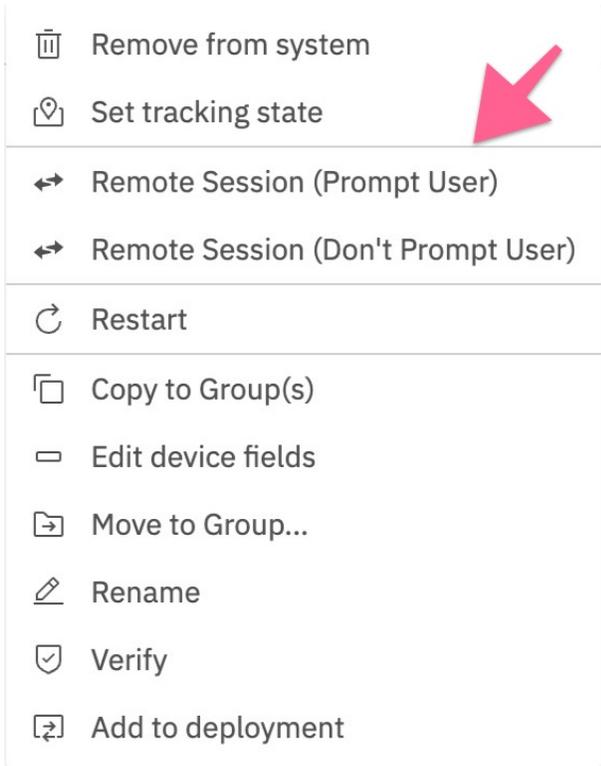
Computer Client Preferences

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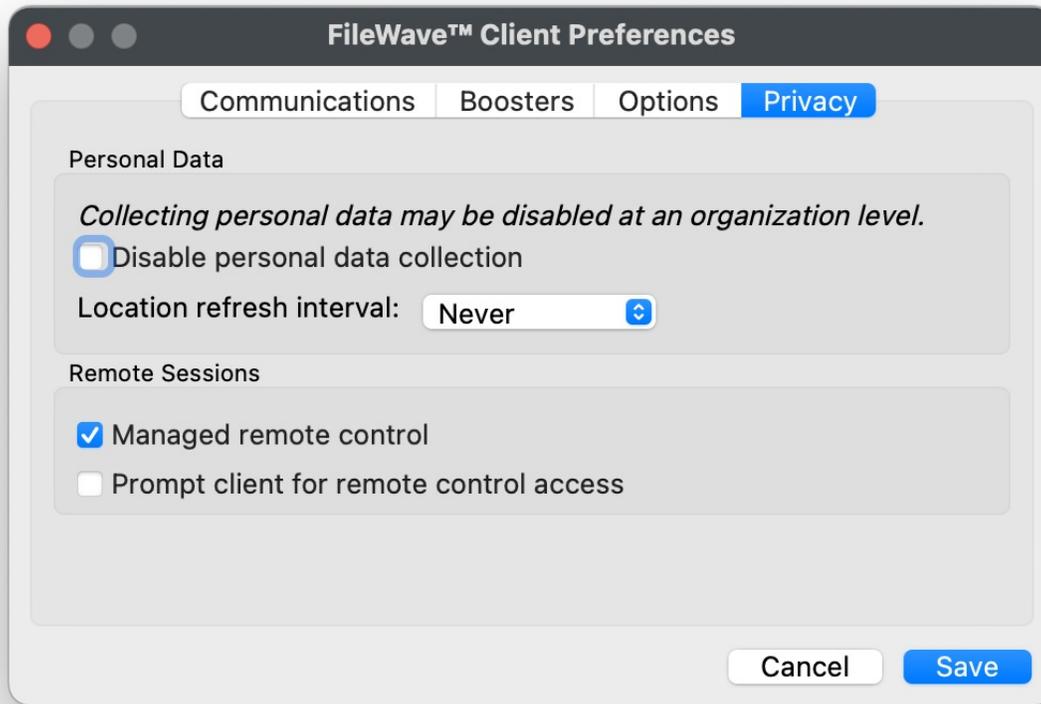
The first option will allow/deny any connection via TeamViewer. The second option will be considered when the first option is enabled.

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 fwpn.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 tot he Foundry make sure to "Login via SSO")