



Aveco s.r.o.
Velešlavínská 39
162 00 Praha 6
Czech Republic
tel: ++420-235366707
fax: ++420-220610728
E-mail aveco@aveco.com



AVECO TeamViewer based remote access

Installation manual

Rev 01.2017



1. In General

AVECO needs to have a possibility to connect to AVECO systems to be able to support customers during fixing of issues. AVECO needs to have a possibility to download log files, upload new version of modules including fixes etc. also.

AVECO provides a TeamViewer version 12 based solution. Customer does not need to pay for any license, it is covered by AVECO. Since AVECO needs to install additional licensed software to be able to connect to automation systems, customer to provide one PC/virtual machine for this purpose. We recommend to have this machine for AVECO access only, but if needed it can be shared for other purposes. If so, the rules are as follows :

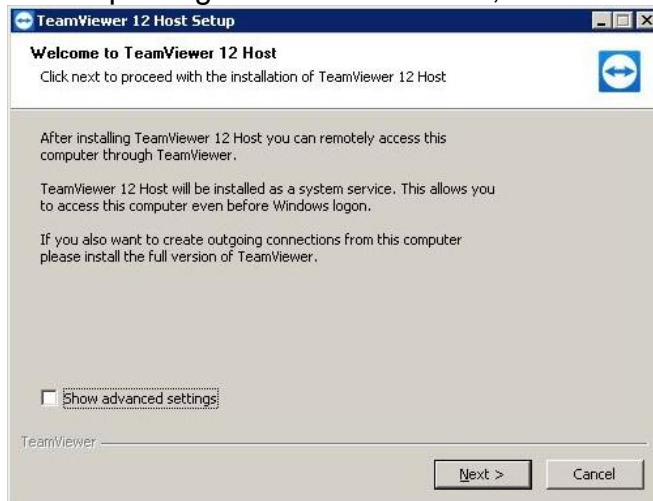
- in case help from AVECO is needed nobody else to work on the machine
- this to be always same machine for every connection. Using everytime different machine requires installation/licence of additional software, which is :
 - o expensive
 - o is time consuming - leads to delaying of help

Customer is able to enable/disable possibility of AVECO team to connect very easily by starting/stopping the TeamViewer application.

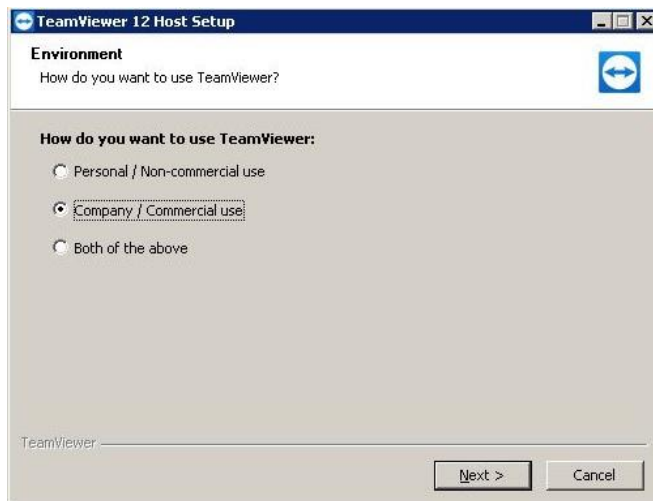
2. Step by step instructions

This chapter provides step by step instructions of how to install the solution so that AVECO team can connect to AVECO systems.

- click on the link <https://www.aveco.com/en/remote-access> to download installation package
- run the package under Admin user, installation wizard is started



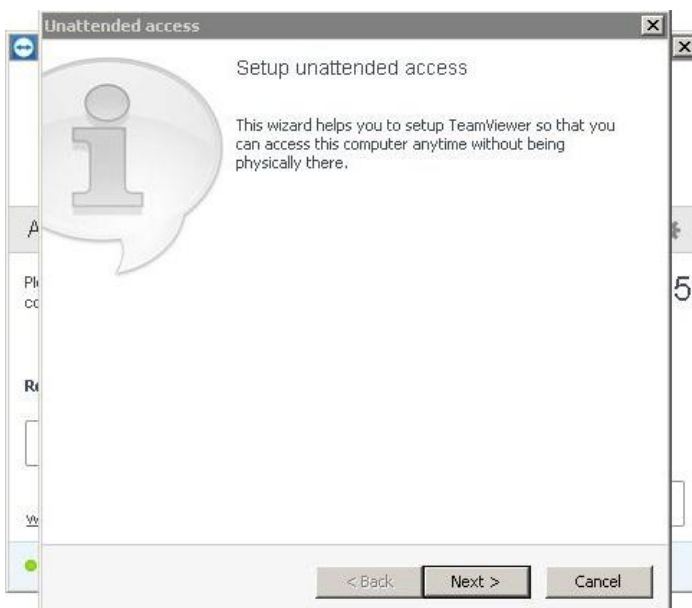
- press "Next" to go to next window



- select "Company/Commercial use" (AVECO pays for the license) and press "Next" button



- read Licence Agreement and if case You agree check "I accept the terms of the Licence Agreement" and press "Next" button. In case You do not agree kindly press "Cancel" the action and provide different way of remote connection. The installation process starts (takes around one minute). Once finished, the window for configuration of "Unattended access" appears



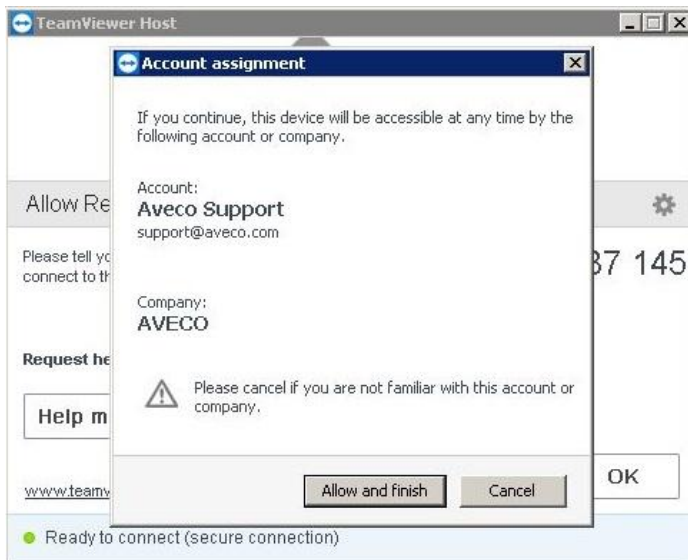
- Select "Next" to start configuration of unattended access (In case You will press "Cancel" AVECO will not be able to connect), the window for definition of password appears, see below



- kindly fill the "Computer name", this name will see AVECO engineer on his computer, so it should be self descriptive - the recommendation is to use country code followed by TV station name and identification of system/computer (for example DE-WDR-Dueseldorf). Of course fill the password so that it is password protected and finally press "Next", following window appears :



- just press "Finish" button to complete the configuration. Account assignment window appears



- since You know AVECO company press "Allow and Finish" button to give AVECO green light to connect anytime TeamViewer is up and running.



3. Firewall/Antivirus settings

The machine where TeamViewer is installed needs to have an access to internet, especially some ports to be enabled + some services to be enabled. Here is the list :

Firewall (ports)	
Port	can be checked via
5938	telnet master.teamviewer.com 5938
80 (HTTP)	telnet master.teamviewer.com 80
443 (HTTPS)	telnet master.teamviewer.com 443



Aveco s.r.o.
Veleslavínská 39
162 00 Praha 6
Czech Republic
tel: ++420-235366707
fax: ++420-220610728
E-mail aveco@aveco.com

Antivirus (applications/services)
TeamViewer
TeamViewer_Desktop
TeamViewer_Service
tv_w32
tv_x64