

# *SSV Remote Support with TeamViewer*

## microHowTo



### **SSV Embedded Systems**

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# 1 INTRODUCTION

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This document describes how to run and configure the TeamViewer software ([www.teamviewer.com](http://www.teamviewer.com)) on a Windows XP system to enable SSV remote access via Internet.

TeamViewer connects to any PC or server around the world within a few seconds. You can remote control your partner's PC as if you were sitting right in front of it.

TeamViewer is cost-free and no registration is required.

## 1.1 Conventions

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Convention	Usage
<b>bold</b>	Important terms, menu items, buttons
<code>monospace</code>	Pathnames, program code, command lines

**Table 1: Conventions used in this Document**

## 2 PREPARATIONS

Before running TeamViewer there are some preparations necessary.

1. Make sure the Windows PC is connected to the Internet.
2. Connect the SSV device (e.g. an IGW/922 or DIL/NetPC Starter Kit) with the **LAN1 interface** to the same network as the Windows PC, so the device is accessible via Web browser from the Windows PC. Please refer to the First Steps manual of your SSV device to see how to create an Ethernet connection.

**Note:** Do not create a direct Ethernet connection with an Ethernet cross-over cable. Connect the SSV device via switch and Ethernet patch cable to the network.

3. Create a serial connection between the **COM1 port** of the SSV device and the Windows PC with a null-modem cable, so the device is accessible with a terminal program (e.g. **HyperTerminal** or a similar terminal program). Please refer to the First Steps manual of your SSV device to see how to create a serial connection.
4. Start a new HyperTerminal session and configure the settings of the terminal connection like described in the First Steps manual of your SSV device.
5. All necessary connections are now established and configured.

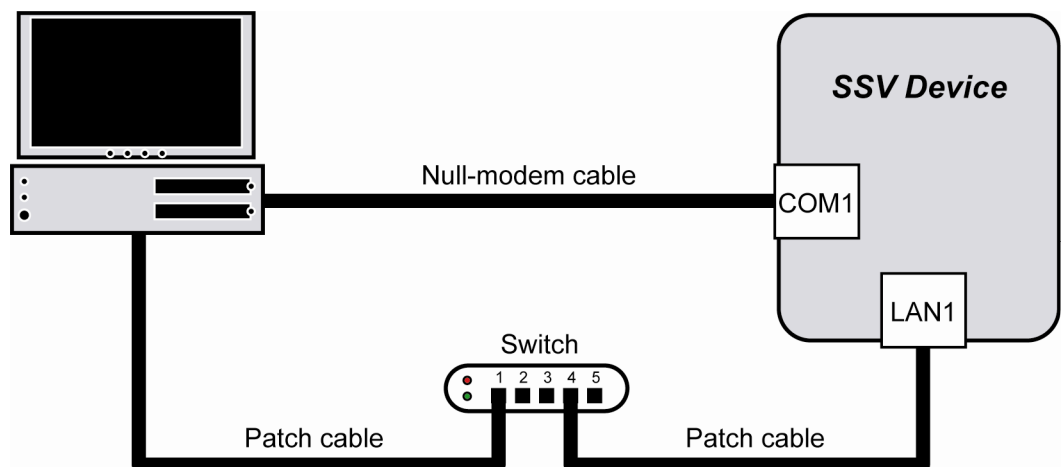
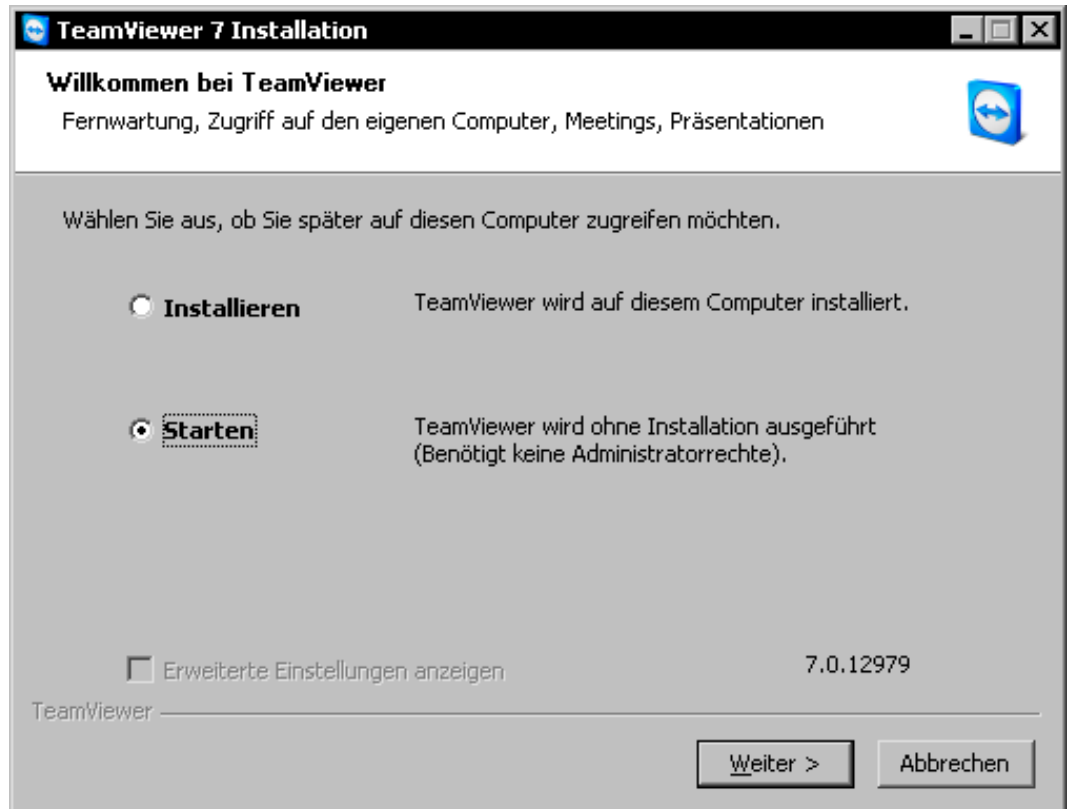


Figure 1: Connection overview between SSV device and Windows PC

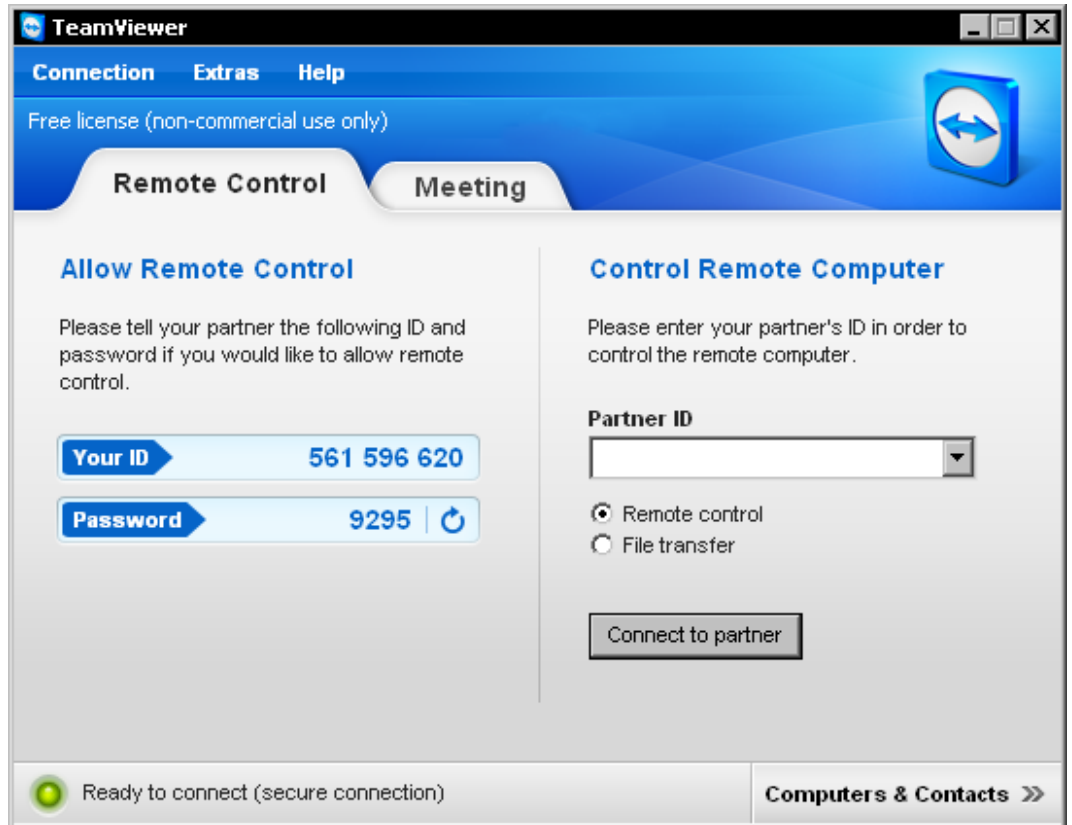
### 3 RUNNING TEAMVIEWER

1. Download the latest version of the TeamViewer software from the website `www.teamviewer.com`.
2. Start TeamViewer with a double click on the downloaded file.
3. To run TeamViewer without installing choose the option **Start**.



**Figure 2: Starting TeamViewer without installation**

4. Click **Next** to proceed.
5. In the next dialog box activate the checkbox to agree with the EULA and click **Next**.
6. TeamViewer is ready after a few seconds and shows an **ID** and **password**.



**Figure 3: TeamViewer shows ID and password for the remote access**

7. Contact the SSV support staff via telephone to tell the ID and password.

**Note:** Do not close TeamViewer after telling the SSV support staff the ID and password. TeamViewer always creates a new ID and password after starting.

8. That's all. SSV has now remote access to your Windows PC.

## CONTACT

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## DOCUMENT HISTORY

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Revision	Date	Remarks	Name
1.0	2012-04-17	first version	WBU
1.1	2012-05-07	added english screenshots, added figure 1 in chapter 2	WBU

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