

SETUP GUIDE

# TeamViewer Tensor™ Remote Work Solution

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## Manual Group and Device Assignment



TeamViewer Tensor provides a secure, easy-to-use remote work infrastructure, so your teams can access company resources like desktop computers, mobile devices, server systems and applications, or intranet sites from home or on the go.

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## I. Get Started

### STEP 1 Activate your license.

Check your email for your TeamViewer Tensor™ order confirmation.

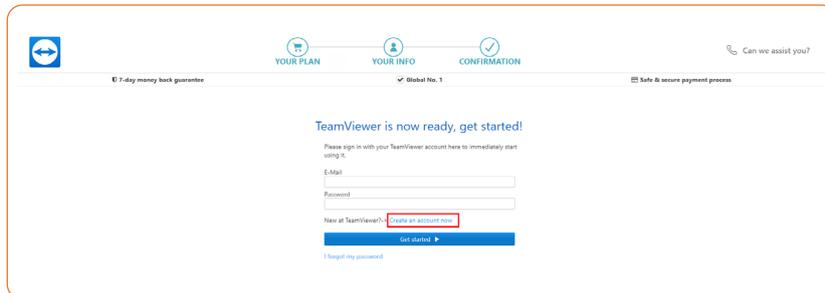
**1.1** Open the email and click “Get me started”.

**1.2** Activate your license on your TeamViewer account. You will be redirected to the account sign-in page:

**A** If you have an existing TeamViewer account: Click “Get started with your existing TeamViewer account” and go to Step 2.

**B** If you don't have a TeamViewer account yet:

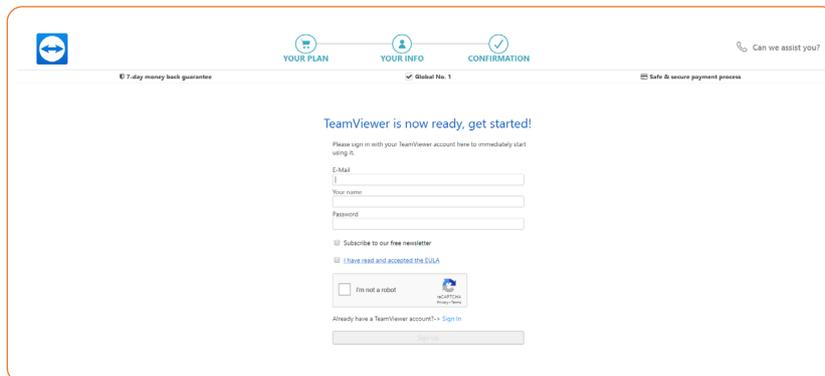
**B1:** Click **Create an account now**.



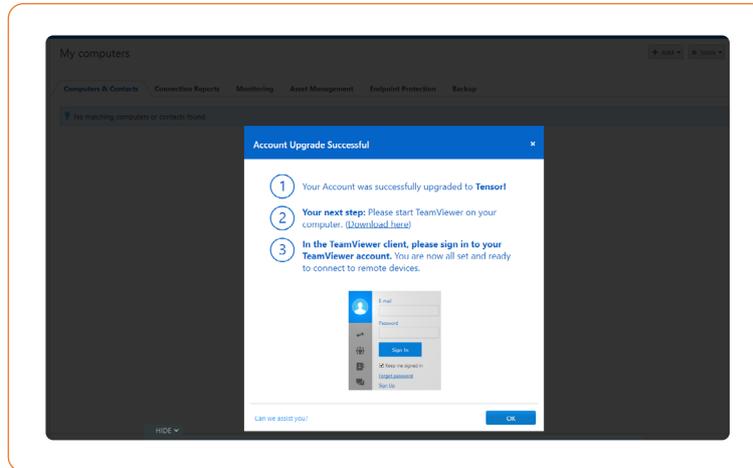
**B2:** Enter your email address, your name, and create a password.

Read and accept the EULA and mark the captcha box.

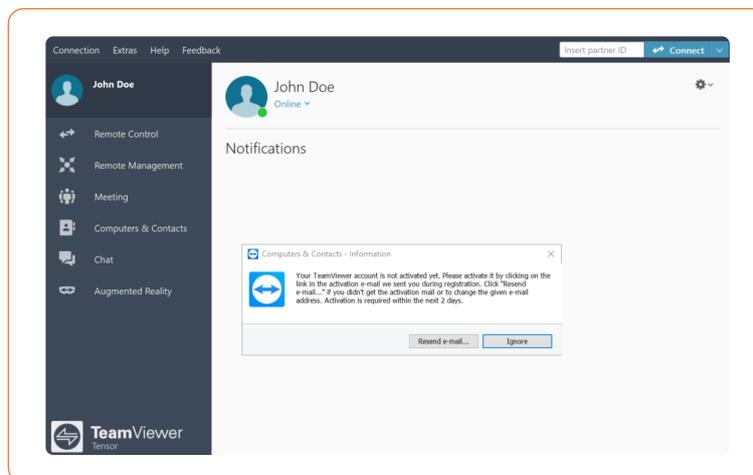
Click **Sign up**



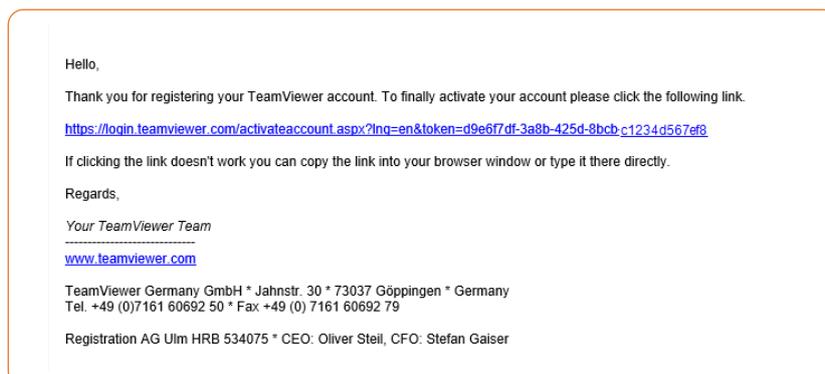
You will be redirected to the Management Console and see the confirmation screen.



**B3:** Sign in to your TeamViewer client with your account credentials. A pop-up informs you that a confirmation email has been sent to you.

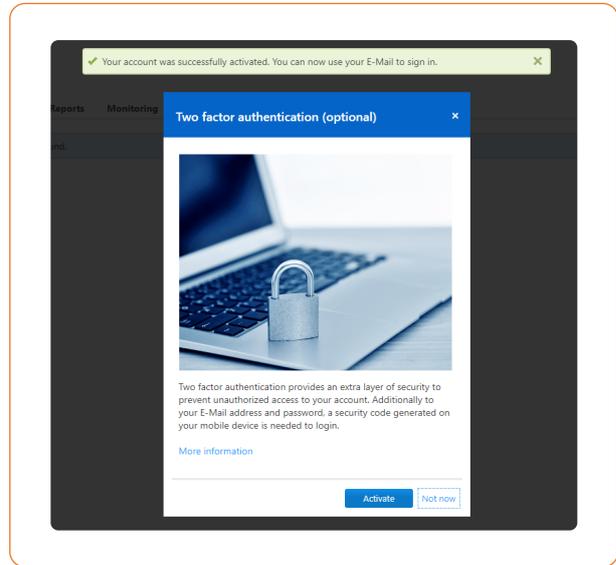


**B4:** Check the inbox of your email client and click the link in the email.



**B5:** You will be redirected to the Management Console with the following screen confirming your successful license activation.

**B6 (OPTIONAL):** Follow the instructions for two-factor authentication in our Knowledge Base article "[Two factor authentication - Activation and Deactivation](#)" to complete the activation of your TeamViewer license. If you want to skip this step, click "Not Now".



## STEP 2 Create your company profile and a Master Account in the Management Console.

**2.1** Create a company profile by following the instructions in the section [Create your company profile](#).

**2.2** Once your company profile is created, we highly recommend creating a Master Account, which will serve as a generic administrative account.

Why create a Master Account?

- ⊕ Your company's primary administrator(s) of TeamViewer will know the account credentials.
- ⊕ This account will be used for all future configuration steps, so administrative control and ownership are not tied to one specific person.
- ⊕ TeamViewer administration won't be disrupted, even if the original administrator leaves that role.

For more details, follow the steps in our Knowledge Base article [Using a Master Account for the TeamViewer Management Console](#).

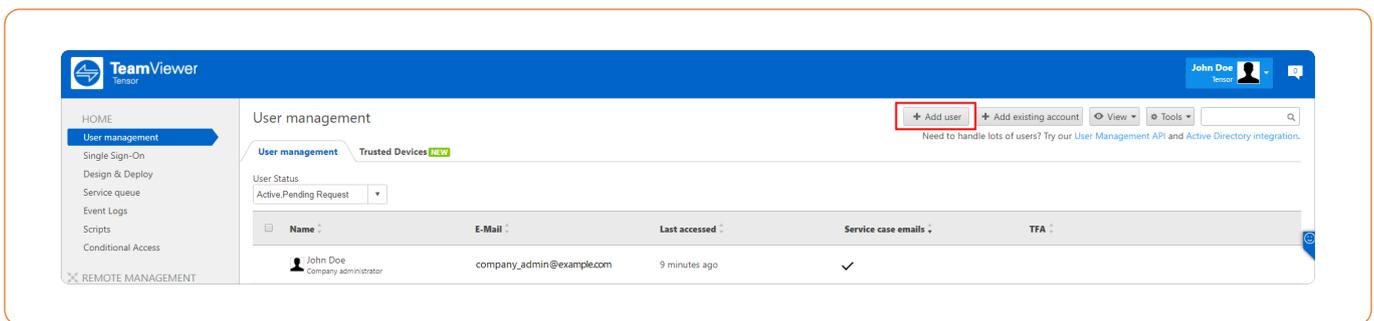
### Please note:

- ⊕ Make sure you do not create a Master Account with an e-mail distribution list (e.g., **all@example.com**), but with a specific e-mail address.
- ⊕ The created account must have a valid email address that can receive the account activation email (i.e., either a mailbox or an email distribution list you have access to).
- ⊕ We recommend using a non-personal email address for the Master Account.
- ⊕ We highly recommend protecting your TeamViewer account with two-factor authentication. For details, please refer to our Knowledge Base article [Two-Factor Authentication - Activation and Deactivation](#).

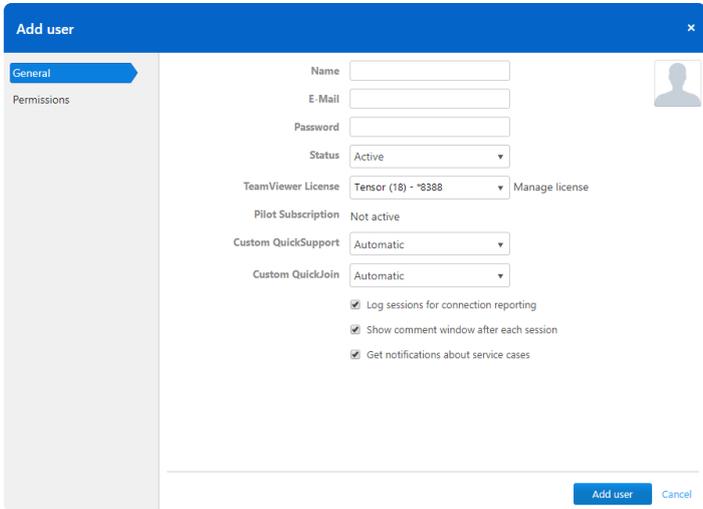
**STEP 3 Create users.**

Under “User management” in the left navigation panel of the Management Console, click “Add user” to add people to your company profile that need to access their company devices remotely, along with every person that needs to be set up for remote work.

Follow the detailed steps in our Knowledge Base article [All about the TeamViewer company profile](#).


**Please note:**

- ⌚ All users will receive a confirmation email for account activation.
- ⌚ Users will have to log in in order to activate their account and set a password. TeamViewer Tensor allows the use of single sign-on (SSO). Please visit "[Single Sign-On \(SSO\)](#)" for more information.

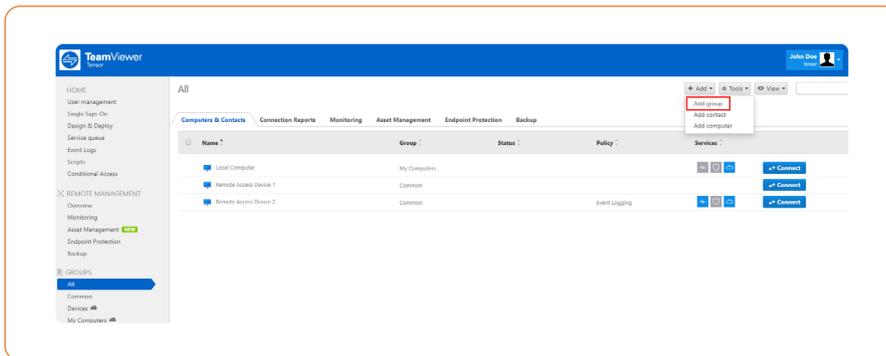

**With TeamViewer, you may want to use the following options down the road:**

- ⌚ Local Active Directory using TeamViewer Active Directory (AD) Connection is described in our Knowledge Base article [Active Directory Connector \(AD Connector\)](#).
- ⌚ Azure AD provisioning is described in [SCIM Configuration for Azure Active Directory](#).
- ⌚ You can download the tool for bulk import via PowerShell from our TeamViewer website.
- ⌚ Activate SSO by following the instructions in our Knowledge Base article [Single Sign-On \(SSO\)](#).

#### STEP 4 Create a group for your new devices.

In the [Management Console](#), click “All” in the left navigation panel.

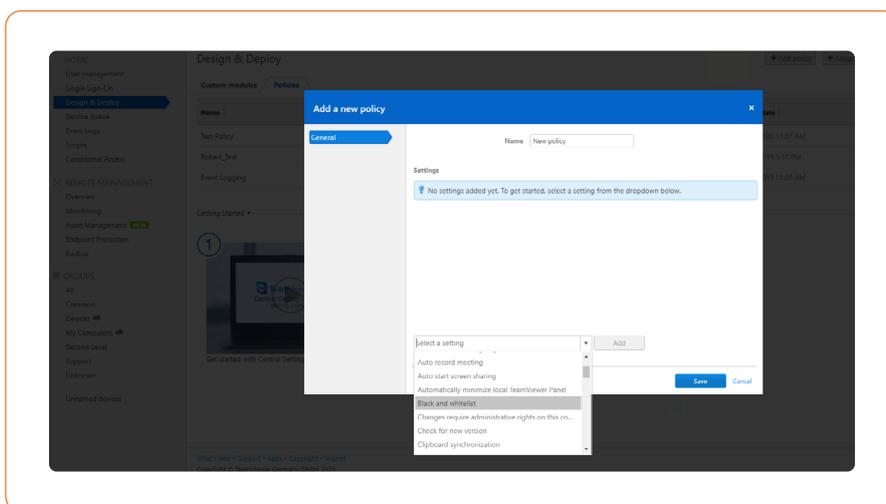
Click “Add group” to create a group for your new devices. Later, the group for each company device will need to be shared with your remote workers.



#### STEP 5 Add a new settings policy.

The settings policy facilitates the management of your installed TeamViewer clients. You can centrally enforce settings and options for them.

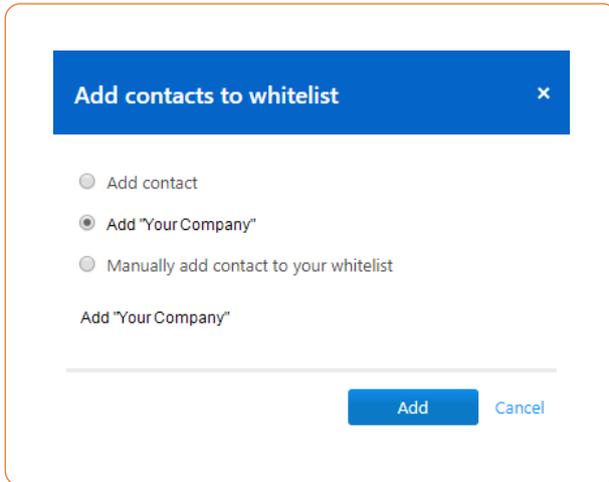
In the [Management Console](#), click “Design & Deploy” in the left navigation panel and then click “Add policy”.



Follow the detailed steps in our Knowledge Base article [How to add a new settings policy](#).

### Recommended policies for this scenario:

- ✓ **Blacklisting and whitelisting:** Add your entire organization. Click the option “Allow access only for the following partners” and then “Add”. In the following dialog, select the option with your company name.



With this option, all members of “Your Company” will be whitelisted.

**Note:** All connection attempts from others will be blocked, even if they know the TeamViewer ID and the password of the target computer.

- ✓ **Access control (incoming connections):** Select “Full access”. We recommend to use the following custom settings:

Connect and view my screen	Allowed ●
Control this computer	Allowed ●
Transfer files	“Denied” (recommended) ●
Establish a VPN connection to this computer	“Denied” (recommended) ●
Lock the local keyboard and mouse	Choose your preferred option ●
Control the local TeamViewer Allowed	Choose your preferred option ●
File transfer using the file box	“Denied” (recommended) ●
Print on remote printer	“Denied” (recommended) ●
Change sides allowed	“Denied” (recommended) ●
Execute scripts	“Denied” (recommended) ●

- ✓ **Start TeamViewer with Windows:** Select “Enabled”.
- ✓ **Disable TeamViewer shutdown:** If activated, TeamViewer cannot be shut down. This is useful, for example, if the administrator wants to guarantee the continuous availability of a computer.
- ✓ **Prevent removing account assignment:** Account assignment of the remote machine cannot be changed. The only way to remove the account assignment is to disable the policy.

### Recommended policies:

- ✓ **Password strength:** Select "Disabled (no random password)". Easy access will be granted to your remote workers instead.
- ✓ **Report connections to this device:** If activated, connections to this device will be reported and can be viewed in the TeamViewer Management Console. For more information, see the manual for Management Console, section 7.2 "Device reports", page 56.
- ✓ **Changes require administrative rights on this computer:** TeamViewer options can only be changed by Windows user accounts with administrative rights.

### Please note:

- ☞ We recommend enforcing all policies.
- ☞ Enforced policies can only be changed in the Management Console.

## II. Deployment on Company Devices

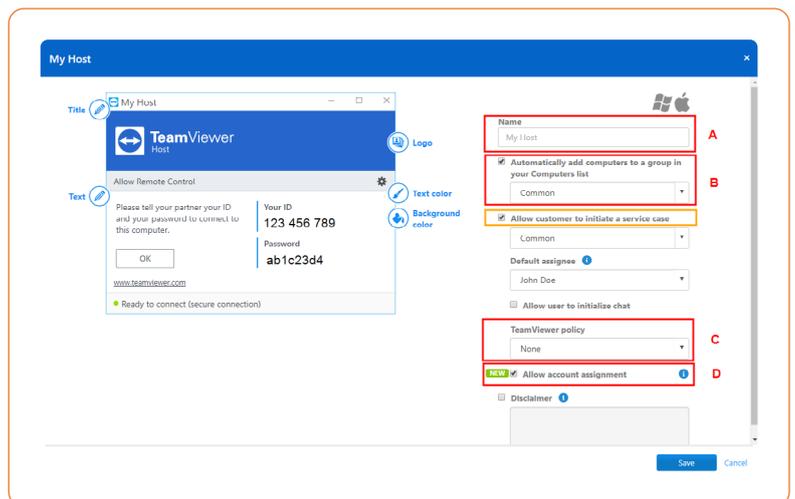
### STEP 1 Create a deployment package for your TeamViewer Hosts.

**1.1** In the [Management Console](#), click "Design & Deploy" in the left navigation panel and then click "Custom module". Select the option "Host" in the drop-down menu.

**1.2** Check or uncheck "Allow customer to initiate a service case" depending on if you want to allow customers to create service cases. Visit [Improve support in teams with the Service Queue](#) for more information about this feature.

**1.3** Use the editing options on the left side to customize your Host. On the right side:

- A:** Enter a name.
- B:** Select the group you created in Step 4.
- C:** Select the policy you created in Step 5.
- D:** Activate "Allow account assignment".



**Note:** By assigning a device to your Master Account, the device can be remotely managed and monitored by the Master Account at any time. The assignment is mandatory if you want to apply policies.

**1.4** Click "Save".

**STEP 2** Deploy your TeamViewer Hosts.**IMPORTANT**

Before you start any deployment, make sure to check your company firewall configuration:

**1. Firewall configurations for ports:**④ TCP/UDP PORT 5938:

For performance reasons, we recommend opening the TCP/UDP port 5938 (outgoing). On networks that allow UDP protocols, TeamViewer attempts to get a peer-to-peer connection (will be tried with `udp.teamviewer.com`). TeamViewer prefers making outbound TCP and UDP connections over port 5938 – this is the primary port used for the best performance possible.

④ TCP PORT 443:

If TeamViewer can't connect over port 5938, it will next try to connect over TCP port 443.

**Note:** Port 443 is also used by our custom modules which are created in the Management Console. If you're deploying a custom module (e.g., through group policy), then you need to ensure that port 443 is open on the computers to which you are deploying. Port 443 is also used for a few other things, including TeamViewer update checks.

④ TCP PORT 80:

If TeamViewer cannot connect over port 5938 or 443, it will try using TCP port 80. The connection speed over this port is slower and less reliable than ports 5938 or 443 due to the additional overhead used. There is no automatic reconnection if the connection is temporarily lost. Therefore, port 80 is only used as a last resort.

**2. Firewall configuration for URLs:**

Allow these TeamViewer processes for antivirus purposes:

- ④ TeamViewer.exe
- ④ TeamViewer\_Desktop.exe
- ④ TeamViewer\_Service.exe

Allow the following URLs on proxy/firewall level:

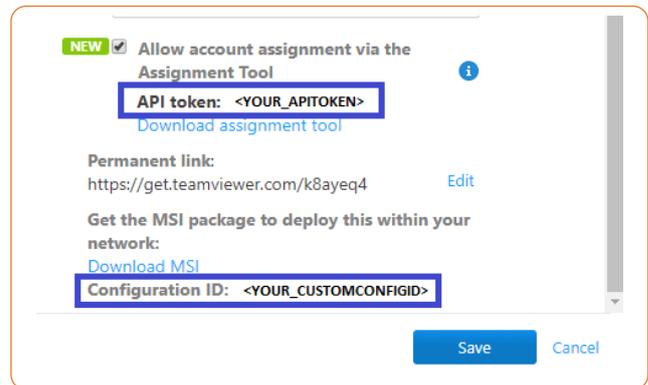
- ④ \*.teamviewer.com

The deployment of your Hosts on your remote workers' computers depends on the deployment method you use. We recommend referring to the Knowledge Base article [Mass deployment improvements](#) for more information.

In order to install and mass deploy TeamViewer on all your corporate devices without requiring user interaction, use the following command from within your script (see *Example code below*), directly from command line or in your deployment solution.

Before you begin, you'll need the following information:

- ➔ **API token:** You can retrieve the API token under the host created (see Step 7.1).
- ➔ **Custom configuration ID:** You can retrieve the custom configuration ID under the host created (see Step 7.1).
- ➔ **Group ID:** Select the group where the device should show up and select the group ID in the URL g/123456789. Don't forget to remove the / in your command line.



#### Example code:

Deployment using the Windows MSI installer via command line (value names in red are the values you need to enter):

```
start /wait MSIEXEC.EXE /I "MSIPATH" /qn CUSTOMCONFIGID=ConfigId DESKTOPSHORTCUTS=0
choice /C X /T 30 /D X > nul
"C:\Program Files (x86)\TeamViewer\TeamViewer.exe" assign --api-token=YourToken --grant-easy-access --alias
%COMPUTERNAME% --group-id gXXXXXXXXX --reassign --proxy ProxyUrl
```

#### Please note:

- The option "--grant-easy-access" must be included so that no password is required on the remote machine when connecting to it.
- You can import TeamViewer options or settings during the installation process. For more information please see the section "[Apply TeamViewer options \(recommended\)](#)" in our Knowledge Base.

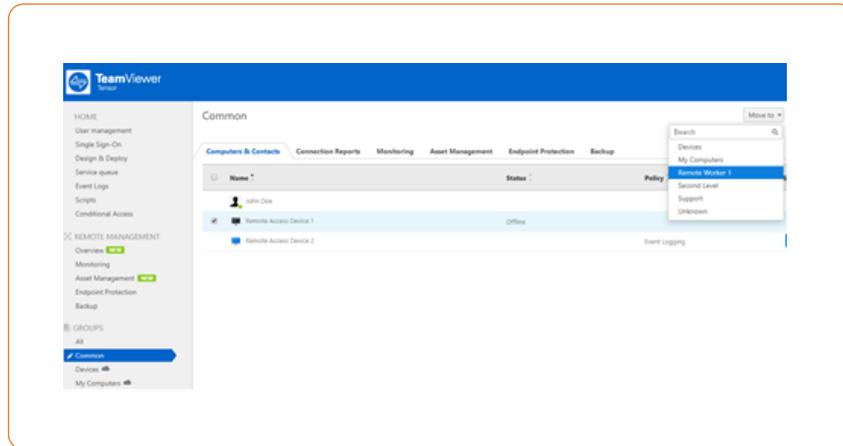
### III. How to share the TeamViewer ID to specific users

#### **STEP 1** Create a separate group for every user that you want to set up as remote worker.

This group will be used to share access to their devices.

#### **STEP 2** Move the users' computers into their corresponding group.

Move each device from the "New devices" group into the corresponding group that you have created in Step 4 for the remote workers (e.g., move John@yourcompany.com to the group John's devices).



### STEP 3 Share the groups.

Share the groups with the appropriate person who should have access to the group where the computer is located.

**3.1:** Click "Share" in the group options.

**3.2:** Share the group with "Read-only" permissions, as remote workers do not need to change anything by themselves. Visit the Knowledge Base article [Sharing groups](#) for more information about group sharing.

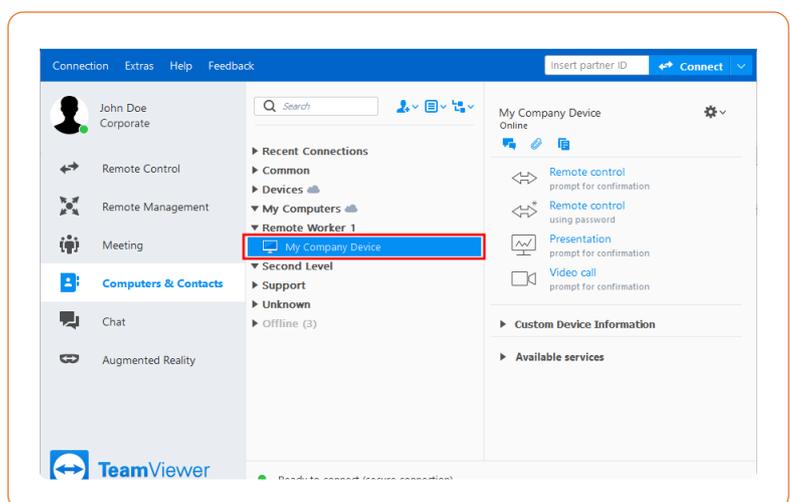
### STEP 4 Connecting your remote workers.

**Note:** Please see our User Quickstart Guide "How to Use TeamViewer to Access Your Company Device from home" for detailed instructions.

**4.1:** Ask your remote workers to [download and install TeamViewer](#) on their computers.

**4.2:** After they log in their TeamViewer accounts, they will find their company computer in the Computers & Contacts list.

**4.3:** With a double-click on their company device they are connected to their remote computer.



## IV. Questions or issues

If you have any question, please do not hesitate to create a ticket or to call TeamViewer Help desk. We speak your language!

### France

Monday to Friday from 08:30 to 18:00 (GMT): 09 75 18 01 38

### Spain

Monday to Friday from 08:30 to 18:00 (GMT): 09 14 19 77 50

### Italy

Monday to Friday from 08:30 to 18:00 (GMT): 05 1376 3017

### United Kingdom

Monday to Friday from 07:00 to 17:00 (GMT): 020 8099 7265

### USA

Monday to Friday 8:00 AM to 8:00 PM (EDT): 1 800 638 0253

### Further countries:

[www.teamviewer.com/en/support/contact/](http://www.teamviewer.com/en/support/contact/)

## Online resources

Visit the following pages to learn more about the functions and possibilities provided by TeamViewer Tensor:

- [TeamViewer Community](#)
- [TeamViewer Knowledge Base](#)
- [TeamViewer for developersvvvv](#)

**Note:** Some options might be blocked by your IT.

**TeamViewer**  
Tensor

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