

TeamViewer: iOS/iPadOS 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 iOS/iPadOS mobile devices for TeamViewer to work seamlessly. We'll need the new FileWave Kiosk IPA* deployed, and we'll probably want to push out the TeamViewer QuickSupport application as well. (Technically, the TeamViewer QS App can be run or installed by the customer, but pre-deploying makes the experience much more seamless and avoids issues with licenses, etc.) The FileWave server must be at least 14.7 for full functionality.

Note: Many of you probably currently only employ the Web Clip version of the Kiosk, but TeamViewer will only work with the IPA version of the kiosk because we must have an application on the device that can receive a push notification. The IPA can be downloaded from the main FileWave download page.

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.

The most recent FileWave Kiosk IPA is included on the FileWave download pages, which you can find here: [Downloads](#)

The TeamViewer QuickSupport app can be found in the iTunes app store [here](#), and of course, you'll want to buy licenses (a free app) through your ASM or ABM portal before attempting to distribute.

Both of the above can be pushed like any normal Apple MDM Fileset/Payload in the native or web administrator consoles.

Note: Although the deployment of these apps is simple, and you'll probably eventually want to deploy both to all devices, it is ALWAYS best practice to test on a smaller set of devices initially before you deploy en masse.

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