Remote Access

In some cases it is desirable to be able to remotely connect to a failing touch system to help investigate the problem. We prefer to use a remote access product called TeamViewer, available [here](#).
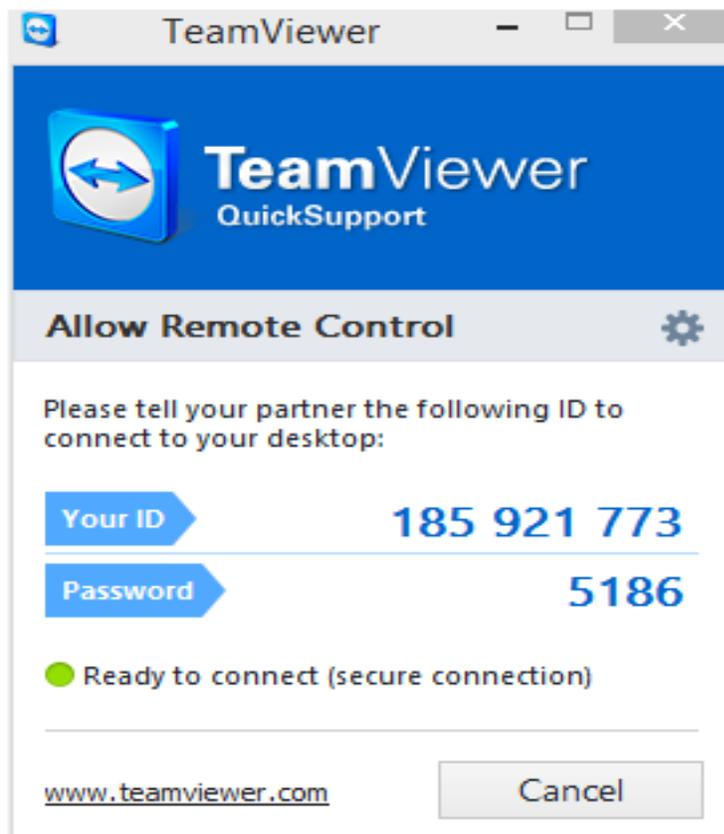
There are others, such as [Remotix](#) and [Splashtop](#).

Teamviewer

We may ask you to use a specific version of the software. If this is the case previous versions are available [here](#).

You can install the full Teamviewer or the 'Quick support' version that offers very basic external connection capabilities.

To make the system available for remote control, ensure it is physically connected to the internet, install and run the Teamviewer application which will issue a unique session identifier which you need to pass on to the Touch-Base technician (via email, Skype etc).

Remote Access

Using this code the technician can connect to and take control of the system. At the time connection is established you will be asked to allow the connection to proceed.

You may need to be available to assist, the technician will let you know at the time, or you may wish to observer proceedings.

MacOS consdierations

Apple has introduced a security mechanism with macOS 10.14 (Mojave), which requires special access to be granted to remote control applications like TeamViewer.

And macOS 10.15 (Catalina) has strengthened the security and privacy even further and requires additional permissions to be given to TeamViewer in order to control your Mac.

Without this access:

- TeamViewer users connecting to macOS 10.14 or higher will only be able to view the screen but not control it with their mouse or keyboard.
- TeamViewer users connecting to macOS 10.15 or higher will only be able to view the desktop background and the TeamViewer app but not control it with their mouse or keyboard.

These additional permissions must be granted locally on the Mac and some of them require admin rights as described here.

Linux considerations

Application installation is not always as straight-forward on Linux as it is with Windows and MacOS.

These two links may help with any Linux installations:

https://www.teamviewer.com/en/download/linux/

https://community.teamviewer.com/t5/Knowledge-Base/How-to-install-TeamViewer-for-Linux/ta-p/6318

Remote Access

Touch-Base Support

http://support.touch-base.com/Documentation/50385/Remote-Access