

SSV Remote Support with TeamViewer

SSR/525 microHowTo



SSV Embedded Systems

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1 INTRODUCTION

This document describes how to run and configure the TeamViewer software (www.teamviewer.com) on a Windows system to enable SSV remote access via Internet.

TeamViewer connects to any PC or server around the world within a few seconds. You can remote control your partner's PC as if you were sitting right in front of it.

TeamViewer is cost-free and no registration is required.

1.1 Conventions

Convention	Usage
bold	Important terms, menu items
<code>monospace</code>	Pathnames, program code, command lines
[Button]	Buttons like [OK] or [Next]

Table 1: Conventions used in this Document

1.2 Preparations

Before running TeamViewer there are some preparations necessary.

1. Make sure the Windows PC is connected to the Internet. Do **NOT** use the same router which is used for the OpenVPN connection (LAN1 interface) of the SSR/525! You can use a USB surfstick with UMTS or LTE, if there is no other internet access.
2. Connect the **LAN2 interface** of the SSR/525 via an Ethernet cross-over cable with the Windows PC.
3. All necessary connections are now established.

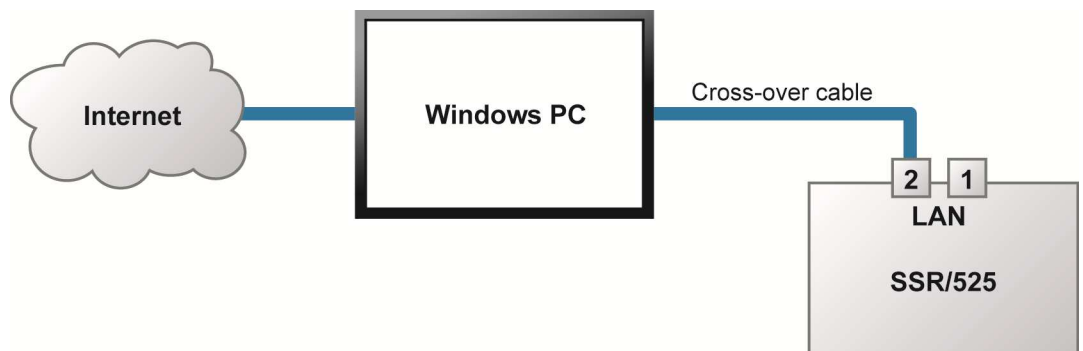


Figure 1: Connection overview between SSR/525 and Windows PC

2 RUNNING TEAMVIEWER

1. Download the latest version of the TeamViewer software from the website www.teamviewer.com.
2. Start TeamViewer with a double click on the downloaded file.
3. To run TeamViewer without installing choose the option **Start**.

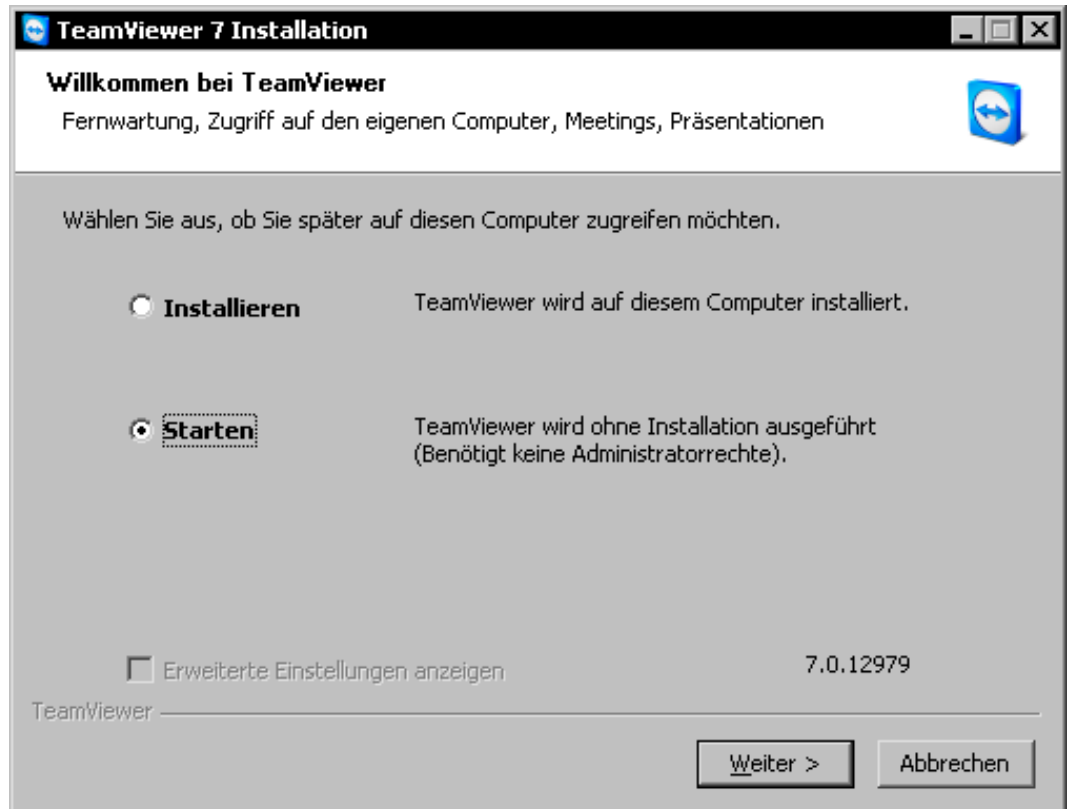


Figure 2: Starting TeamViewer without installation

4. Click [Next] to proceed.
5. In the next dialog box activate the checkbox to accept the EULA and click [Next].
6. TeamViewer is ready after a few seconds and shows an **ID** and **password**.

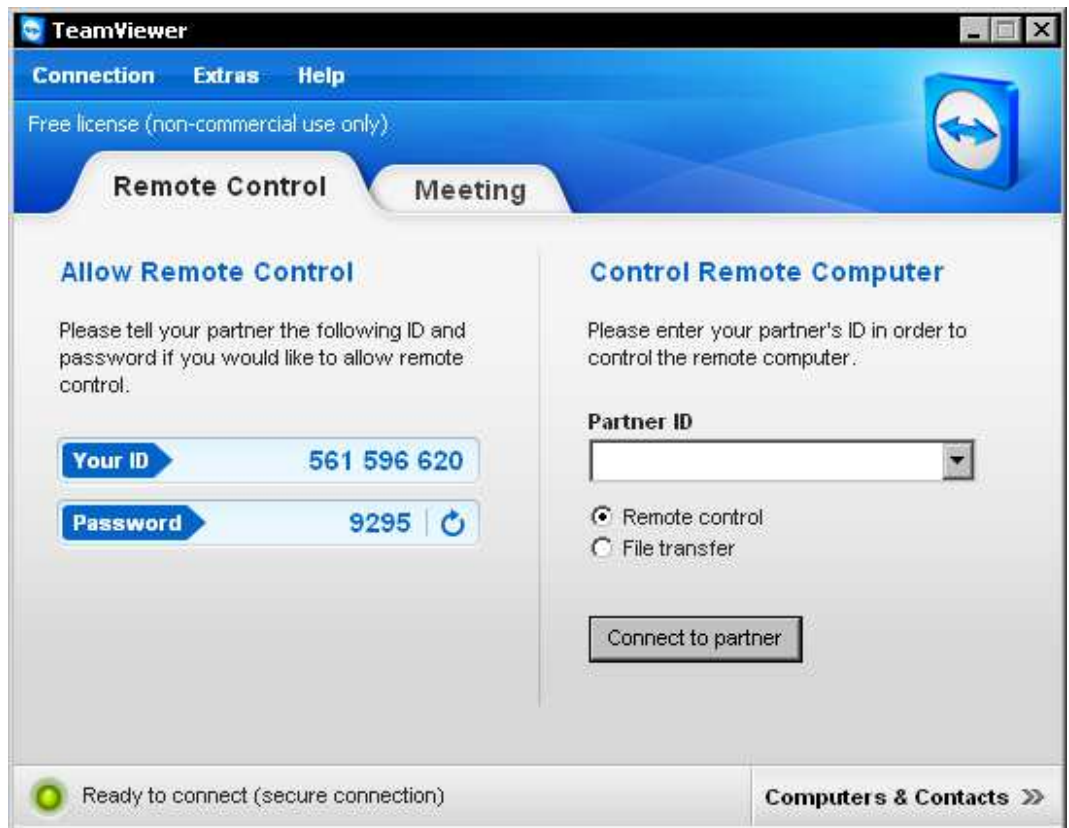


Figure 3: TeamViewer shows ID and password for the remote access

7. Contact the SSV support staff via telephone to tell the ID and password.

NOTE:

Do not close TeamViewer after telling the SSV support staff the ID and password. TeamViewer always creates a new ID and password after starting.

8. That's all. SSV has now remote access to your Windows PC.

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DOCUMENT HISTORY

Revision	Date	Remarks	Name	Review
1.0	2013-10-01	first version	WBU	KDW
1.1	2013-10-02	changed document name, edited section 1.2	WBU	KDW

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