



# BGAN from Stratos

## Application Note

# TeamViewer Remote Management

## Installation and Configuration of TeamViewer Application

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## 1. Purpose

This application note is to guide the user in the installation and basic use of Teamviewer as a Remote Management tool and or FTP tool. TeamViewer has been tested and used over the Stratos BGAN network. TeamViewer allows the Administrator to connect in 1 of 4 different application modes.

1. Remote Support
2. Presentation
3. File Transfer
4. VPN.

This application note was tested using the Remote Support and File Transfer modes. The information contained in this document will help in the configuration and use of TeamViewer. TeamViewer has been tested over the Stratos BGAN network and has performed extremely well using the Background services offered on the I4 satellites.

## 2. Background

The TeamViewer application is free and can be used as a Remote Support Application without the user configuring addition SIM card parameters. Some other remote applications on the market require that a public static IP address be used. One of the advantages of the TeamViewer application is its ability to work using the Stratos Regular Access solution provided by default with all Stratos SIM cards. Another advantage is that the application requires no type of configuration on the support side or the client side. There is no need to configure firewalls or proxy servers. The TeamViewer session is initiated from the client to the central server. TeamViewer also offers you the best possible security quality. TeamViewer uses RSA Public/Private Key Exchange and AES-256 Session Encoding ensure that absolutely no-one can view your session data. Install the TeamViewer Management software on the support computer and install the small executable Quick Support application on the client side. The client just needs to provide the login number and password to the support person and connect.

Regular Access provides terminals with a private dynamic IP address in the range of 10.x.x.x. The Stratos Trench takes care of the necessary NAT to allow terminals to access the Internet. There is no extra charge for Regular Access.

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### 3. Administrator Installation

TeamViewer can be downloaded at the following website:

<http://www.TeamViewer.com>

Once you have downloaded the application follow the steps below.

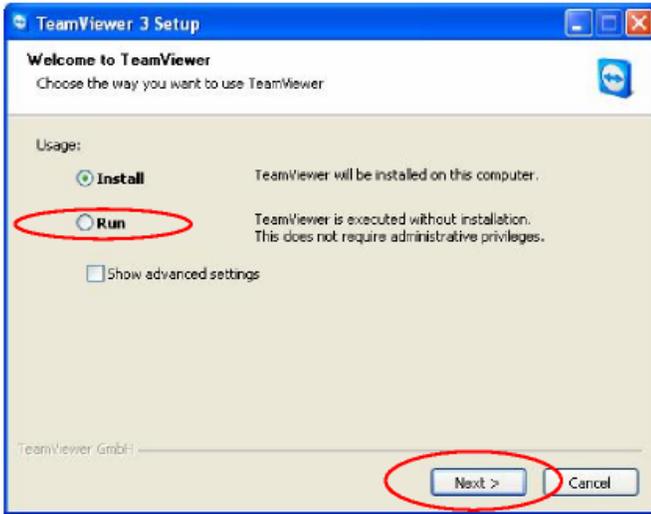


Figure 1: Install or Run TeamViewer

1. Select 'Run' and click the 'Next' button to get to the window shown below.

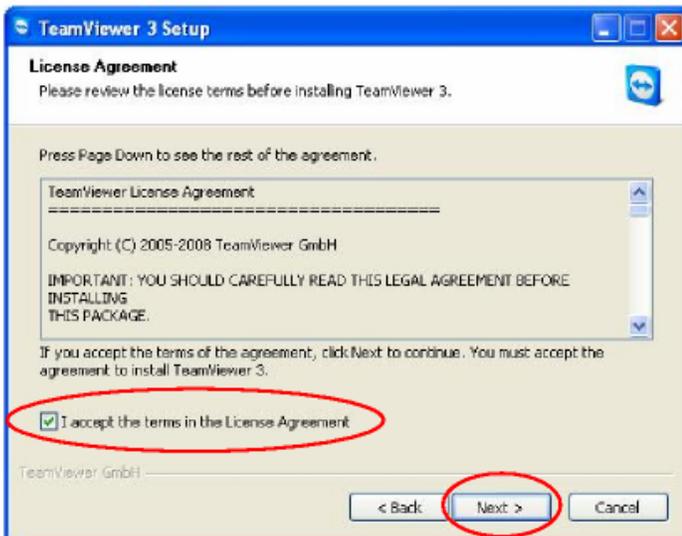


Figure 2: Accept License Agreement

- 2. Accept the License agreement and click 'Next' to start the TeamViewer application. See main window in figure 3.

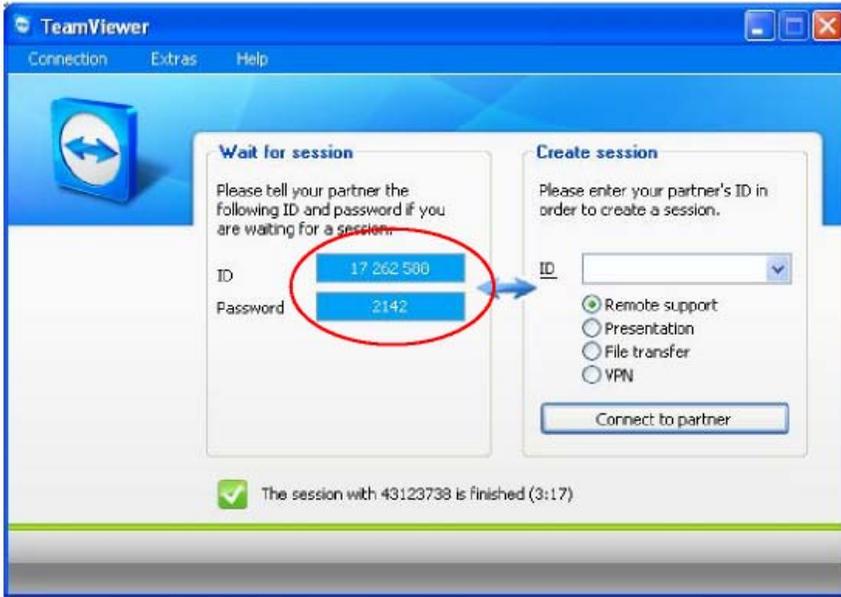


Figure 3: TeamViewer

The supporter is now ready to assist the customer on a remote computer that has the TeamViewer Quick Support application (1.08 MB) installed and is connected to the Internet. In the example above the support person is using the 'Remote Support' mode.

## 4. Remote Client Installation

The customer must save and run the light version of TeamViewer called TeamViewer Quick Support (customer module) on their computer which can be downloaded from the web site: <http://download.TeamViewer.com/download/>



Figure 4: TeamViewer Quick Support

The TeamViewer Quick Support application will show a window similar to the one in Figure 4 above:

The customer will need to inform the supporter about his Partner ID and Session Password. See figure 4 above. This can for example be done via email, chat program or over the phone.

NOTE: For enhanced security the Session Password is generated with every start of the TeamViewer Quick Support application, to prevent unauthorized access.

Finished - you will now be connected to your partner's desktop.

## 5. TeamViewer File Transfer Mode Procedure

You can also use TeamViewer in the '**File Transfer**' mode to load preconfigured files. The Administrator can push and pull information from a specific ship's directory. In the example below this scenario describes how a new configuration was loaded into an SAILOR FleetBroadband terminal from the remote.

1. The SAILOR FleetBroadband user makes a Standard Voice call to the technical support staff and requests help to set up the SAILOR FleetBroadband terminal for streaming video on 128kbps.
2. The support person asks the user to go to [www.TeamViewer.com/download](http://www.TeamViewer.com/download) and to run the TeamViewer Quick Support application while the support person starts up TeamViewer on their own computer.
3. The support person will ask the client to provide them the TeamViewer Partner ID.
4. The supporter enters the Partner ID they get from the client and selects '**File Transfer**' and presses the '**Connect to partner**' button.



Figure 1: File Transfer mode



Figure 2: Password

5. The support person will ask the client for the Session Password to be granted access to the remote user's computer. See figure 2 above.
6. The support person will login and be connected to the remote computer and will get a file explorer window SIMilar to the one in figure 3 below.

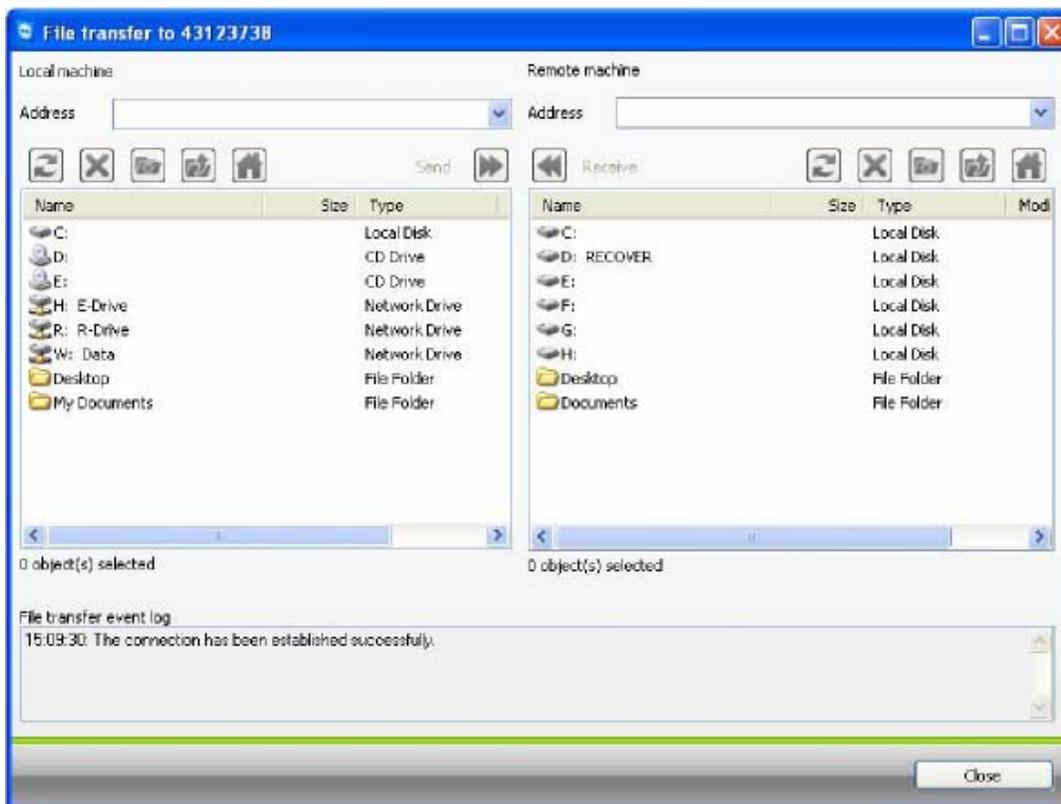


Figure 3: File Transfer Option

7. The support person will now browse to the folder on their local computer where they have stored a configuration file that supports the Streaming 128K service for streaming video. The configuration file will now be transferred and stored on the desktop of the remote computer.
8. The supporter will type the web address <http://192.168.0.1> of the SAILOR FleetBroadband terminal into the Internet Explorer window to gain access to the web interface window.
9. The support person will go to '**Administration Logon**' menu and type in the administrator Username and Password to log on as Administrator. **The Default username is 'Admin' the default password is '1234'**

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SIGNAL: [Signal strength indicator]

Please enter administrator username and password

**ADMINISTRATOR LOGON**

User name:

Password:

[Forgot administrator password?](#)

Figure 4: Administrator log on.

10. After logging on as the Administrator a new window will show the support person an option to upload a configuration file.

Thrane & Thrane

SIGNAL: [Signal strength indicator]

Please remember to log off after use

**Change administrator logon**

User name

New password

Retype new password

**Configuration**

Save configuration to file

Load configuration from file

**Administrator logoff**

Figure 5: Upload configuration

11. On the upload configuration web page click '**Browse**' to locate the configuration file on the remote desktop and then press '**Load**'.

**NOTE:** After uploading the new configuration file remember to Log off as Administrator.

**NOTE:** In the example above of the 'File Transfer' mode, downloading and running the TeamViewer Quick Support Application to login as the administrator on the client computer to transfer a new configuration file is more efficient than sending an IT person to the vessel. In the example above to upload the configuration file to the terminal took about 10 minutes and generated about 2.3 MBytes of traffic.

