



# 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

<b>TeamViewer</b> (Monitoring / Asset Management)	Version 11 or higher (Windows) Version 14 or higher (macOS / Linux)
<b>TeamViewer</b> (Patch Management)	Version 14.5 or higher (Windows)
<b>Operating Systems</b> (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, Big Sur Linux Debian 9 or higher
<b>Operating Systems</b> (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 Monitoring & Management

<b>Unlimited Checks</b>	<input checked="" type="checkbox"/>
<b>Alerts &amp; Notifications</b>	Get instant notifications as soon as a check fails.
<b>Remote Task Manager</b> (Windows)	View and manage processes and services remotely.
<b>Remote Script Execution</b> (Windows)	Save time on repetitive and routine tasks by setting up custom scripts, and run them on your remote devices.
<b>Automatic Device Detection</b>	Scan your network for all connected devices.
<b>Inventory Tracking</b>	Keep track of your deployed hardware and installed software.
<b>Software Deployment</b>	Deploy new software to remote devices.





## Monitoring Checks

<b>Online state</b>	  	Generates an alert when the device is reported as offline.
<b>Disk space</b>	  	Notifications when the available disk space falls below a set threshold.
<b>Disk health</b>		When any disk reports physical errors, an alert is generated.
<b>CPU usage</b>	  	When the average usage for any processor exceeds the set threshold over a period of time, an alert is generated.
<b>Memory usage</b>	  	When the average available memory falls below the set threshold, an alert is generated.
<b>Anti-Virus software</b>		When there is no anti-virus solution installed, or the installed anti-virus solution is out-of-date, an alert is generated.
<b>System Update</b>	 	When a new system update is available, or automatic updates are disabled (Windows only), you will receive a notification.
<b>Firewall</b>		When the firewall is reported as disabled, an alert is generated.
<b>Windows Service</b>		When a specified Windows Service has stopped, an alert is generated.
<b>Event Logs</b>		When specified information is discovered in an Event Log entry, an alert is generated.
<b>Processes</b>	  	When a specified process is or is not running, an alert is generated.
<b>Network Traffic</b>		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	
<b>SNMP</b>	
<b>ICMP</b>	
Supported Devices	
<b>Routers &amp; Switches</b>	Be notified as soon as a state of a port changes to open, broken, or disabled.
<b>Network Printers</b>	Receive a notification as soon as the paper needs to be topped of, or the toner level reaches a set threshold.
<b>Network Attached Storage (NAS)</b>	You will receive an alert as soon as the available storage reaches a set threshold.
<b>Uninterruptible Power Supplies (UPS)</b>	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	✓

**Stay ahead of problems – maximize your uptime.**

**Test TeamViewer Monitoring 14 days for free!**

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



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