TeamViewer Remote Management User Guide

TeamViewer Monitoring & Asset Management
TeamViewer Endpoint Protection
TeamViewer Backup
TeamViewer Web Monitoring

August 2020
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1. General

1.1 About the User Guide

This user guide describes how to work with the Remote Management tool from TeamViewer. Unless stated otherwise, the functionalities described always refer to the TeamViewer full version for Microsoft Windows. Mac OS, iPhone, and iPad are trademarks of Apple Inc. Linux® is a registered trademark of Linus Torvalds in the US and other countries. Android is a trademark of Google Inc. Windows and Microsoft are registered trademarks of Microsoft Corporation in the US and other countries. For simplification purposes, this manual refers to the operating systems Microsoft® Windows® XP, Microsoft® Windows® Vista, Microsoft® Windows® 7, Microsoft® Windows® 8 and Microsoft® Windows® 10 simply as “Windows.” For a list of all supported operating systems, visit our website or our Community page to learn more.

1.2 About TeamViewer Remote Management

TeamViewer Remote Management is a professional and efficient IT management platform integrated into a secure remote desktop access tool, completely tailored to your company's needs. The platform is designed to protect and remotely monitor devices, to keep track of IT assets, and/or to store the data in a secure cloud backup. In order to achieve these goals, TeamViewer Remote Management offers the following services, available on the TeamViewer Management Console and on the TeamViewer client:

**TeamViewer Monitoring & Asset Management**
- TeamViewer Endpoint Protection
- TeamViewer Backup
- TeamViewer Web Monitoring

With TeamViewer Remote Management, you will maintain a clear overview of all the important information and functions of your system and IT infrastructure.

1. With **TeamViewer Monitoring & Asset Management**, you can proactively monitor your devices, and set up individual checks to receive notifications on, for example, disk health, antivirus software, online status, RAM use, and running processes on a computer. The integrated Asset Management feature also lets you track your deployed assets and create IT inventory reports for your network. Manage all your devices conveniently via the TeamViewer Management Console or your TeamViewer Client and receive direct e-mail alerts.
2. With **TeamViewer Endpoint Protection**, you can keep your computers clean and safe. Endpoint Protection safeguards your devices against threats such as viruses, Trojans, rootkits, and spyware, 24/7 - no matter if on- or offline. Endpoint Protection scans your devices on a regular basis, discovers potential threats early, and protects your devices reliably. Discovered malware is terminated immediately and can later be completely deleted. With the TeamViewer Management Console, you can manage all threats and scans at a glance – anytime, anywhere.

3. With **TeamViewer Backup**, you can store your data in the cloud under the highest security standards, and backed up files can be remotely restored from anywhere, at any time. Protect your important files by backing up the complete file system, common file formats, or specific files and folders regularly. Restore files and thus avoid potential data loss. With the TeamViewer Management Console, you have access to each backup of any of your devices at any time.

4. With **TeamViewer Web Monitoring**, you can check the availability and response times of your website. Our globally distributed servers will check your website regularly and will inform you if your page is down or is taking too long to respond. Get insight into the load times of your page, and immediately see which elements on your website cause a higher load, so you can optimize your end user experience. You can also script crucial transactions on your website and run them automatically on a regular basis, and be alerted if a transaction fails to understand if your web shop is running smoothly or your customer login is working properly.
2. Requirements

These are the requirements that must be met in order to use all the functions of TeamViewer Remote Management.

**Note:** You can also try TeamViewer Remote Management free for 14 days, with no license or obligation to subscribe.

2.1 Licensing

TeamViewer Remote Management is an add-on to the TeamViewer remote control product, but it is not included in the TeamViewer license model. This means that:

1. Remote Management is not part of the TeamViewer Corporate, Premium, or Business license.
2. Remote Management can be used even without a TeamViewer Corporate, Premium, or Business license.
3. You’ll need a TeamViewer Remote Management license in order to use all the functions of Remote Management.

TeamViewer Remote Management services are available as a monthly or an annual subscription. Under the Remote Management license model, you purchase a so-called "endpoint" for each computer you want to use Remote Management on. The Backup license counts the storage volume. The Web Monitoring license is based on packages that include variables such as types and number of monitors, check frequency and the number of locations you want your monitors to run from.

**Note:** You will need separate endpoints for the TeamViewer Remote Management services: Monitoring & Asset Management and Endpoint Protection. The different endpoints can be used independently of one another.

For example:

1. If you want to protect five (5) computers with TeamViewer Endpoint Protection, you’ll need a TeamViewer Endpoint Protection license with 5 endpoints.
2. If you want to monitor ten (10) computers with TeamViewer Monitoring & Asset Management, you will need a TeamViewer Monitoring & Asset Management license with 10 endpoints.
3. If you want to backup twenty (20) computers with TeamViewer Backup, you will need a TeamViewer Backup license with the necessary storage volume. TeamViewer Backup can be installed on unlimited devices.
4. If you want to have 20 basic and 10 advanced monitors with 5 and 20 minutes check frequency respectively, from 3 out of 30 locations maximum, then you need to buy a custom package, but if you only want to have 50 basic monitors, you can purchase a Basic package.

For more information about the Remote Management license model, visit our TeamViewer Remote Management shop.

2.2 License Activation

You need a TeamViewer Remote Management license in order to use all the functions of the TeamViewer Remote Management services.

After you purchase a TeamViewer Remote Management license, you’ll receive a confirmation e-mail. Click on the activation link in the e-mail in order to activate the license for your TeamViewer account.

Once you have activated the license, it will automatically be linked to your TeamViewer account and will be ready for immediate use.

Image: Remote Management license activation.
2.3 System Requirements

To configure and manage TeamViewer Remote Management services, you will need the TeamViewer Management Console.

The TeamViewer Management Console is browser-based and is therefore independent of the operating system.

To activate and to view alerts, you can use the TeamViewer full version with the following operating systems:

1. Windows

To view alerts only you can install the TeamViewer remote control application on:

   1. Android
   2. iOS

2.3.1 TeamViewer Monitoring & Asset Management

To use Monitoring, one of the following operating systems must be running on the devices (endpoints) you wish to monitor:

Windows

3. The antivirus software check is not available for server operating systems.
   o Windows Security Center (WSC) is not active on Windows Service OS.
4. TeamViewer 11 full version of Host (or newer) must be installed.

macOS

1. macOS Sierra, High Sierra, Mojave, or newer.
2. TeamViewer 14 full version of Host (v14.2.2558 and newer)
   a. TeamViewer needs to start with the system startup

   **Linux**
   1. Debian 9 or newer
   2. GRML, Kali Linux, Purism, Pure OS, Tails, Ubuntu and other .deb distributions.
   3. TeamViewer 14 full version of Host (14.1.9025 and newer).
      a. Account needs to be assigned before activation.

To use Asset Management (which includes Patch Management), one of the following operating systems must be running on the devices (endpoints) you wish to monitor:

- Works with the latest version of TeamViewer 14 (14.5.1691) and newer.
- Only compatible with these Windows Operating systems
  - Windows 7 SP1/8.0/8.1/10
  - Windows Server 2008R2/2012/2019

2.3.2 TeamViewer Endpoint Protection

To use Endpoint Protection, one of the following operating systems must be running on the devices (endpoints) you wish to protect:

3. TeamViewer 11 full version or Host (or newer) must be installed.

2.3.3 TeamViewer Backup

To use Backup, you should make sure that one of the following operating systems is running on the device(s) you wish to backup using TeamViewer Backup:

1. Windows 10 / 8.1 / 8 / 7 SP1 and later.
3. TeamViewer 11 full version or Host (or newer) must be installed.

3. Get Started

You can use the TeamViewer Management Console to configure all Remote Management services. To do this, open the TeamViewer Management Console at [https://login.teamviewer.com](https://login.teamviewer.com) and log in with your TeamViewer account. All other steps for configuring TeamViewer Remote Management are described below.

**Note:** Depending on user permissions, TeamViewer accounts set up under a company profile can also use the functions described below.
3.1 Activation

All computers that users want to use TeamViewer Remote Management on are called “endpoints.” The TeamViewer Remote Management service must be activated and configured on each endpoint. The license can be activated using bulk activation or on each endpoint separately.

After activating Monitoring & Asset Management on the endpoints, the following steps are taken automatically:

1. The Monitoring service is downloaded and installed on the device.
2. The Asset Management service, which is also responsible for Patch Management is downloaded and installed on the device.
3. The default Monitoring & Asset Management policy is assigned to the device.
4. Asset Management data is uploaded for the first time.
5. The information of missing patches is uploaded for the first time.

After activating Endpoint Protection on the endpoints, the following steps are taken automatically:

1. The Endpoint Protection service is downloaded and installed on the device.
2. The latest Endpoint Protection virus definitions are downloaded.
3. The Default Endpoint Protection policy is assigned to the device.
4. A Quick scan is started.

After activating Backup on the endpoints, the following steps are taken automatically:

1. The Backup service is downloaded and installed on the device.
2. You must define a default Backup policy with file paths to backup.

After activating Web Monitoring you can start creating and configuring your monitors.

**Note:** For Transaction Monitoring you also need to download and add the Browser plugin (Transaction Recorder) as an extension—please see: [Transaction recorder plugin installation](#)

### 3.1.1 TeamViewer Full Version Activation

#### Single Activation

You can activate Remote Management services* for individual devices on your Computers & Contacts list. First, the device is assigned to your TeamViewer account and then the Remote Management service is configured.

*When Monitoring & Asset Management is activated directly from a device Patch Management will not be activated. This can only be activated from the TeamViewer Management Console.
To do this:

1) Click the device name in your Computers & Contacts list.
2) Select Activate for the respective service.

*Image: Activation via TeamViewer full version.*

If you haven't saved the personal password for the device in your Computers & Contacts list, enter it in the dialog box.

*Image: Device account assignment.*
If you have not set a personal password for the endpoint, you can assign the endpoint to your account via the settings in the TeamViewer full version.

To do so, you'll need to access the settings locally on the computer under:
Extras → Options → General → Account assignment.

**Remote Management Tab**

Starting with TeamViewer 14 and up, we introduced a new tab in the TeamViewer client.

Remote Management Tab will display the status for all active services, and will contain quick links to the Management Console:

1. Activate an endpoint button

![Image: Remote Management tab in the TeamViewer client.](image)

2. Open Settings
3.1.2 Management Console Activation

TeamViewer Management Console can be accessed here: https://login.teamviewer.com

Single activation

You can activate Remote Management services for individual devices in your Groups list. In order to use this feature, you must have an active license.

1. Go to any group in the left pane, select the device, and click on the desired services icon on the right side.
2. Click activate.
3. Now, the device is assigned to your TeamViewer account, and then the respective Remote Management service is configured.

*Image: Single activation via TeamViewer MCO.*

*Image: Activation icons.*
Bulk activation

Bulk activation helps you activate TeamViewer Remote Management services on multiple devices and assigns all of them to your TeamViewer account collectively. By using your personal passwords, all endpoints are automatically assigned to your account and the TeamViewer Remote Management service(s) will be activated for the endpoints in one step. In order to use this feature, you must have an active license.

1. Activate from Remote Management overview.
   a. Click on the ‘Overview’ tab under Remote Management section on the left pane.
   b. Click on the ‘+’ button from the lower left corner of the service tile.
   c. Select the devices from the list and click next.
   d. Select the default policy that should be assigned for all devices.
   e. Click activate.

![Image: Bulk activation via TeamViewer MCO 1.](Image)

2. Activate from the service tab.
   a. Click on the service tab you want to activate endpoints for.
   b. Click on the ‘+’ button on the upper left corner.
   c. Select the devices from the list and click next.
   d. Select the default policy that should be assigned for all devices.
   e. Click activate.
3.2 Policies

Policies are defined as individual settings which are sent to the endpoints once applied. They contain all necessary information on how the service will:

1. Remotely manage the device.
2. Alert the user if something is not working properly.
3. Deploy missing patches.
4. Setup thresholds and parameters.
5. Send e-mail notifications.

**Monitoring** policies: determine the criteria your devices will be set to for reporting when something is not running within the assigned thresholds or parameters.

**Asset Management** policies: determine the criteria based on which missing patches will be automatically deployed.
**Endpoint Protection** policies: determine when and to what extent your devices are scanned and protected against malware.

**Backup** policies: determine when and to what extent the files on your devices will be backed up.

### 3.2.1 Default Policy and Policy Options

For each service, a default policy is created when the first endpoint is activated.

1. The default policies will be applied to each activated endpoint if no other policy is specified when activating the endpoint.
2. The default policies can be changed at any time.
3. Newly created policies can be assigned as default policies.

![Image: Monitoring default policy.](image)

Find all policies under:

Remote Management → Service name tab → Wrench icon → Manage policies

In the Policies window you can:

1. Create a Policy.
2. Edit a policy.
3. Duplicate a policy.
3.2.2 Assign a Policy

**Single policy assignment**

You can assign a policy to each device by going to the desired service Tab and selecting the policy column on the right side of the Device view. Click the check mark to save.
Group policy assignment

If you would like to have a policy for an entire group of computers, select ‘Inherit from group’ located in the Policy row for all computers in a group (you can also filter by individual groups). Click the check mark to save.

1. Go to the left pane of the desired group.
2. Hover over the group.
3. Click on the pen icon, and then click ‘edit.’
4. Select the policy for the desired service and click save.

4. Monitoring & Asset Management

To monitor your devices and manage your IT assets, use the service TeamViewer Monitoring & Asset Management.

Monitoring policies will define the proactive behaviors of individual checks assigned to devices.

For license activation, please see 2.2 License Activation.

For system requirements, please see 2.3 System Requirements.

For configuring policies and assigning them to a device, please see 3.2 Policies.

When all defined conditions for a check are met, an alert is triggered and displayed as an alarm message in the TeamViewer Management Console and in the TeamViewer full version. An e-mail notification will also be sent if configured in the policy. An alert message indicates that a problem has occurred on one of the monitored devices.
4.1 Monitoring & Asset Management Activation

For activation of endpoints please see: 3.1 Activation.

4.2 Monitoring Checks

Monitoring checks are categorized in 3 Categories which will help you determine how critical the situation is on a device.

**Windows Checks**

<table>
<thead>
<tr>
<th>HEALTH &amp; SECURITY</th>
<th>SOFTWARE OPERATIONS</th>
<th>HARDWARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online state</td>
<td>Windows service</td>
<td>Disk space</td>
</tr>
<tr>
<td>Windows Update</td>
<td>Processes</td>
<td>C disk space is below 5GB</td>
</tr>
<tr>
<td>Antivirus</td>
<td>EventLog</td>
<td>Healthy</td>
</tr>
<tr>
<td>Spam</td>
<td></td>
<td>Available memory is below 1000 MB</td>
</tr>
<tr>
<td>Network adapter</td>
<td></td>
<td>Usage less than 50%</td>
</tr>
</tbody>
</table>

*Image: The three categories of monitoring checks.*

1. **Health and Security**
   a. **Online state**
      i. This is a proactive check which will alert the user when the device goes offline and comes back online.
      ii. When the check is applied to a device, it will monitor if the system has internet connectivity. When the device goes offline for more than 1 minute an alert will be triggered.
      iii. After the device goes offline it will track of length of time in this state. Additionally, when the device comes back online a recovery notification will be generated and the state of the check will return to green.
      iv. The check can be customized with a time delay of 5 or 10 minutes. When selecting a time delay, the online state will be reported only after the device is offline for more than the time delay value selected.
   b. **Windows Update**
      i. This check will alert the user if the Windows Update is turned off.
      ii. Users will see if there are available updates that can be installed on the device.
      iii. A variation of both ‘Windows Update is off’ or ‘Updates are available’ can be selected. An alert will be triggered if one of the variables is met.
   c. **Antivirus**
      i. This check will be triggered if the installed security solution, which is registered in Windows Security, is off or if the malware definition updates failed to be updated for more than 2 days.
d. **Firewall**
   i. A check that will be generated if the Windows firewall or a 3rd party firewall is turned off.

e. **Network Adapter Traffic**
   i. This check will alert users when there are issues related to network traffic, such as interruption or high usage, on the network adapter. With this check, the user can monitor both incoming and outgoing traffic.
      1. Type of traffic: incoming or outgoing.
      2. Minimum value of traffic: when there is less traffic, the user will get an alert. There is the option to choose between two metrics – KB/s or MB/s.
      3. Maximum value of traffic: when there is more traffic, users will get an alert. There is the option to choose between two metrics – KB/s or MB/s.
   ii. Multiple checks can be added in one policy.

2. **Software Operations**
   a. **Windows Service**
      i. This check will monitor a defined Windows service, and it will trigger an alert if the set service is running or not running.
      ii. In order to set up this check, the exact service name must be added in the check configuration menu.
      iii. The exact service name can be found under:
          Windows services → Service properties.

![Image: Software operation check on local machine.](image-url)
b. Processes
   i. This check will monitor a defined Windows process, and it will trigger an alert if the process is running or not running.
   ii. In order to set up this check, the exact process name must be added in the check configuration menu.
   iii. The name of the process is case sensitive.

Image: Software operation check in the Management Console.

Note: Running services can be viewed by opening the Remote Task Manager.
c. Event Log
   i. This check will report event logs from the Windows Event Viewer after an entry is written in the configured logs folder.
   ii. Many applications and critical windows operations record logs making the event log checks a very powerful check to monitor key operations on a Windows device.
   iii. In order to set up this check, the queried category needs to be selected:
        1. Security
        2. Application
        3. System
   iv. After selecting the folder where the logs will be monitored, the source needs to be selected.
   v. After selecting the source, the event ID needs to be added. Multiple event ID’s can be added separated by “,” (comma).
   vi. After selecting the ID, one or more event log categories needs to be selected:
        1. Audit
        2. Information
        3. Error
   vii. When an event log is written and matches the predefined check settings, a notification is sent. A full description of the triggered event log will be outlined in the e-mail.
3. **Hardware**
   
a. **Disk Space**
   
i. This check will monitor the free space on a system drive and will report when the free space is less than the defined value.
   
ii. Multiple disk space checks can be added to one policy with different drive letters.
   
iii. In order to set up the disk space check, first select the desired drive that needs to be monitored on the device, e.g. C:\ or G:\.
   
iv. After selecting the drive, select the needed variable:
   
   1. % - percentage of free space left on drive.
   2. GB – Gigabytes of free space left on drive.
   3. MB – Megabytes of free space left on drive.
   
v. After selecting the variable, enter the minimum threshold value. Whenever the disk space falls below this value, an alert will be triggered.
   
b. **Disk Health**
   
i. This check will report any S.M.A.R.T. errors recorded in the Windows Management Instrumentation module.
   
   
iii. When an error is triggered, it will be reported, and then an alert will be sent.
   
iv. If configured, an e-mail notification will also be sent containing all necessary error reports including the recorded error.
   
v. If S.M.A.R.T. alerts for a device continue to be triggered, please investigate the reported errors on the manufacturers’ web resources, or use the dedicated tools created by the hardware manufacturer.
   
c. **Memory Usage**
   
i. This check will monitor the amount of free Random-Access Memory or RAM on the device.
   
d. **CPU Usage**
   
i. This check will monitor the CPU usage on the device and an alert will be triggered if the usage is higher than the defined percentage in the check configuration menu.
macOS Checks

Image: The three categories of monitoring checks.

1. Health and Security
   a. Online state
      i. This is a proactive check which will alert the user when the device goes offline and comes back online.
      ii. When the check is applied to a device, it will monitor if the system has internet connectivity. When the device goes offline for more than 1 minute an alert will be triggered.
      iii. After the device goes offline it will track of length of time in this state. Additionally, when the device comes back online a recovery notification will be generated and the state of the check will return to green.
      iv. The check can be customized with a time delay of 5 or 10 minutes. When selecting a time delay, the online state will be reported only after the device is offline for more than the time delay value selected.
   b. System Update
      i. This check will alert the user if a System Update is available

2. Software Operations
   a. Processes
      ii. This check will monitor a defined process, and it will trigger an alert if the process is running or not running.
      iii. In order to set up this check, the process name listed in “Activity Monitor” must be added in the check configuration menu.

3. Hardware
   e. Disk Space
      i. This check will monitor the free space on a system drive and will report when the free space is less than the defined value.
      ii. Multiple disk space checks can be added to one policy with different drive letters.
      iii. In order to set up the disk space check, first add the “volume path” that must be monitored (e.g. Macintosh HD)
      iv. After selecting the drive, select the needed variable:
         1. % – percentage of free space left on drive.
         2. GB – Gigabytes of free space left on drive.
         3. MB – Megabytes of free space left on drive.
      v. After selecting the variable, enter the minimum threshold value. Whenever the disk space falls below this value, an alert will be triggered.
   f. Memory Usage
      i. This check will monitor the amount of free Random-Access Memory or RAM on the device.
g. **CPU Usage**
   i. This check will monitor the CPU usage on the device and an alert will be triggered if the usage is higher than the defined percentage in the check configuration menu.

**Linux Checks**

![Image: The three categories of monitoring checks.]

1. **Health and Security**
   a. **Online state**
      i. This is a proactive check which will alert the user when the device goes offline and comes back online.
      ii. When the check is applied to a device, it will monitor if the system has internet connectivity. When the device goes offline for more than 1 minute an alert will be triggered.
      iii. After the device goes offline it will track of length of time in this state. Additionally, when the device comes back online a recovery notification will be generated and the state of the check will return to green.
      iv. The check can be customized with a time delay of 5 or 10 minutes. When selecting a time delay, the online state will be reported only after the device is offline for more than the time delay value selected.
   b. **System Update**
      i. This check will alert the user if a System Update is available

2. **Software Operations**
   a. **Processes**
      ii. This check will monitor a defined process, and it will trigger an alert if the process is running or not running.
      iii. In order to set up this check, the process file name or the absolute path of a process (e.g. filename: bash or teamviewer; absolute path: /usr/bin/bash or /opt/teamviewer/tv_bin/teamviewer) must be added in the check configuration menu.
3. **Hardware**
   a. **Disk Space**
      i. This check will monitor the free space on a system drive and will report when the free space is less than the defined value.
      ii. Multiple disk space checks can be added to one policy with different drive letters.
      iii. In order to set up the disk space check, first add the “mount point” that must be monitored (e.g. /home or /media/data)
      iv. After selecting the drive, select the needed variable:
         1. % - percentage of free space left on drive.
         2. GB – Gigabytes of free space left on drive.
         3. MB – Megabytes of free space left on drive.
      v. After selecting the variable, enter the minimum threshold value. Whenever the disk space falls below this value, an alert will be triggered.
   b. **Memory Usage**
      i. This check will monitor the amount of free Random-Access Memory or RAM on the device.
   c. **CPU Usage**
      i. This check will monitor the CPU usage on the device and an alert will be triggered if the usage is higher than the defined percentage in the check configuration menu.
4.3 Monitoring Policy

The default Monitoring & Asset Management policy includes the following checks, described in 4.2 Monitoring Checks.

1. Is antivirus software installed and active?
2. Is more than 500 MB of RAM available?
3. Is CPU usage higher than 75%?
4. What is the health of the hard drive?
5. Is the available disk space less than 10%?
6. Is Windows Update active?
7. Is the Windows Firewall activated?

For more policy options please read: 3.2 Policies.

4.4 Remote Task Manager

The Remote Task Manager can be opened for every device that has Monitoring & Asset Management installed. (Windows)

The window will display a current list of processes or services on the remote device which can be terminated if necessary.

**Note:** This is a very important tool when users need to troubleshoot a remote computer without connecting to it remotely.

Image: Remote Task Manager.
4.5 Alarms and Notifications

4.5.1 Alarms

Alarms are generated when there is a risk of breaching a set threshold defined in the monitoring policy.

Alarms are displayed in the TeamViewer Management Console and TeamViewer application.

There are several alarm types:

1. Raised Alarm
   
   a. When a check is at risk for breaking its configured threshold, an alarm will be created and reported in the management console.
   
   b. The alarm can be identified by a red triangle.

   ![Image: Raised alarm.]

2. Acknowledged Alarm
   
   a. A raised alarm can be acknowledged by the user. Once this is done, the alarm will become ‘Acknowledged.’
   
   b. Acknowledging the alarm does not mean that the problem is resolved. It only means that the supporter acknowledged that there is a problem, and will fix it later because issue is not critical enough to be fixed immediately.

   ![Image: Acknowledged alarm.]

3. Recovered/Cleared Alarm
a. When a raised alarm returns to the defined threshold, the alarm will recover automatically.

b. The majority of monitoring checks will attempt every minute to analyze if the thresholds are breached or recovered. If the checks have a configured time delay, they will check based on the time delay (e.g. online state check with a 10-minute delay configured).

4.5.2 Notifications

E-mail Notifications can be set up in the Monitoring policy. E-mail addresses accepted by the system are the ones which are recognized by the TeamViewer account or company profile:

- For TeamViewer accounts, the e-mail address needs to be in the contact list as a contact.
- For TeamViewer company profiles, the e-mail address needs to be a contact or a user in the company profile.

E-mail notifications are sent from: notification@teamviewer-rm.com

Note: if working with proxy or custom firewalls, a whitelist to the domain *.teamviewer-rm.com can be added.

E-mail notifications regarding raised or recovered alarms will contain the following information:

1. Name of the Device where the alert was raised.
2. TeamViewer ID.
3. Date and time when the alarm was raised.
4. Name of the check and the predefined threshold.
5. Alarm description:
   a. Check specific information will be written.
   b. This will be different for each check.
6. Possible actions:
   a. Acknowledge alarm link.

c. Connect to device link.

4.6 Monitoring Device View

The device view is designed to display metrics relevant to each device that has Monitoring & Asset Management installed.

In the device view for Monitoring, the user can see all relevant checks that are within their thresholds and all checks that failed.

Every failed check can be acknowledged and rechecked individually if the user decides that the raised alarm is not critical for the operation of that device.

![Image: Device view for Monitoring for Windows]
4.7 Monitoring Alarms View

The alarms view is focused on incident response. All raised alarms where the check threshold has been breached can be filtered, organized, and exported.
4.7.1 Monitoring Filtering

Filtering alarms will enable the user to get a comprehensive view based on need:

1. Filter by Alarm Type
2. Filter by Device
3. Filter by Alarm Status
4. Filter by Date Range

View settings can be used to check or uncheck the view structure of the reports:

1. Columns
   a. Alert Type
   b. Alert Description
   c. Device
   d. Start
   e. End
   f. Duration
   g. Acknowledged by
   h. Group
2. Group By
   a. Alert Type
   b. Device
   c. Group by none
3. Other
   a. Charts

4.7.2 Monitoring Export
After filtering monitoring alarms data, the export function can be used to export the Monitoring Alarms reports.

![Image: Export feature in Monitoring.]

### Export to Print

This function will generate a web view that can be printed out or saved in any document format by using print plugins.

### Export to CSV

This function will generate and download a CSV file that can be stored, managed, or modified as needed for auditability or other proposes.

### 4.8 Network Monitoring

To discover and monitor network devices within your local network use network monitoring by TeamViewer Monitoring.

With network monitoring, your discovered network devices will be sorted into one of the following categories:

- **Computer** – For all windows computers detected during the discovery process
- **Router & Switch** – For all routers and switches detected during discovery process
- **Printer** – For all network printers which were detected during discovery process
- **UPS** – For all universal power suppliers detected during discovery process
- **NAS** – For all network attached storages detected during discovery process
- **Other Device** – For all other devices which have an IP address and are available in your local network but do not fit into any other category

Network monitoring was released as a Laboratory version, so right now this feature can be used for free. In order to use network monitoring, you must have at least one license for TeamViewer.
Monitoring, or you can test it during your trial period. When the TeamViewer Monitoring trial expires, network monitoring will also be deactivated in your account.

For TeamViewer Monitoring **license activation**, please see 2.2 License Activation.

For **system requirements**, please see 2.3 System Requirements.

### 4.8.1 Network Monitoring Activation

In order to activate network monitoring, TeamViewer Monitoring must be activated on the node* that will be discovering and monitoring your network devices. If you select a node that does not have TeamViewer Monitoring activated, the system will automatically install it on the node.

*Node: Is the device from which network monitoring will trigger a discovery, and will monitor your network devices. Each Node can discover its own local network.

Network monitoring can be activated in just a few clicks from the ‘Network’ tab in Remote Management → Monitoring:

1. Click on “Choose device” in the “Network” tab.
2. Select the appropriate device from your device list. The device should be online. Currently only Windows devices are supported.
3. Select the needed settings and click the ‘DISCOVER’ button.
   a. Full Discovery
   b. Custom discovery
      i. Enter the IP range
      ii. Enter the SNMP community string

![Image: Network monitoring activation.](image)

After changing and saving the discovery settings, the system will start a discovery with the new settings in place. If you do not want to run a new discovery, press cancel.

### 4.8.2 Network Monitoring Settings
After the discovery is complete, you can always change the discovery settings from the settings menu.

Image: Network monitoring settings page.

After changing and saving the discovery settings, the system will start a discovery with the new settings in place. If you do not want to run a new discovery, press cancel.

4.8.3 Network Monitoring Checks

After the discovery of network devices is complete, you can set up checks for periodical monitoring of your network devices. Currently, network monitoring supports the following checks:

For the **Router & Switch** category:

- **Port state**: If selected, this will raise an alarm when a port from a router or switch is blocked or broken. This only works for devices with SNMP support.

For the **Network Attached Storage (NAS)** category:

- **Disk Space**: If selected, this will raise an alarm when the NAS disk space is lower than the configured threshold. This only works for devices with SNMP support.

- **Disk Health**: If selected, this will raise an alarm when the NAS disk health reports hardware errors. This only works for devices with SNMP support.

For the **Printer** category:

- **Toner**: If selected, this will raise an alarm when the toner from a network printer is low. This only works for devices with SNMP support.

- **Paper**: If selected, this will raise an alarm when the paper from a network printer is low. This only works for devices with SNMP support.

For the **Uninterruptible Power Supply (UPS)** category:
**Battery capacity:** If selected, this will raise an alarm when the UPS battery capacity falls below the configured threshold. This only works for devices with SNMP support.

**Battery time remaining:** If selected, this will raise an alarm when the UPS energy storage "in minutes" falls below the configured threshold. This only works for devices with SNMP support.

For the **Computer** category:

Monitor your computers with the TeamViewer Monitoring service.

Checks will run every 1 min. If any issue is detected, an alert will be displayed in the management console.

In addition to the above checks, users can see the IP address and on- and offline status for each discovered device.

*Tip:* network monitoring uses SNMP protocol for discovering and monitoring the network. In order to effectively monitor your network devices, SNMP should not be restricted in your local network.

### 4.8.4 Network Monitoring Policy

Please be informed that after activating network monitoring, your device policy will be renamed. All previous checks (TeamViewer Monitoring checks) will still be available, and the new policy will also include network discovery and monitoring settings.

You can open the policy page for network discovery from here:

![Icon for opening network discovery policy](Image: Icon for opening network discovery policy)

Next, choose which policy you want to edit, and select the needed checks for monitoring your network devices.
4.8.5 Network Monitoring Views

There are 3 types of views for network monitoring:

**All Node View:** In this view you can see all your networks in one place with details about device quantity and alerts. Click on the Home button to get to this view.

**List View:** In this view you can see all your networks in one place with details about device quantity and alerts. You can click on the Node header and go to list view for more details. You can also extend rows to see more details about each device.
Image: List view of network monitoring.

Map view: Map view is under construction now. It will allow you to see the interconnections between discovered network devices.

4.9 Asset Management

After the installation of the Monitoring & Asset Management service, a snapshot of installed software and hardware will be collected and organized in the device view and asset view. Information about missing Patches will also be displayed in the Asset Management Device view.
4.9.1 Device View

The device view will sort and display the information in the following categories:

**Device Information:** Computer Name, Domain, Internal IP, External IP

*Image: Device view in Asset Management.*

*Image: Assets view within Asset Management for Windows.*
**Missing Patches count:** OS and 3rd party missing patches count on selected machine.

**TeamViewer:** TeamViewer ID, TeamViewer version

**Software:** List of recently installed software (Windows, macOS)

**Packages:** List of all installed packaged in alphabetical order (Linux)

**System Update:** List of recently installed updates

**Hardware:** CPU name and model, physical memory (RAM), motherboard model and serial number (if available), video controller name and model, disk drives’ name, model, capacity and serial number (if available).
4.9.2 Asset View

From the Asset view, reports can be generated based on the categories below and exported as a web view (print) or as a CSV file.

*Image: Hardware Assets view within Asset Management.*

*Image: Software Assets view within Asset Management.*
<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Software</strong></td>
<td>Overview of applications installed on the devices, including the software version and date.</td>
</tr>
<tr>
<td><strong>Updates</strong></td>
<td>Overview of the installed Windows Updates including the date.</td>
</tr>
<tr>
<td><strong>Hardware</strong></td>
<td>Overview of installed hardware components, including <strong>Type</strong>, <strong>Name</strong>, and <strong>Manufacturer</strong>. This overview contains all reports listed below.</td>
</tr>
<tr>
<td><strong>Processor</strong></td>
<td>Overview of processors installed on the devices, including <strong>Name</strong>, <strong>Details</strong>, and <strong>Manufacturer</strong>.</td>
</tr>
<tr>
<td><strong>Motherboard</strong></td>
<td>Overview of motherboards installed on the devices, including <strong>Name</strong>, <strong>Details</strong>, and <strong>Manufacturer</strong>.</td>
</tr>
<tr>
<td><strong>Physical Memory (RAM)</strong></td>
<td>Overview of internal memory installed on the devices, including <strong>Name</strong>, <strong>Details</strong> and <strong>Manufacturer</strong>.</td>
</tr>
<tr>
<td><strong>Disk Drive</strong></td>
<td>Overview of hard drives installed on the devices, including <strong>Name</strong>, <strong>Details</strong>, and <strong>Manufacturer</strong>.</td>
</tr>
<tr>
<td><strong>Optical Drive</strong></td>
<td>Overview of input devices connected to the computers, (including <strong>Name</strong>, <strong>Details</strong>, and <strong>Manufacturer</strong>.</td>
</tr>
<tr>
<td><strong>Video Controller</strong></td>
<td>Overview of graphics cards installed on the devices, including <strong>Name</strong>, <strong>Details</strong>, and <strong>Manufacturer</strong>.</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>Overview of network cards installed on the devices, including <strong>Name</strong>, <strong>Details</strong>, and <strong>Manufacturer</strong>.</td>
</tr>
<tr>
<td><strong>Keyboard</strong></td>
<td>Overview of keyboards connected to the devices, including <strong>Name</strong>, <strong>Details</strong>, and <strong>Manufacturer</strong>.</td>
</tr>
<tr>
<td><strong>Pointing Device</strong></td>
<td>Overview of input devices connected to the computers, including <strong>Name</strong>, <strong>Details</strong>, and <strong>Manufacturer</strong>.</td>
</tr>
</tbody>
</table>
4.9.2 Patch View

From the Patch view you can see detailed information about missing OS and 3rd party patches for your devices.

![Image: Patch view within Asset Management](image)

Each individual patch has the below described fields:

**Severity icon:** This field shows the importance of the patch -> Critical, Important, Low, Not rated.

**Patch/Software:** Here you can see the patch name and version for some patches

**Bulletin ID:** The Patch ID provided by the vendor. The ID is also a link to the changelog which is provided by each software vendor.

**Type:** This field shows if the patch is security or non-security (this information is coming from the Software Vendor)

**KB:** This is the knowledge base article number

**CVE:** This field contains all Common Vulnerabilities and Exposures which are related to the patch

**Release:** Here you can see when each patch was released

**Device:** This field displays the device name on which the patch is missing. In case there are more devices which have the same patch missing, instead of the device name you will see the number of devices which are affected.

**Details:** The button after clicking on which you will see some short notes from the vendor and patch size.
In the Patch view within Asset Management you can select a patch or multiple patches and deploy the selected patches to one or multiple devices. After selecting a patch, you just need to press on the deploy button.

The Patch view allows you to filter missing patches by:

- Group
- Device
- Importance
- Install status (here you can also see previews of installed patches)

Deployment of patches are possible only for online devices.

In the Patch view you can see some patches which are not possible to select, the row is greyed out with this tooltip: “This patch cannot be deployed remotely. Please Connect to the device and patch it manually.” It means that the patches require some additional action on the device side, e.g. captcha, additional authentication, accept EULA etc.

4.9.3 Patch Management Policy

Patch Management allows you to set predefined criteria based on which the system will trigger automatic patch deployment. A default Patch Management policy is an empty policy without any action. You can edit and change settings and conditions in the patch management policies at any time.

In Asset Management, under the “Device” tab, users can now see a policy section. Here, users can define and select policies for automatic patch deployment.
In the Patch Management Policy window, users can create new policies and delete or edit existing ones. From the 3 dots menu, users can duplicate policies. For creating a new policy, users need to click the “+” button on the right-hand bottom side. After creating a new policy, users will see the menu displayed below.

The policy should have a name (this is a mandatory field) and each policy can contain up to 5 conditions. In each condition, users can set the necessary criteria and schedule for automatic patch deployment. Each condition has several fields which need to be filled in order to be able to save the condition. These fields are:

- **Software vendor severity**
  - (Critical, Important, Low, Not Rated)

- **Patch classification**
  - OS Patches
  - 3rd Party Patches

- **Patch Type**
  - Security
  - Non-Security

- **Scheduled time for deployment.**
  - Daily
  - Weekly
  - Monthly
  - When available

Creating a policy without any defined conditions will not trigger any actions.

After adding the required conditions and assigning policies to devices, the system will automatically check the set conditions, and will trigger the deployment for those patches which comply with the predefined conditions.
Note: For keeping your devices secure after the first policy assignment, the system will check the conditions and will immediately apply deployment for those missing patches which comply with the requirements set (even if scheduling was set for a future date). After this, the next deployment will be done according to the set schedule.

Note: In cases where the automatically scheduled deployment cannot be done (e.g. device will be offline) as soon as the device is available, deployment will be triggered automatically after the first rescan.
5. Endpoint Protection

To protect your devices against malware, ransomware, and more, use the TeamViewer Endpoint Protection service.

For license activation, please see 2.2 License Activation.

For system requirements, please see 2.3 System Requirements.

For configuring policies and assigning them to devices, please see: 3.2 Policies.

The configured devices are scanned and protected by the assigned policies defined under 3.2 Policies. Whenever malware is detected on the device, an alert is triggered and displayed as an alert message within the TeamViewer Management Console and the TeamViewer full version. An alert e-mail notification also indicates that malware was detected on one of the devices.

5.1 Endpoint Protection Activation

For activation of endpoints please see: 3.1 Activation

5.2 Endpoint Protection Policies

The default Endpoint Protection policy includes the following scans and settings:

1. Quick scan, daily 09:00 AM
2. Full scan, daily at 12:00 PM
3. Real-time protection
4. Scan removable drives on connection
5. Tray icon
5.2.1 Endpoint Protection Settings

Real-time Protection

Choose whether-or-not real-time protection should be activated for the policy. If activated, all files that are accessed (opened, running, etc.) are scanned for malware. If deactivated, threats are only detected if a scan is performed.

**Note:** If real-time protection is disabled, the device is potentially at risk between scans.

Outlook Add-In:

The Endpoint Protection Outlook Add-In is a Visual Studio Tool for Office Add-Ins for Microsoft Outlook. This will enable TeamViewer Endpoint Protection to delete infected attachments found in the Outlook archive files (.pst, .ost) while they are in use by Outlook.

Without this, TeamViewer Endpoint Protection is unable to delete these types of threats without first closing Outlook. The use of this feature requires the activation of the outlook add-in in the TeamViewer Management Console.
Scan Removable Drives upon Connection:

Enabling this feature automatically starts a scan on any removable drives when they are attached to the device.

Define any number of scans. Depending on the scan type and schedule, all devices are scanned for malware on a regular basis.

Click the ‘Add scan’ button and define a scan.

Choose between the following options:

1. **Quick scan**: TeamViewer Endpoint Protection will only scan certain data, running processes, and the registry. This way, the scan is completed quickly and the most important data is protected.

2. **Full scan**: TeamViewer Endpoint Protection will fully scan all hard drives of your devices. This scan will take longer than a quick scan. The device’s data is completely protected.

3. **Custom scan**: TeamViewer Endpoint Protection will scan a defined hard drive, folder, or file. To do so, enter the path as follows: C:\Folder\Filename.fileextension

**Note**: Please note that the speed of your system may be affected for the duration of a scan.

Tray Icon:

This will allow the user to see the current state of Endpoint Protection, and the notifications about detected threats. The user will also be able to trigger quick and full scans.

**5.2.2 Exclusions**

Here, the user can specify specific drives, folders, files, or file types that should be excluded from the scan (e.g. D:\ to exclude drive D, C:\Directory\ to exclude a folder, *.xyz to exclude a file type).

**5.2.3 Notifications**

The user can set up notifications via the Computer & Contact list. Endpoint protection offers the possibility to be notified for all detected threats that require immediate attention. The user can also decide if the notifications should be shown in the TeamViewer console, and can also specify the e-mail address where the notifications should be sent.

If a threat is detected, Endpoint Protection will send an e-mail notification to the defined e-mail addresses. The user can enter the e-mail addresses that should receive notifications about detected threats.
You have the following options when selecting your notification settings:

1. **For all detected threats**: This is the default setting. You will be notified about any threat that is detected on one of your devices.
2. **Only when I need to take action**: If a threat is detected, Endpoint Protection moves the affected file(s) to quarantine and thus disposes of the threat. You will only be notified about a threat if you need to take immediate action (e.g. if you need to restart the computer to move a threat to quarantine).
3. **Never**: All notifications are deactivated. If you select this option, you will have to open the alert report to get information about detected threats. Even with deactivated alert notifications, your systems remain protected by Endpoint Protection.

E-mail addresses accepted by the system are the ones recognized by the TeamViewer account or company profile:

1. For TeamViewer Accounts, the e-mail address needs to be in the contact list as a contact.
2. For TeamViewer company profiles, the e-mail address needs to be a contact or a user in the company profile.

E-mail notifications are being sent from: notification@teamviewer-rm.com

**Note**: if working with proxy or custom firewalls, a whitelist to the domain *.teamviewer-rm.com can be added.

### 5.3 Endpoint Protection Dashboard

#### 5.3.1 Manage Endpoints

This provides the user with an overview of all devices with Endpoint Protection activated. The filter on the top right of the dialog box allows users to search for a specific device by the device name. They are sorted by the device alias, where they belong to, and the policy applied to the device. Additionally, the device list can be exported as a table in a CSV file. Each device offers some important functionalities such as:

1. Devices status
2. Show threats
3. Acknowledge all threats
4. Change the policy
5. Uninstall the software
5.3.2 Manage Policies

You can select which type of scan you want and schedule the scans as follows:

1. **Scan Type**
   a. Quick Scan
   b. Full Scan
   c. Custom Scan: this allows the user to add a specific disk, folder, or file that should be scanned.

2. **Scheduler:** the user can set the frequency of the scans. Users can choose between a daily, weekly, or a specific time interval (that users can set individually).

5.3.3 Manual Scans

Start a manual scan for individual endpoints. Check the endpoints for malware, regardless of scheduled scans from the Endpoint Protection policies, at any time. A manual scan will be started within the TeamViewer Management Console or the TeamViewer full version for each online device.

1. In the TeamViewer Management Console, click the name of the endpoint and select ‘Quick scan’ or ‘Full scan.’
2. In the TeamViewer full version, select the ‘Quick scan’ or ‘Full scan’ option within the context menu (right click) of the endpoint.

5.3.4 Status of the Device

For every endpoint, the status of the Endpoint Protection scan can be viewed. The status contains information about the time and date of the previous and next scheduled scans, as well as general details about the device’s protection.

1. Click on the name of a device and select the ‘Status’ option from the context menu.
2. The following information is displayed in the Endpoint Protection status dialog box:
   a. **Status** – the status of the device can be identified by its color.
      i. Green: the endpoint is protected.
      ii. Yellow: minor issue, e.g. old malware definitions or scheduled scan was not performed.
      iii. Red: ongoing issue, e.g. malware was found but not removed.
   b. **Last Scan** – date, time and scan type of the latest scan.
   c. **Endpoint protection policy** – the assigned Endpoint Protection policy.
   d. **Schedule** – all scheduled scans for the endpoint as defined in the Endpoint Protection policy.
5.3.5 Quarantine

This report displays all threats in quarantine. They can be filtered by device and by a specific time interval.

5.3.6 Active Ransomware Protection

Active ransomware protection will protect specified folders to be read or written to by unknown applications such as ransomware or other malicious software. We have an intelligent system which will check read/write attempts by applications and will grant access or deny access to those folders. To use this feature, you will need to click the check box ‘active ransomware protection’ and set up your configurations.

Protected folders:
These are the locations the user would like to protect from being accessed or modified by untrusted applications.

Trusted applications:
These are the applications known by the user and can access or modify files within the protected folders.

Blocked applications:
This is the report of the applications which are blocked by active ransomware protection when trying to access files or folders in the user protected locations.

Note: Active ransomware protection will not be set per default. In order to use this feature, the user will need to activate it in the Endpoint Protection policy. Then, the user must make sure that at least one folder is set in the protected folders.

5.3.7 Device View

The device view of TeamViewer Endpoint Protection is designed to improve user efficiency when using the software. It gives the user an overview of all devices with Endpoint Protection activated, allowing the user to react faster when necessary. The device view first displays the devices with alarms that require immediate attention. This view is very useful for the users who manage a large number of endpoints.
Image: Endpoint Protection device view.

**Search function:** This allows users to search for devices by device name. Only the endpoints with Endpoint Protection activated will be displayed.

**Filtering:**

By groups: Users can select only the groups with Endpoint Protection endpoints.

By device status: Users can select the devices based on their status (single and multi-selection is possible).

**Endpoints:** Users can see how many endpoints are available on the account, how many are in use, and how many are infected or need attention.

**Devices status:**

The red icon is used to identify the devices that are infected.

The yellow icon is used to identify the devices that need attention because:

1. The definitions are out of date.
2. The real-time protection is disabled.
3. No scan has been performed for a long time.
4. No policy is activated on this device.

The green icon is used to identify the devices which are safe.
By selecting the 3 dots, users can:

1. Connect directly to the endpoint.
2. Uninstall Endpoint Protection on the endpoint.
3. Trigger a quick or a full scan.

### 5.3.8 Threat View

The threats view shows all of the alerts for every computer that has Endpoint protection installed, and is displayed in the TeamViewer Management Console. An alert message is triggered as soon as irregularities are noticed for a device. This depends on the defined Remote Management policies.

The default Endpoint Protection policy includes the following scans, which are described in Section 5.2 Endpoint Protection Policies.

1. Quick scan, daily 09:00 AM
2. Full scan, daily at 12:00 PM

The alert report can be accessed in one of the following ways:

1. In the sidebar, click on Remote Management → select the Endpoint Protection tab → select the threats view tab.
2. In the sidebar, click on a group from your Computers & Contacts list → select the Endpoint Protection tab.

### Threat details

You can display detailed information of detected malware. Quickly get information about the type of malware and be able to more effectively rate the threat of the malware.

Threat details can be accessed in one of the following ways:

1. Click the icon next to an alert message and select the ‘details’ option.
2. Select all of the alert messages that you wish to acknowledge, and click: Tools → Details.

The following information is displayed within the Threat details dialog box:

1. Device – name of the device where the malware was found.
2. Name – name of the malware.
3. Found in – path or file where the malware was detected.

Options: Select how you would like to proceed with the malware:

1. Delete from quarantine – select this if you want to remove the malware from quarantine and permanently delete it.
2. Restore from quarantine – select this if you want to restore the malware to its original location and remove it from quarantine.
Filtering

You can filter alert messages by Alert Type, Device, Status, and Date Range. If you click on an entry within the table header, you can sort the alert messages within the column. Using the view menu, you can define which columns should be displayed in the table and activate or deactivate the charts.

1. If a threat is detected during a scan, the detected malware will be moved to the quarantine folder immediately. The malware cannot cause any damage there. In addition, an e-mail notification is sent to the e-mail addresses you have defined for the policy.
2. The status of the alerts is indicated by different icons.

<table>
<thead>
<tr>
<th>Icon Colors</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>Malware was found on the device. The threat could not be neutralized or moved to quarantine.</td>
</tr>
<tr>
<td>Yellow</td>
<td>A threat was found on the device. The threat was neutralized and moved to quarantine.</td>
</tr>
<tr>
<td>Gray</td>
<td>You have acknowledged the threat. The threat is no longer displayed.</td>
</tr>
</tbody>
</table>

3. Confirm threat

Threats (malware) that are detected during a scan are displayed in the alert report and can be acknowledged there. Acknowledge an alert message if you know or can verify the threat and start troubleshooting. If you confirm a threat, the threat is no longer displayed in the notifications of the device, and will be displayed with a check in the alert report.

Example: Malware was found during a scan. As an administrator of the device, you will receive a corresponding notification via e-mail. Verify the notification within the TeamViewer Management Console. Now that you know what the threat is about, you can confirm the discovery of the malware and initiate measures, if necessary, in order to avoid future discoveries.

You can acknowledge threats in one of two ways:

a. Click the icon next to an alert message and select the ‘Acknowledge’ option.
b. Select all the alert messages that you wish to acknowledge and click ‘Acknowledge selected.’

Note: The threat will remain in quarantine after you have acknowledged it. At your discretion, delete the malware from the device.
Tip: It is also possible to acknowledge a threat within the Computers & Contacts list (TeamViewer full version and TeamViewer Management Console).

Export

This allows you to export a list of the threats found on all your endpoints.

![Image: Export functionality in Endpoint Protection.]

Export to Print

This function will generate a web view which can be printed out or saved in any document format by using print plugins.

Export to CSV

This function will generate and download a CSV file which can be stored, managed, or modified as needed for auditability or other proposes.
6. Backup

To backup files on your devices, use the TeamViewer Backup service.

For license activation, please see 2.2 License Activation.

For system requirements, please see 2.3 System Requirements.

For configuring policies and assigning them to devices, please see: 3.2 Policies.

The configured devices are backed up according to the assigned policies defined under Section 3.2 Policies. Whenever a backup could not be performed properly, an alert is triggered and displayed as an alert message in the TeamViewer Management Console and the TeamViewer full version.

**Service icon:** The user can perform the main functionalities of TeamViewer backup from the service icon. Here they can easily check the backup status on the device, start an instantaneous backup, paused a running backup or triggered a restore without a need to login to the Management Console. The section about TeamViewer Backup will provide you with information about the version of the software currently running on the device.

### Note:
1. System files are excluded from every Backup.
2. If you have selected Full backup or Quick selection, files on connected external storage drives will also be backed up.
3. As soon as a backup or restore is started, it cannot be paused or stopped.

6.1 Backup Activation

For activation of endpoints, please see: 3.1 Activation

6.2 Policies

After activating TeamViewer Backup on a device, a default Backup policy which contains some basic settings is created and the user can immediately perform the first backup. The user can customize the individual backup policy, specify which data should be backed up, adjust the frequency of the backups, and even define the usage of certain process, such as the bandwidth throttling. These policies can be applied to single devices or a group of devices. In order to customize your policies, the user should navigate through the option: Manage Policy → Manage Backup policies → edit.

This is the starting point for policy creation and change. There are different settings which can be configured in the TeamViewer Backup policies and help the user to use efficiently the product.
6.2.1 Policy Name

The first thing to define when creating a policy is the name of the policy. Users can create many different policies, so the policy name is critical.

Next, define the name for the created policy. This name is used to identify the policy within the overview of all created policies.

![Default Backup policy](image)

*Image: Backup policy overview.*

6.2.2 Add a Backup Policy

For more policy options please read: 3.2 Policies.

6.2.3 File Selection

In order to use TeamViewer Backup, the user first needs to upload data to the cloud. TeamViewer Backup offers several options to specify the data that needs to be included in the backup. This will
avoid the possibility of backing up unnecessary files, and will optimize the performance of the backup.

Backup selection

1. Full selection
   a. This is the default backup selection. It will automatically select all files supported by TeamViewer Backup on the device.
2. Quick selection
   a. The quick selection offers the ability to select specific file types on the device that must be included in the backup.
3. Advanced selection
   a. With the advanced selection, the user can specify one or more specific paths that need to be backed up simply by adding the path name.

   **Note:** When choosing ‘full selection,’ it is important to consider that some locations or drives are auto excluded, and the files within those locations will not be backed up.

Follow the steps below to select all files that should be included in backups using the policy.

1. Click **Edit**.
2. Select one of the following options depending on your requirements:
   a. **Full backup:** A full backup includes all files without limitations to file type or save location on a device.
   b. **Quick selection:** Choose the files that should be included in the backup from the most important file types. You can choose between **Office files** (documents, presentations, spreadsheets, text files, etc.), **E-mails**, **PDFs**, **eBooks**, and **Pictures**.
   c. **Advanced selection:** Define a hard drive (e.g. D:\), folder (e.g. C:\Folder), a file (e.g. C:\Folder\Report.xlsx) or a file type (e.g. *.mp3) that should be included in the backup. Doing this allows users to backup specific files from individual devices.
3. Click on **Add Path**.

   **Note:** If you select Full backup or Quick selection, files on connected external storage drives will also be backed up.

   *Tip: you can use placeholders to back up file paths that contain specific keywords (e.g. C:\Users\*\Documents).*

6.2.4 Backup Settings

TeamViewer Backup offers several options which allow for a flexible setup and ease of use.
6.2.5 Schedule Backup

TeamViewer Backup offers the ability to define the backup cycle and specify how often should the automatic backup should be performed – within a specific time interval, every day at a certain time, or specific days at a certain time.

Define when the backup for the selected files on the device should be initiated.

1. To do so, click **Edit**.
2. Select one of the following options depending on your requirements:
   a. **Run backup every [X]**: Define the interval for a backup. Files will be backed up regularly regardless of date and time.
   b. **Schedule backup for**: Define the time when the backup is performed. In addition, you can select the specific days a backup should be performed.

6.2.6 Bandwidth Throttling

With this option the user can simply limit the throughput of traffic sent to the backup servers by setting a maximum bandwidth and the timeframe for when the throttling applies.

Limit the bandwidth that is used for your backups, for example during working hours. This will reduce the effect a backup has on the speed of your internet connection.

The following settings can be configured:

1. **Time frame**: Define the time when bandwidth throttling starts and when it ends. Between start and end time, the bandwidth is limited.
2. **Bandwidth**: Select the maximum amount of bandwidth used during throttling.

**Note:** If the bandwidth is not limited, TeamViewer Backup will use the maximum bandwidth available.

6.2.7 Exclusion

TeamViewer Backup offers the ability to easily exclude specific data from the backup without impacting the whole backup selection. This can be done by specifying the path of the drives, the folders, the files, or the file types that should not be included in the backup.

Follow these steps to exclude files to the backup: click **Edit** → **Add exclusion**.

Define a drive (e.g. D:\), folder (e.g. C:\Folder), a file (e.g. C:\Folder\Report.xlsx), or file types (e.g. *.mp3) that should be excluded from the Backup.
6.2.8 Notifications

TeamViewer Backup will notify the user by sending an e-mail to the admin account in the following cases:

1. When a backup failed on a device.
2. When a restore to the original device or to another device is completed.
3. When the backup storage in use reaches 75% of the purchased storage.

E-mail notifications are sent from: notification@teamviewer-rm.com

**Note:** If working with a proxy or custom firewalls, a whitelist to the domain *.teamviewer-rm.com can be added.

6.3 Retention Period

TeamViewer Backup offers users the ability to define how long the older version of each file should be kept in the cloud. This can be set up under the button ‘Global settings’ on the dashboard.

*Image: Custom file retention period settings.*

**Note:** The retention period will be applied only for the account that modified the settings and will affect all the devices with backup activated for that account.
6.4 Manage Backup

TeamViewer Backup offers flexible options to manage your backups and facilitate your work within the product.

Image: Manage Backup options.

6.4.1 Backup Status

For every device, the status of its backups can be viewed in the Management Console or from the backup service icon.

Image: Backup status view from service icon.
The status contains information about the time and date of the previous and next scheduled backup, as well as general details about the device’s backup status.

1. Click on the name of a device and select ‘Status’ from the context menu.
2. In the TeamViewer full version, right-click on ‘Status’ within the context menu of the device.

![Backup status service icon](image)

*Image: Backup status service icon.*

### 6.4.2 Status Description

The following information is displayed in the Backup status for dialog box:

1. **TeamViewer Backup** reports 3 different device statuses which can be identified by the following colors:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>The backup is completed as scheduled.</td>
</tr>
<tr>
<td>Yellow</td>
<td>The backup did not perform as scheduled due to a minor issue, e.g. the last scheduled backup could not be performed.</td>
</tr>
<tr>
<td>Red</td>
<td>The backup failed on the device due to an ongoing issue, e.g. the latest backup failed, or several scheduled backups could not be performed.</td>
</tr>
<tr>
<td>In Progress</td>
<td>The backup is being performed.</td>
</tr>
<tr>
<td>Backup paused</td>
<td>The backup is paused.</td>
</tr>
</tbody>
</table>

2. **Last backup**: Date of the last successful backup.
3. **Backup Policy**: The assigned Backup policy.
6.4.3 Daily Storage Usage Per Device

Additionally, in order to monitor the backup storage, the user can see the how much storage space is used monthly. The user can also see how much space is used daily on each device, in a time interval of 2 weeks.

Image: Daily storage usage per device.

6.4.4 Delete Files from Backup

TeamViewer Backup offers the ability to delete unwanted files, folders, and/or drives from the backup storage. This maximizes the efficacy of the product.

Image: Delete a file from backup storage.
6.5 Restore Backed Up Files

After a backup is successfully performed, the user can choose how the files should be restored:

1. Restore the files to the device (device alias).
2. Restore the files to another device.
3. Restore from a previous backup.

6.5.1 Restore to the Original Device

The user has the option to restore files remotely onto the device where the backup is running.

*Image: Restore to the original device.*
6.5.2 Restore to Another Device

The user can restore files remotely onto another device in the event that the original device is damaged or lost.

Image: Restore to another device.

6.5.3 Restore from Previous Backup

Users have the option to restore a backup that was previously performed on a prior device. This allows the user to recover older backed-up files in the event that TeamViewer Backup is re-installed on a device where a backup has already been performed.

6.6 File Selection for Restore

When selecting files for restore, the user can choose if s/he wants to 1) restore a single version of a file, or 2) restore files within a specific time interval and select the files by that particular date range. The user can also search for a file or folder by name in the search box or select the file or folder via the tree.
After the files have been selected, the user can specify where the files should be restored to. There are two options:

1. **Restore to the original location**: the files will be restored to the same location they were in on the original device.
2. Restore to a new location: a new location for the files can be chosen by adding the path of the new location.

![Image: Restore files to a new location.]

**Note:** It is important to make sure that the drive(s) where the files will be restored to exists on the selected device and has enough space.

### 6.7 Backup Device View

The TeamViewer Backup device view is designed to make sure the user has the most important information up front. It was developed in order to make working with TeamViewer Backup easier and more efficient. By utilizing the search functions and filters, the user can search for a specific device by the device name, a group of devices, or for backup status.
6.7.1 Filtering

The user can search for devices by the device name, or filter the devices by the groups and the backup device status.

6.7.2 Storage Used Overview

This provides an overview of the number of the endpoints in use, and displays the amount of storage used compared to the purchased storage.
7. Web Monitoring

To monitor your web resources, use the service **TeamViewer Web Monitoring**.

For **license activation**, please see section 2.2 License Activation.

When all the defined conditions for a check are met, an alarm is triggered and displayed as a message in the TeamViewer Management Console. An e-mail notification will also be sent if this has been configured in the monitor configurations. An alarm message indicates that a problem has occurred on one of the monitored web resources.

7.1 Web Monitoring Activation

For activating Web Monitoring please see: 3.1 Activation.

7.2 Web Monitoring monitor types

There are 3 types of Web Monitors – Uptime, Page Load and Transaction.

Choose a monitor to setup

[Image: Web Monitoring monitor types]

7.2.1 Uptime monitors

Checks the availability\(^1\) and the response times of your website from multiple locations around the world. Uptime Monitoring instantly alerts you about problems with your external facing IT services. **These are often the most visible to users and clients which makes them the most critical.**

Uptime Monitoring can alert you of costly downtime within 1 minute of a problem by sending you email notifications.

\(^1\) Availability refers to the percentage of a specified period during which a computer system can do the things it is supposed to do
You have the ability to create 3 sub-types of Uptime monitors - HTTP, HTTPS and ICMP (Ping).

**HTTP and HTTPS** – HTTP(S) monitoring allows you to test the availability and response times of your website from multiple locations around the world.

You should use HTTPS or HTTP monitoring if your website uses HTTPS protocol for secure communication.

Once you have added a HTTP(S) monitor for your website, Web Monitoring will start sending out HTTP(S) requests to your website at your preset time intervals to check if your website is accessible.

**ICMP** - ICMP or Ping monitoring allows you to test the accessibility of your server over IP network from multiple locations around the world.

Once you add a PING monitor, Web Monitoring will start pinging your server at your preset time intervals to check if your URL/IP is accessible.

### 7.2.2 Page Load monitors

See how long it takes to load a complete HTML page in real browsers. By tracking the load times of each individual image, CSS, JavaScript, RSS, Flash and frames/IFrames, the tool measures your web visitor’s user experience.

Web Monitoring’s Page Load monitor is useful for understanding and analyzing things such as:

- which elements take the longest to load,
- how internal and external links are affected during loading,
- how long it takes to connect,
- the start and finish time of the load for each item on the page.

### 7.2.3 Transaction monitors

Transaction monitoring is proactive website monitoring that is done by deploying behavioral scripts in a web browser to simulate the path a real customer (or end-user) takes through a website.

It enables you to record interactions with a web-based application – Transaction Recorder, step-by-step and store them as a script file.

For more information on how to install the Transaction Recorder plugin and record a Transaction Script see the corresponding chapters

To precisely pinpoint the interactions, you can repeatedly playback the recording in the Transaction Recorder and edit any steps that require revision.

After the recorded script is finalized, it should be downloaded to your Local drive and then uploaded to the Web Monitoring dashboard to start configuring Transaction monitors.
When the test results become available, you can view the gathered data on the Table and Chart view dashboards: see section 7.3 Monitors data visualization.

7.3.4 Monitors configurations set up

Web Monitoring monitors configuration is divided into steps and is an easy process that will take you seconds to finish. To make the process easier we have added informative tooltips on the majority of the fields that will guide you to understand what each field stands for. Steps 2 and 3 are the same for all monitors types.

Uptime monitors

When configuring an Uptime monitor in Step 1 you should:

- set up a Monitor Name, provide the URL or the IP address,
- select the Protocol (http, https or icmp) based on this the corresponding monitor sub-type will be created,
- set-up the Port number, by default it is 80 for http and 443 for https,
- Select Monitor Collection, if you have any, if not, the Monitors Collection field will not be visible, to add the newly created monitor to a collection (a group). Organizing monitors in Collections is helpful when defining access to monitors in the User Management.
- select the Request method GET or POST (for POST method you should also provide the POST data the way your server expects it),
- set up the timeout threshold (in milliseconds) – the time we will wait until considering your website is down,
- set up the check frequency as often as once a minute up to once every 6 hours,

Step 2

- select from the multiple locations in Americas, Europe, Asia, Africa and Oceania where you want your website to be monitored from,

Step 3

- set up the configurations of the notifications: see section 7.4 Alarms and Notifications.
Monitor configuration

- **Monitor Name**: [Input field]
- **URL/IP**: [Input field]
- **Protocol**: HTTP
- **Request Method**: POST
- **POST body**: [Input field]
- **Port**: 80
- **Timeout (ms)**: 1000
- **Check frequency**: 1 min

Image: Uptime monitor configuration – step 1

Monitoring Locations

**Americas**
- [ ] New York City
- [x] Los Angeles

**Europe**
- [x] Frankfurt
- [ ] London

**Asia**
- [ ] Tokyo

**Africa**
- [ ] Coming Soon

**Oceania**
- [ ] Coming Soon

Image: Monitor configuration – step 2
Image: Monitor configuration – step 3

Page Load monitors

When configuring a Page Load monitor in Step 1 you should:

- set up a Monitor Name, provide the URL or the IP address,
- Select Monitor Collection, if you have any, otherwise the Monitors Collection field will not be visible, to add the newly created monitor to a collection (a group). Organizing monitors in Collections is helpful when defining access to monitors in User Management,
- select the Browser type – you can choose which browser to run the page load checks from. Currently, we only support Firefox and Chrome. You can change the browser selection of your monitor’s settings at any time,
- select the Protocol (http, https) – https is the default option,
- set-up the Port number, by default it is 80 for http and 443 for https,
- set up the timeout threshold (in seconds) – the time we will wait until considering your website is down,
- set up the check frequency as often as 5 minutes up to once every 6 hours,

Step 2 and 3 are the same as for Uptime monitors
Transaction monitors

When configuring a Transaction monitor in Step1 you should:

- browse the Script file from your local drive to start the configuration,
- set up a Monitor Name,
- Select Monitor Collection, if you have any, otherwise the Monitors Collection field will not be visible, to add the newly created monitor to a collection (a group). Organizing monitors in Collections is helpful when defining access to monitors in User Management,
- select the Browser type – you can choose which browser to run the transaction checks from. Currently, we only support Firefox and Chrome. You can change the browser selection of your monitor’s settings at any time,
- set up the check frequency as often as 5 minutes up to once every 6 hours,

Step 2 and 3 are the same as for Uptime and Page Load monitors
7.3.5 Transaction Recorder plugin installation

To start recording scripts, you will first need to download the Transaction monitoring Recorder and install it as an add-on / extension to your Firefox browser.

- To download the Recorder, simply click the Download Firefox Plugin button in step 1 of Adding a Transaction monitor,

  ![Image: Download Firefox plugin](image)

- Open Firefox and go to Add-ons,

- In the Extensions tab, click on the gear icon and select Install Add-on from file.

- In the Select add-on to install dialog, navigate to the downloaded recorder file and select it to start the installation.
7.3.6 Transaction Scripts recording

To record a Script, open the Transaction Recorder using the icon from the task bar.

- The Transaction Recorder will now be added as an extension in your Firefox.

*Image: Transaction Recorder icon in Firefox browser*
Images: Creating new Script

1. Click the + button to start recording and adding your scripts to the bottom part or New Script in the File Menu.

2. Enter the URL of the site you want to monitor into the Base URL field (e.g. example.com) and click the Start Recording button to start recording the script.

3. Open the site that you want to monitor in Firefox and start navigating through and interacting with it.

Note: If you leave the Base URL field empty, and then press the Start Recording button and open the website that you want to record a script on, the base URL will be filled in automatically with the website’s address, following the Open command added by the recorder in your script.

The Transaction Recorder records all your steps. During the recording phase you can edit any recorded command by selecting it and editing the Command box value. You can also insert/delete commands (use the appropriate option after right clicking on a step).

Note: The description of the selected command is displayed in the Reference tab at the bottom of the Transaction Recorder window.
• To download the recorded script to your Local disk, click on the Download button. You can also do that from the File menu. Note that an asterisk ‘*’ next to the script’s name means that you have unsaved changes in that script.

• To edit a test previously recorded, go to the Scripts tab, choose a test from the list on the left pane of the Recorder window and click on it.

![Image: Editing Script]

• To save the script changes, click on the Save button, either in the Recorder or in the File menu. Note that the Save button remains inactive if no changes have been made in the Script.

• To view the recorded flow, click the Run Script button.

• You can also open/ upload other Scripts to the Recorder, to edit it or also to keep the Script on the Recorder.

![Image: Uploading script to Recorder]
In the future you will also have the possibility to directly upload your scripts to the Web Monitoring dashboard and have the same Recorder plugin for a Chrome browser.

**Technical hints for recording a script**

- There are three fields that store essential information about each step in the script – **Command**, **Target**, and **Value**. For any element present on the web page, the Transaction Recorder maps its action with these three values: command, target, and value. For example, when typing a username in the User Name text box, the Transaction Recorder translates it as `COMMAND=TYPE , TARGET=USERNAME_TEXT_BOX and VALUE=YOUR_USERNAME`. For commands related to asserts, a certain value can be specified to compare to another value. For example: `COMMAND=ASSERTTEXT, TARGET=LABEL and VALUE=SOMETHINGTOCOMPARE`.

- The Transaction Recorder provides enough functionality in terms of identifying the target. For instance, the client can locate or identify the target using DOM, ID, Name, XPath etc. You may also find it useful to try Firefox extensions like DOM Inspector or XPath Viewer to get information about the XPath or DOM information of the GUI element under test.

Image Identifying the target

- Use the **Target Selector** button to select the target on the web page. Click the button, and then click an element on the web page to select it. To change the selection, click some other element. To cancel the selection, click the button again.

- After you have selected the element, you can choose between ID, Name, or XPath to be the element target as needed, by selecting the value from the Target combo box.

- You can also use the **Find** button to find the element that you have specified under Target.
• There are also custom developed commands: if, else and for.

• If there is a need to change the flow of a transaction script by including some condition, then you can use the “if/else” statement. Condition of the “if”, “else” and “for” clauses is displayed in the Target column. When the “else” clause is not needed you should close the “if” clause using the “endif” command. If you are using the “else” command, then you should close it with the “endElse” command.

• In some cases, the by default added “click” command need to be changed to “clickAndWait” as it takes time to load the element or page.

• Use the “for” statement to repeat the same commands multiple times.

7.3.7 Transaction recorder used commands list

<table>
<thead>
<tr>
<th>N</th>
<th>Command name</th>
<th>Command Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>click</td>
<td>Clicks on the element. The &quot;..andWait&quot; version then also waits for a page load event.</td>
</tr>
<tr>
<td>2</td>
<td>open</td>
<td>Open supports relative and full URLs.</td>
</tr>
<tr>
<td>3</td>
<td>type</td>
<td>This command erases box content, but sendkey does not</td>
</tr>
<tr>
<td>4</td>
<td>pause</td>
<td>The amount of time to sleep in millisecond. For example: &quot;5000&quot; means sleep for 5 seconds.</td>
</tr>
<tr>
<td>5</td>
<td>waitForElementPresent</td>
<td>Verifies that the specified element is somewhere on the page</td>
</tr>
<tr>
<td>6</td>
<td>setTimeout</td>
<td>Specifies the amount of time that the recorder will wait for actions to complete. Actions that require waiting include &quot;open&quot; and &quot;waitfor&quot; actions. The default timeout is 30 seconds.</td>
</tr>
<tr>
<td>7</td>
<td>clickAndWait</td>
<td>Clicks on a hidden link, button, checkbox or radio button. If the click action causes a new page to load (like a link usually does), call waitForPageToLoad.</td>
</tr>
<tr>
<td>8</td>
<td>clickHiddenElement</td>
<td>Gets the result of evaluating the specified JavaScript snippet. The snippet may have multiple lines, but only the result of the last line will be returned. Note that, by default, the snippet will run in the context of the &quot;selenium&quot; object itself, so this will refer to the Selenium object. Use window to refer to the window of your application, e.g. window.document.getElementById('foo')</td>
</tr>
<tr>
<td>9</td>
<td>storeEval</td>
<td>Select an option from a drop-down using an option locator.</td>
</tr>
<tr>
<td></td>
<td>Function</td>
<td>Description</td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>11</td>
<td>storeElementPresent</td>
<td>Verifies that the specified element is somewhere on the page.</td>
</tr>
<tr>
<td>12</td>
<td>waitForPageToLoad</td>
<td>Waits for a new page to load. You can use this command instead of the &quot;AndWait&quot; suffixes, &quot;clickAndWait&quot;, &quot;selectAndWait&quot;, &quot;typeAndWait&quot; etc.</td>
</tr>
<tr>
<td>13</td>
<td>if</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>waitForVisible</td>
<td>Determines if the specified element is visible. An element can be rendered invisible by setting the CSS &quot;visibility&quot; property to &quot;hidden&quot;, or the &quot;display&quot; property to &quot;none&quot;, either for the element itself or one if its ancestors.</td>
</tr>
<tr>
<td>15</td>
<td>fireEvent</td>
<td>Explicitly simulate an event, to trigger the corresponding &quot;onevent&quot; handler.</td>
</tr>
<tr>
<td>16</td>
<td>endIf</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>selectFrame</td>
<td>Selects a frame within the current window. (You may invoke this command multiple times to select nested frames.)</td>
</tr>
<tr>
<td>18</td>
<td>selectWindow</td>
<td>Selects a popup window using a window locator; once a popup window has been selected, all commands go to that window. To select the main window again, use null as the target.</td>
</tr>
<tr>
<td>19</td>
<td>setDimension</td>
<td>Set the size of the current window. This will change the outer window dimension, not just the view port.</td>
</tr>
<tr>
<td>20</td>
<td>waitForText</td>
<td>Gets the text of an element. This works for any element that contains text.</td>
</tr>
<tr>
<td>21</td>
<td>clickHiddenElementAndWait</td>
<td>Clicks on a hidden link, button, checkbox or radio button. If the click action causes a new page to load (like a link usually does), call waitForPageToLoad</td>
</tr>
<tr>
<td>22</td>
<td>else</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>sendKeys</td>
<td>Simulates keystroke events on the specified element, as though you typed the value key-by-key. This simulates a real user typing every character in the specified string; it is also bound by the limitations of a real user, like not being able to type into a invisible or read only elements</td>
</tr>
<tr>
<td>24</td>
<td>endElse</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>chooseCancelOnNextConfirmation</td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>mouseOver</td>
<td>Simulates a user hovering a mouse over the specified element.</td>
</tr>
<tr>
<td></td>
<td>Command</td>
<td>Description</td>
</tr>
<tr>
<td>---</td>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>27</td>
<td>waitForElementNotPresent</td>
<td>Verifies that the specified element is somewhere on the page.</td>
</tr>
<tr>
<td>28</td>
<td>store</td>
<td>Returns the specified expression. This is useful because of JavaScript preprocessing. It is used to generate commands like assertExpression and waitForExpression.</td>
</tr>
<tr>
<td>29</td>
<td>assertElementPresent</td>
<td>Verifies that the specified element is somewhere on the page.</td>
</tr>
<tr>
<td>30</td>
<td>mouseDown</td>
<td>Simulates a user pressing the left mouse button (without releasing it yet) on the specified element.</td>
</tr>
<tr>
<td>31</td>
<td>runScript</td>
<td>Creates a new &quot;script&quot; tag in the body of the current test window and adds the specified text into the body of the command. Scripts run in this way can often be debugged more easily than scripts executed using Selenium's &quot;getEval&quot; command.</td>
</tr>
<tr>
<td>32</td>
<td>close</td>
<td>Simulates the user clicking the &quot;close&quot; button in the titlebar of a popup window or tab.</td>
</tr>
<tr>
<td>33</td>
<td>verifyElementPresent</td>
<td>Verifies that the specified element is somewhere on the page.</td>
</tr>
<tr>
<td>34</td>
<td>waitForCondition</td>
<td>Runs the specified JavaScript snippet repeatedly until it evaluates to &quot;true&quot;. The snippet may have multiple lines, but only the result of the last line will be considered.</td>
</tr>
<tr>
<td>35</td>
<td>endFor</td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>for</td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>waitForNotVisible</td>
<td>Determines if the specified element is visible. An element can be rendered invisible by setting the CSS &quot;visibility&quot; property to &quot;hidden&quot;, or the &quot;display&quot; property to &quot;none&quot;, either for the element itself or one if its ancestors. This method will fail if the element is not present.</td>
</tr>
<tr>
<td>38</td>
<td>storeText</td>
<td>Gets the text of an element. This works for any element that contains text. This command uses either the textContent (Mozilla-like browsers) or the innerText (IE-like browsers) of the element, which is the rendered text shown to the user.</td>
</tr>
<tr>
<td>39</td>
<td>assertEval</td>
<td>Gets the result of evaluating the specified JavaScript snippet. The snippet may have multiple lines, but only the result of the last line will be returned.</td>
</tr>
<tr>
<td>40</td>
<td>mouseMove</td>
<td>Simulates a user hovering a mouse over the specified element.</td>
</tr>
<tr>
<td>41</td>
<td>echo</td>
<td>Prints the specified message into the third table cell in your Selenese tables. Useful for debugging.</td>
</tr>
<tr>
<td>42</td>
<td>assertElementNotPresent</td>
<td>Verifies that the specified element is somewhere on the page.</td>
</tr>
<tr>
<td>43</td>
<td>focus</td>
<td>Move the focus to the specified element; for example, if the element is an input field, move the cursor to that field.</td>
</tr>
<tr>
<td>44</td>
<td>storeVisible</td>
<td>Determines if the specified element is visible. An element can be rendered invisible by setting the CSS &quot;visibility&quot; property to &quot;hidden&quot;, or the &quot;display&quot; property to &quot;none&quot;, either for the element itself or one of its ancestors. This method will fail if the element is not present.</td>
</tr>
<tr>
<td>45</td>
<td>storeTextPresent</td>
<td>Verifies that the specified text pattern appears somewhere on the rendered page shown to the user.</td>
</tr>
<tr>
<td>46</td>
<td>addSelection</td>
<td>Add a selection to the set of selected options in a multi-select element using an option locator.</td>
</tr>
<tr>
<td>47</td>
<td>assertConfirmation</td>
<td>Retrieves the message of a JavaScript confirmation dialog generated during the previous action. By default, the confirm function will return true, having the same effect as manually clicking OK. This can be changed by prior execution of the chooseCancelOnNextConfirmation command.</td>
</tr>
<tr>
<td>48</td>
<td>verifyConfirmation</td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>createCookie</td>
<td>Create a new cookie whose path and domain are the same as those of the current page under test, unless you specified a path for this cookie explicitly.</td>
</tr>
<tr>
<td>50</td>
<td>refresh</td>
<td>Simulates the user clicking the &quot;Refresh&quot; button on their browser.</td>
</tr>
<tr>
<td>51</td>
<td>mouseUp</td>
<td>Simulates the event that occurs when the user releases the mouse button (i.e., stops holding the button down) on the specified element.</td>
</tr>
<tr>
<td>52</td>
<td>assertTitle</td>
<td>Gets the title of the current page.</td>
</tr>
<tr>
<td>53</td>
<td>verifyElementNotPresent</td>
<td>Verifies that the specified element is somewhere on the page.</td>
</tr>
<tr>
<td>54</td>
<td>assertExpression</td>
<td>Returns the specified expression. This is useful because of JavaScript preprocessing. It</td>
</tr>
<tr>
<td>Line</td>
<td>Command</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>55</td>
<td>chooseOkOnNextConfirmation</td>
<td>By default, Selenium's overridden window.confirm() function will return true, as if the user had manually clicked OK; after running this command, the next call to confirm() will return false, as if the user had clicked Cancel. Selenium will then resume using the default behavior for future confirmations, automatically returning true (OK) unless/until you explicitly call this command for each confirmation.</td>
</tr>
<tr>
<td>56</td>
<td>highlight</td>
<td>Briefly changes the backgroundColor of the specified element yellow. Useful for debugging.</td>
</tr>
<tr>
<td>57</td>
<td>waitForTextNotPresent</td>
<td>Verifies that the specified text pattern appears somewhere on the rendered page shown to the user.</td>
</tr>
<tr>
<td>58</td>
<td>waitForTitle</td>
<td>Gets the title of the current page.</td>
</tr>
<tr>
<td>59</td>
<td>waitStoreElementPresent</td>
<td>Stores if element is present on the page.</td>
</tr>
<tr>
<td>60</td>
<td>verifyTitle</td>
<td>Gets the title of the current page.</td>
</tr>
<tr>
<td>61</td>
<td>check</td>
<td>Check a toggle-button (checkbox/radio).</td>
</tr>
<tr>
<td>62</td>
<td>waitForConfirmation</td>
<td>Retrieves the message of a JavaScript confirmation dialog generated during the previous action. By default, the confirm function will return true, having the same effect as manually clicking OK.</td>
</tr>
<tr>
<td>63</td>
<td>assertLocation</td>
<td>Gets the absolute URL of the current page.</td>
</tr>
<tr>
<td>64</td>
<td>mouseMoveAt</td>
<td>Simulates a user pressing the mouse button (without releasing it yet) on the specified element.</td>
</tr>
<tr>
<td>65</td>
<td>clickAtAndWait</td>
<td>Clicks on a link, button, checkbox or radio button. If the click action causes a new page to load (like a link usually does), call waitForPageToLoad.</td>
</tr>
<tr>
<td>66</td>
<td>verifyLocation</td>
<td>Gets the absolute URL of the current page.</td>
</tr>
<tr>
<td>67</td>
<td>typeJavaScript</td>
<td>Sets the value of an input field, as though you typed it in. Can also be used to set the value of combo boxes, check boxes, etc. In these cases, value should be the value of the option selected, not the visible text.</td>
</tr>
<tr>
<td>68</td>
<td>storeValue</td>
<td>Gets the (whitespace-trimmed) value of an input field (or anything else with a value parameter). For checkbox/radio elements, the value will be &quot;on&quot; or &quot;off&quot; depending on whether the element is checked or not.</td>
</tr>
<tr>
<td>69</td>
<td>typeAndWait</td>
<td>Sets the value of an input field, as though you typed it in. Can also be used to set the value of combo boxes, check boxes, etc. In these cases, value should be the value of the option selected, not the visible text.</td>
</tr>
<tr>
<td>70</td>
<td>waitForValue</td>
<td>Gets the (whitespace-trimmed) value of an input field (or anything else with a value parameter). For checkbox/radio elements, the value will be &quot;on&quot; or &quot;off&quot; depending on whether the element is checked or not.</td>
</tr>
<tr>
<td>71</td>
<td>deleteCookie</td>
<td>Delete a named cookie with specified path and domain. Be careful; to delete a cookie, you need to delete it using the exact same path and domain that were used to create the cookie. If the path is wrong, or the domain is wrong, the cookie simply will not be deleted.</td>
</tr>
<tr>
<td>72</td>
<td>verifyEval</td>
<td>Gets the result of evaluating the specified JavaScript snippet. The snippet may have multiple lines, but only the result of the last line will be returned.</td>
</tr>
<tr>
<td>73</td>
<td>verifyVisible</td>
<td>Determines if the specified element is visible. An element can be rendered invisible by setting the CSS &quot;visibility&quot; property to &quot;hidden&quot;, or the &quot;display&quot; property to &quot;none&quot;, either for the element itself or one if its ancestors. This method will fail if the element is not present.</td>
</tr>
<tr>
<td>74</td>
<td>submit</td>
<td>Submit the specified form. This is particularly useful for forms without submit buttons, e.g. single input &quot;Search&quot; forms.</td>
</tr>
<tr>
<td>75</td>
<td>verifyValue</td>
<td>Gets the (whitespace-trimmed) value of an input field (or anything else with a value parameter). For checkbox/radio elements, the value will be &quot;on&quot; or &quot;off&quot; depending on whether the element is checked or not.</td>
</tr>
<tr>
<td>76</td>
<td>windowMaximize</td>
<td>Resize currently selected window to take up the entire screen.</td>
</tr>
<tr>
<td>77</td>
<td>openWindow</td>
<td>Opens a popup window (if a window with that ID isn't already open). After opening the window, you'll need to select it using the selectWindow command.</td>
</tr>
<tr>
<td>78</td>
<td>storeAttribute</td>
<td>Gets the value of an element attribute. The value of the attribute may differ across browsers (this is the case for the &quot;style&quot; attribute, for example).</td>
</tr>
</tbody>
</table>
Simulates the user clicking the "back" button on their browser.

Remove a selection from the set of selected options in a multi-select element using an option locator.

7.3 Monitors data visualization

7.3.1 Table View

The table view is designed to display the list of monitors and the information relevant to them, such as:

- Monitor name,
- The Response time of the last check.
- The Monitor’s Status – OK or Failed, the left side of failed monitors is colored red.
- The Monitor type and the sub-types – e.g. Uptime (HTTP), Uptime (ICMP), Page Load or Transaction.
- The URL or IP – on which the monitor is running.
- Monitor Collection – the group or groups in which the monitor is part of.

![Image: Web Monitoring table view](image)

When hovering on the exact monitor row on the right corner you can see, edit and delete monitor action icons.
Web Monitoring Table View, alike most of the other Remote Management products, has also the following features:

**Search function:** This allows users to search for monitor by name and URL or IP

**Filtering:** by monitor type, status and monitor collection.

By device status: Users can select the devices based on their status (single and multi-selection is possible).

**Monitors Status tile**

The monitor status tile is visible in both the Table and Chart view dashboard and reflects all types of monitors’ status related information:

- The total number of monitors
- The number of failed and the number of OK status monitor

![Monitors status tile](image)

*Image: Monitors status tile*

**7.3.2 Chart View**

Web Monitoring chart view shows the historical monitoring data results per check for the specified time intervals like the last hour or 3, 6, 12 and 24 hours, soon you can also get the aggregated data time intervals like the last 3 days or 7, 30 days as well as the possibility to switch to a specific date or date range.
The top part of the Uptime monitor chart displays the Monitor name, type, URL/ IP and the uptime monitor sub-type, in the bottom part the locations from which locations the monitoring runs from is shown. The Page Load monitor chart’s top part also shows the Browser (Firefox or Chrome) from which your monitoring runs from.

The chart view clearly indicates if any check has failed. The failed checks are indicated by Red dots, when hovering on the red dot the time when the failure had occurred, the failure location ID and the failure reason are shown in the tooltip.
7.4 Alarms and Notifications

7.4.1 Alarms

The alarms view is focused on incident response. All raised alarms where the check threshold has been breached can be filtered, organized, and exported.

Alarms View allows you to see the severity of the alarms and take quick actions when you need to. The expandable rows allow you to see the failed check’s details, like locations from where the failure comes, response time, host, error message, browser, step on which the failure occurred etc.

New alarms are added at the top of the alarms list and the left side of the row is colored red.
You can acknowledge the alarm by multi checking the open status alarm rows and then clicking the Acknowledge button on the left top part of the dashboard or one by one from the right part of the alarm row. When acknowledged the left part of the alarm is colored yellow.

![Image: Web Monitoring acknowledging alarms](image)

Acknowledging means confirming that the alarm is noticed and actions, if needed, would be taken, so that others should not worry about this. When acknowledged the time and person who acknowledged are fixed in the Timeframe part of the Alarm.

Resolved alarms are colored green.

Similar to the Table and Chart views, the Alarm view filtering is also possible by; Monitor name. Monitor type, Status and Date ranges.

![Image: Web Monitoring acknowledge details](image)

7.4.5 Notifications

Alarm notifications conditions can be set up in the monitors configurations in Step 3 or 4 depending on the monitor type. You can be notified when E-mail addresses accepted by the system are the ones which are recognized by the TeamViewer account or company profile:
• For TeamViewer accounts, the e-mail address needs to be in the contact list as a contact.
• For TeamViewer company profiles, the e-mail address needs to be a contact or a user in the company profile.

E-mail notifications are sent from: notification@teamviewer-rm.com

Note: if working with proxy or custom firewalls, a whitelist to the domain *.teamviewer-rm.com can be added.

To set-up the notifications to get the emails when your monitors fail you should choose between 2 options

• Trigger an alert with every single failure or
• Trigger an alert if there are some (1, 2 or 3) failure consecutively from any 2 locations

Your monitor will fail when;

• The Response time is above the set-up timeout
• There are DNS resolving issues
• There are configuration issues
• Error responses like 404 Not Found or 500 Internal error are received
• There are unknown errors in the system

E-mail notifications regarding raised or recovered alarms and monitor types will contain the following information:

• Alarm Details
• Monitor Name
• Monitor Type
• URL/IP
• Protocol
• Request Method
• Locations where failures come from

• Monitors Collection
• Transaction monitor failure description
• Step Number
• Step Details
• Step Duration
• Error Content
• Alarm Start
• Alarm End
• Failure Duration

7.5 Monitors Collections

Monitor Collections allows you to group monitors in various Collections. There is no limitation to the number of monitors that can be added into a collection. The same monitor can be attached to more than 1 collection.

To add a Monitor Collection, you should click the folder icon in the top left part of the Table or Chart View dashboards.

On the Manage Monitor Collections page you should enter a unique name and select at least one monitor from the list below in order to create a collection (a group).

Your added Monitor Collections will be visible on the left side in the list and on the right side of the selected collection the monitors included in the collection will be reflected.
You can easily add another Monitor collection and include monitors in it by clicking the + button at the bottom of the page.

7.6 Data exporting

You can also export your monitor’s historical data to a csv file for later usage. Simply click the Export CSV button from the monitor’s Chart View module submenu. The CSV file will automatically download to your Local drive.
8. Support

For questions, additional assistance, and support, please contact our experienced support team by submitting a ticket. You can also visit our Community page for further support. We are always happy to help!