



Monitoring & Asset Management

Technical Fact Sheet



TeamViewer Monitoring & Asset Management consists of the following services:



Device Monitoring



Network Monitoring



Asset Monitoring



Patch Monitoring



Software Deployment

System Requirements

<p>TeamViewer (Monitoring / Asset Management)</p>	<p>Version 11 or higher (Windows) Version 14 or higher (macOS / Linux)</p>
<p>TeamViewer (Patch Management)</p>	<p>Version 14.5 or higher</p>
<p>TeamViewer (Software Deployment)</p>	<p>Version 14.7 or higher (Windows)</p>
<p>Operating Systems (Monitoring / Asset Management)</p>	<p>Microsoft Windows XP (SP3), Windows 7, Windows 8, Windows 8.1, Windows 10, Windows 11, Windows Server 2003 / 2008 / 2008 R2 / 2012 / 2012 R2 / 2016 / 2019</p> <p>macOS Sierra, High Sierra, Mojave, El Capitan, Catalina, Big Sur, Monterey</p> <p>Linux Debian 9 or higher</p>
<p>Operating Systems (Patch Management)</p>	<p>Microsoft Windows XP (SP3), Windows 7, Windows 8, Windows 8.1, Windows 10, Windows 11, Windows Server 2003 / 2008 / 2008 R2 / 2012 / 2012 R2 / 2016 / 2019</p> <p>macOS Sierra, High Sierra, Mojave, El Capitan, Catalina, Big Sur, Monterey</p>
<p>Operating Systems (Software Deployment)</p>	<p>Microsoft Windows 7 (SP1), Windows 8, Windows 8.1, Windows 10, Windows 11, Windows Server 2008 R2 (Internet Explorer 8 or later required) / 2012 / 2019</p>

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Remote Monitoring & Management

Unlimited Checks	✓
Alerts & Notifications	Get instant notifications as soon as a check fails.
Remote Task Manager (Windows)	View and manage processes and services remotely.
Remote Script Execution (Windows)	Save time on repetitive and routine tasks by setting up custom scripts. Execute scripts on any number of your remote devices and keep track of script executions in the history log.
Automatic Device Detection	Scan your network for all connected devices.
Inventory Tracking	Keep track of your deployed hardware and installed software.
Software Deployment	Deploy new software to remote devices.

Monitoring Checks

Online state		Generates an alert when the device is reported as offline.
Disk space		Notifications when the available disk space falls below a set threshold.
Disk health		When any disk reports physical errors, an alert is generated.
CPU usage		When the average usage for any processor exceeds the set threshold over a period of time, an alert is generated.
Memory usage		When the average available memory falls below the set threshold, an alert is generated.
Anti-Virus software		When there is no anti-virus solution installed, or the installed anti-virus solution is out-of-date, an alert is generated.
System Update		When a new system update is available, or automatic updates are disabled (Windows only), you will receive a notification.
Firewall		When the firewall is reported as disabled, an alert is generated.
Windows Service		When a specified Windows Service has stopped, an alert is generated.
Event Logs		When specified information is discovered in an Event Log entry, an alert is generated.
Processes		When a specified process is or is not running, an alert is generated.
Network Traffic		When the selected threshold falls below, or raises above, defined values of the network adapter(s), an alert is generated.

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Network Monitoring (Windows)

Support Protocols	
SNMP	✓
ICMP	✓
Supported Devices	
Routers & Switches	Be notified as soon as a state of a port changes to open, broken, or disabled.
Network Printers	Receive a notification as soon as the paper needs to be topped of, or the toner level reaches a set threshold.
Network Attached Storage (NAS)	You will receive an alert as soon as the available storage reaches a set threshold.
Uninterruptible Power Supplies (UPS)	As soon as the UPS reaches a set minimum battery level, an alert will be triggered.

Remote Task Manager (Windows)

Processes	View and stop processes remotely.
Services	View and stop services remotely.

Customization

Unlimited Policies	✓
Check-level specifications	✓
Alert Rules	✓

Central Management

Remote Activation	Deploy TeamViewer Monitoring remotely.
Bulk Activation	✓
Alerts & Notifications	✓

Take Your IT Service Management to the Next Level.

Try TeamViewer Remote Management for 14 days, FREE!

- ⊖ Endpoint Protection
- ⊖ Monitoring
- ⊖ Web Monitoring
- ⊖ Asset Management
- ⊖ Backup

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Solution Highlights



Scalable

TeamViewer Remote Management grows with your business. Only pay for what you actually need and scale at any time.



Customizable

Customize TeamViewer Remote Management to specific department needs or clients by defining individual policies.



Integrated

Get TeamViewer Remote Management solutions in one convenient dashboard, without adding another vendor to your IT stack – all seamlessly integrated with TeamViewer.

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity. Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

Questions?

We are always happy to help.

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