


TeamViewer: Licensing Overview


What

The use of TeamViewer within FileWave is limited by the permissions of the particular administrator, and by the number of available TeamViewer licenses within the account.



When/Why

A FileWave Administrator must have an assigned TV license to activate Remote Client sessions. Each license is assigned 6 months at a time.

 Licenses must be associated to single Administrators and not groups. Name of Administrator must match exactly (Case sensitive). Details may be found in our assignment page on this topic: [TeamViewer: Assigning Licenses](#)


 Any Directory User may be granted a licence. To quickly discover the username of a directory Admin, log into FileWave as that user and use the 'Show Current Online Administrators' Assistant. Username is one of the visible columns.

2 of 2 active sessions.

Username	Full Name	Email Address	Phone Number
 fwadmin	fwadmin	demo@filewave.com	
 Sean	Sean		

Example

Consider a setup with 2 licenses.

 Assign a license to bsmith. One month later another assign the other license to pparker.

At this point in time, in another 5 months the license granted to bsmith may be assigned to a different FileWave Administrator, but 6 months must pass before the license granted to pparker may be re-assigned

Given this, be very careful with license assignments. Each customer will have at least 1 TeamViewer license to work with. Additional licenses are available for purchase for additional admins.

How

To actually assign a TeamViewer license to an admin, you'll use the Native Administrator → Assistants → Manage Administrators menu. You can also see how many licenses you have in that same settings area. Specific instructions for license assignment can be found [here](#).