

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
monospace	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.

SeamViewer 7 Installation						
Willkommen bei TeamViewer Fernwartung, Zugriff auf den eigenen Computer, Meetings, Präsentationen						
Wählen Sie aus, ob Sie später auf diesen Computer zugreifen möchten.						
O Installieren	TeamViewer wird auf diesem Computer installiert.					
	TeamViewer wird ohne Ir (Benötigt keine Administr	nstallation ausgeführt ratorrechte).				
Erweiterte Einstellung TeamViewer	gen anzeigen	7.0.12979 <u>W</u> eiter > Abt	prechen			

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**.



Remote Control Meeting		
Allow Remote Control	Control Remote Computer	
Please tell your partner the following ID and password if you would like to allow remote control.	Please enter your partner's ID in order to control the remote computer.	
	Partner ID	
Your ID 561 596 620		
Password 9295 🖒	 Remote control File transfer 	
	Connect to partner	
Pandu to connect (concurs connection)	Computers & Contacts	

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.



CONTACT

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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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