TeamViewer Monitoring

Monitoring & Asset Management
Technical Fact Sheet

TeamViewer Monitoring & Asset Management consists of the following services:

Device Monitoring
Network Monitoring
Asset Management
Patch Management

System Requirements

TeamViewer (Monitoring / Asset Management)	Version 11 or higher (Windows) Version 14 or higher (macOS / Linux)
TeamViewer (Patch Management)	Version 14.5 or higher (Windows)
Operating Systems (Monitoring / Asset Management)	Microsoft Windows XP (SP3), Windows 7, Windows 8, Windows 8.1, Windows 10, Windows Server 2003 / 2008 / 2008 R2 / 2012 / 2012 R2 / 2016 / 2019 macOS Sierra, High Sierra, Mojave, El Capitan, Catalina Linux Debian 9 or higher
Operating Systems (Patch Management)	Microsoft Windows XP (SP3), Windows 7, Windows 8, Windows 8.1, Windows 10, Windows Server 2003 / 2008 / 2008 R2 / 2012 / 2012 R2 / 2016 / 2019

Remote Device Monitoring

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, and run them on your remote devices.
Automatic Device Detection	Scan your network for all connected 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Anti-Virus software		When there is no anti-virus solution installed, or the installed anti-virus solution is out-of-date, an alert is generated.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.

Network Monitoring (Windows)

Supported 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	⊘

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Do you still have questions? Our team is happy to help.

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Monitoring