

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. Details may be found in our assignment page on this topic: [TeamViewer: Assigning Licenses](#)

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](#).

🔄Revision #8

★Created 11 May 2023 19:39:00 by Josh Levitsky

✍Updated 16 October 2024 18:07:54 by Scott Rouse