

# BGAN from Stratos

Application Note

## Team Viewer



Remote Management

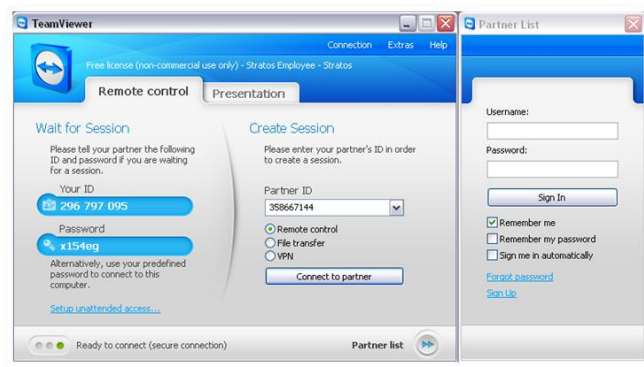
Revision: 1.0 Dec-11  
AuthID: SE.AH

### Purpose

This application note is to guide the user in the installation and basic use of **TeamViewer** as a Remote Management tool and or FTP tool. TeamViewer has been tested and used over the Stratos BGAN network.

TeamViewer allows the Administrator to connect in 1 of 4 different application modes.

1. Remote Control
2. Presentation
3. File Transfer
4. VPN



This application note was tested using the 'Remote Control' and 'File Transfer' modes. The information contained in this document will help in the configuration and use of Teamviewer.

### Summary

TeamViewer is an application solution for easy and friendly desktop sharing. You can remote control a partner's desktop to give online assistance, or you can show your screen to a customer - all without worrying about firewalls, IP addresses and NAT.

### Background

The TeamViewer application is free and is used as a Remote Support Application without the user configuring addition SIM card parameters. Some other remote applications on the market require that a Public Static IP address be used.

Benefits:

- Ability to work using the Stratos Private IP Access type provided by default with all Stratos SIM cards.
- Requires no type of configuration on the support side or the client side. There is no need to configure firewalls or proxy servers. The TeamViewer session is initiated from the client to the central server.
- Offers the best possible security quality using RSA Public/Private Key Exchange and AES-256 Session Encoding to ensure that absolutely no one can view your session data.

Private IP access type provides terminals with a Private IP address in the range of 10.x.x.x. StratosTrench takes care of the necessary NAT to allow terminals to access the Internet. There is no extra charge for Private IP Addressing.

## Requirements

Install the TeamViewer software on the support computer and install the same TeamViewer software on the client side. The client must provide the support person the login number and then they will be prompted for the password. Once they enter the password, they are authenticated and connected to the remote client.

## Configuration

This application note is to install TeamViewer as a Remote Management tool. TeamViewer has 4 different options for connecting to a client: Remote control, Presentation, File Transfer and VPN. This application note was tested using the Remote control feature and the File Transfer mode.

You must first go into the Stratos Dashboard and enable Internet to Mobile traffic (blocked by default) in the Stratos Dashboard. The TeamViewer application was tested using a Background IP session on the BGAN and Remote Control feature on TeamViewer.

To begin, open the Stratos Dashboard and verify the User Profile's Trench Rules set is configured correctly for the TeamViewer application software.

1. To search for the SIM card in the Stratos Dashboard go to the tab **Reports> Cards> All Cards** Under the Data Service Configuration box, click on the link **"Default User Profile"**

Setting	Value
ChatCard Data allowed	Yes
APNs	Stratos Commercial POP <ul style="list-style-type: none"><li>Stratos POP - Global</li><li>Stratos POP - China</li><li>Stratos POP - Australia</li><li>Stratos POP - Russia</li></ul>
Maximum Streaming Speed	Streaming Symmetrical 384+ (BGAN only)
Allowed User Profiles	Accept any User Profile
Default User Profile	R
Password	a
IP Address EMEA	dynamic
IP Address Americas / AsiaPac	dynamic
IP Address China	dynamic
Current Sessions on Trench	0

2. Click the drop down menu aside of Trench Rules and choose **"Open"** for this User Profile.

### User Profile Details

Setting	Value
Access Type	Private IP Access
User Name	R4
Password	
Description	Private IP Access provides you with basic access to the internet.
Update by End-user Allowed	<input type="checkbox"/>
Customer ID	5
SIM Card	901112
Default	<input checked="" type="checkbox"/>
Maximum Streaming Speed Allowed	Streaming Symmetrical 384+ (BGAN only)
Trench Rules	Open
Subscription	
Current Sessions	0
Accept SIM cards	Accept any SIM card

Figure 2: Details for User Profile

3. Click **"Ok"**

- If you click the link **"Show Rules"** to the right of the Trench Rules the below screen shot will open and display the default configuration of the Trench Rule set.  
**NOTE:** Refer to the Dashboard User Manual for an explanation of Trench Rule Sets.

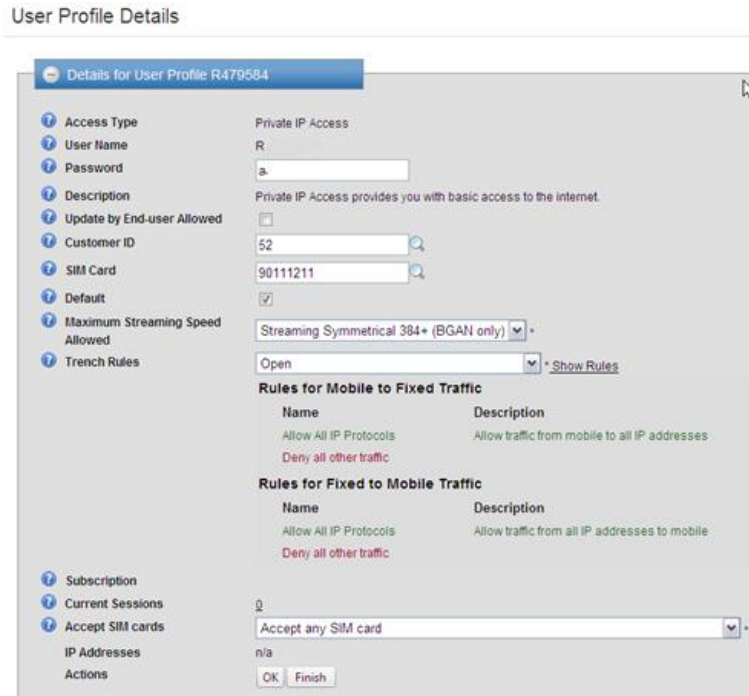


Figure 3: Trench Rules for the User Profile

- After you have configured the Trench Rules click on **"Continue"** and **"confirm"** the changes.  
**NOTE:** If you had to change the Trench Rules to **"open"**, you must start a new data connection for the User Profile changes to be applied.

## Administrator Installation

TeamViewer can be downloaded at the following website: <http://www.teamviewer.com>  
Once you have downloaded the application, follow the steps below.

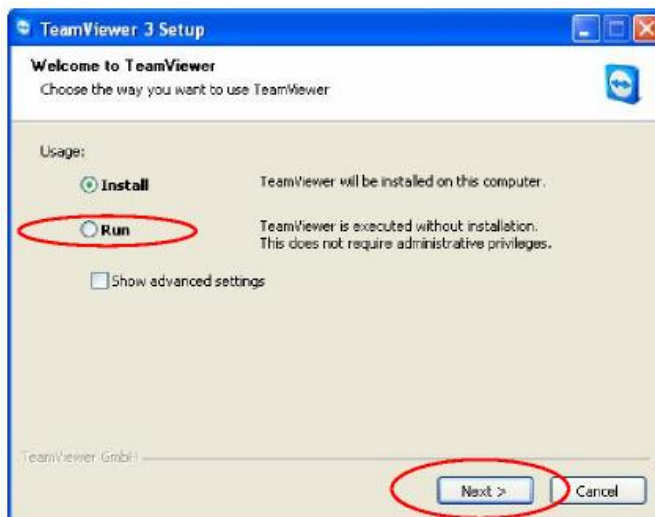


Figure 1: Install or Run TeamViewer

- Select **"Run"** and click the **"Next"** button to get to the window showed in figure 2.

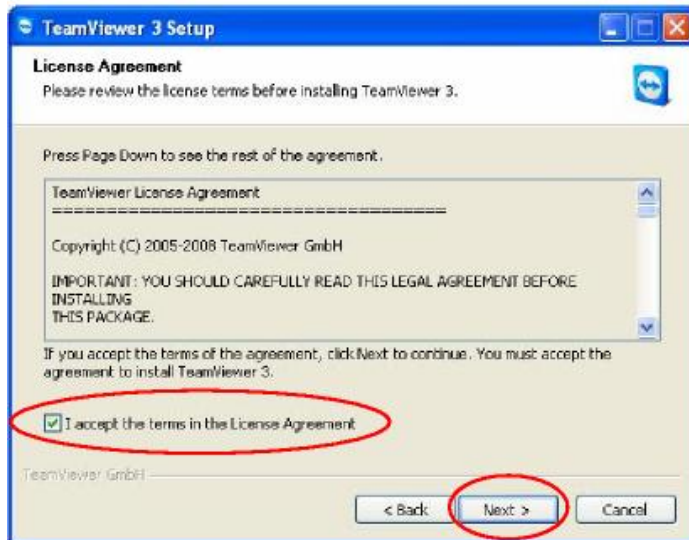


Figure 2: Accept License Agreement

2. Accept the License agreement and click **"Next"** to start the Teamviewer application. See main window in figure 3.
3. The supporter is now ready to assist the customer on a remote computer that has the Teamviewer application installed on the client machine. The client PC must be connected to the Internet. In the example above the support person has selected the radio button labeled **"Remote control"** mode

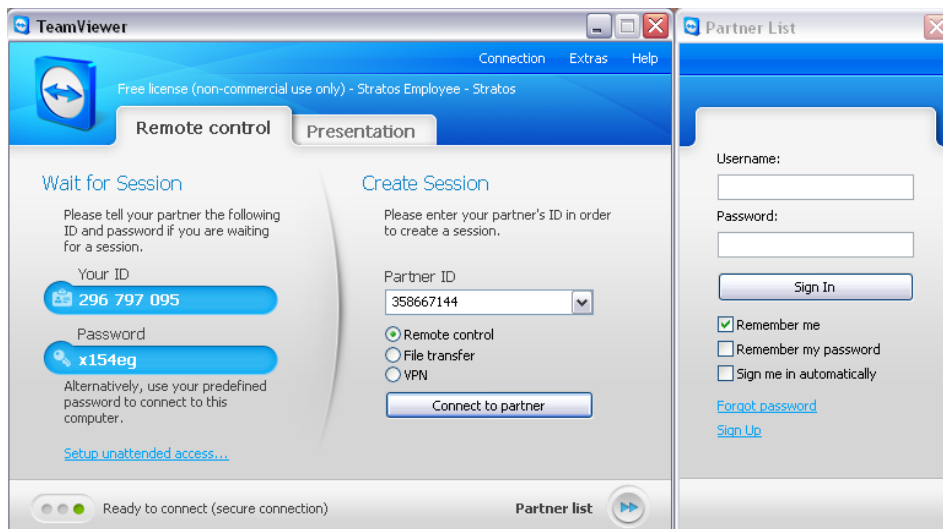


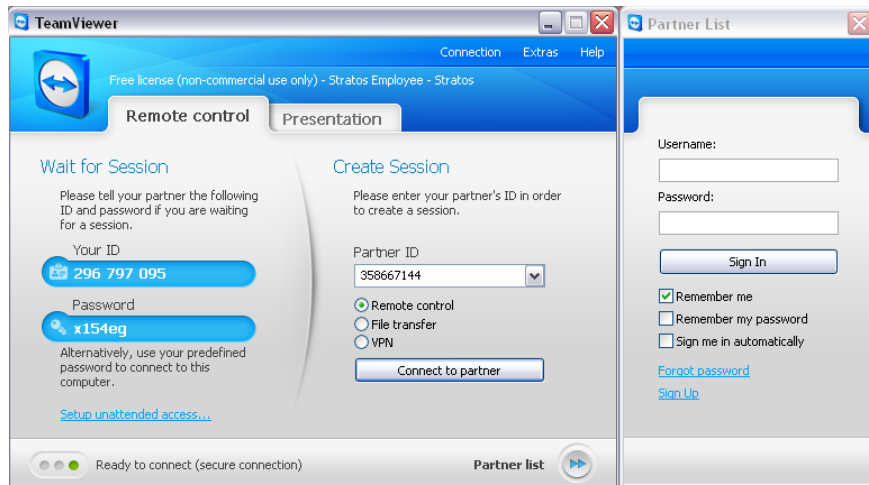
Figure 3: TeamViewer

## Remote Client Installation

The customer will be running the same TeamViewer application software on their PC. The newest version of TeamViewer uses the same software on the support PC as it does on the Client PC. Previous versions of TeamViewer required the client PC to install a light Quick Support version (customer module) on their computer, which was a separate download. This has changed on Version 6.0.10511 of TeamViewer

The customer will need to inform the supporter about his or her Partner ID and Session Password. See figure 4 below. This can be done via email, chat program or over the phone. You will now be connected to your partner's desktop.

**NOTE:** For enhanced security, the Session Password is generated with every new start of the TeamViewer application, to prevent unauthorized access.



## TeamViewer File Transfer Mode Procedure

You can also use Teamviewer in the **"File Transfer"** mode to load preconfigured files. The Administrator can push and pull information from a specific user directory. In the example below this scenario describes how a new configuration was loaded into a BGAN terminal from the remote.

1. The BGAN user makes a Standard Voice call to the technical support staff and requests help to set up the BGAN terminal for a streaming video connections using a 128kbps QOS.
2. The support person asks the user to go to [www.teamviewer.com/download](http://www.teamviewer.com/download) and to run the Teamviewer application or click on the icon on the desktop, while the support person starts up the Teamviewer on his or her own computer.
3. The support person will ask the client to provide them the Teamviewer Partner ID.
4. The supporter enters the Partner ID they get from the client, selects **"File Transfer"**, and presses the **"Connect to partner"** button.

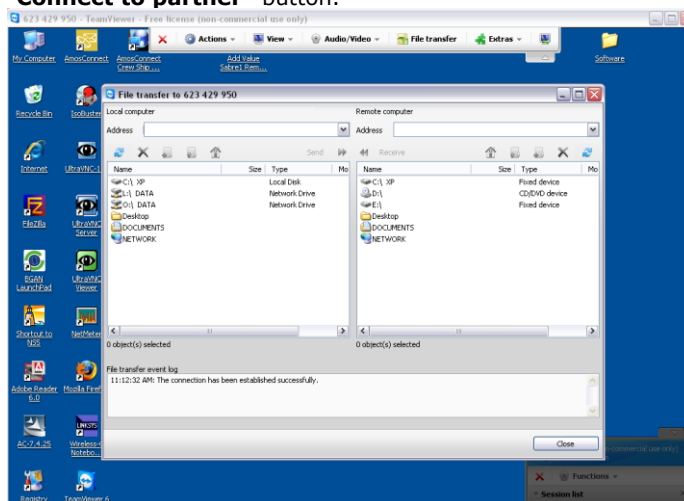


Figure 1: File Transfer mode

- The support person will ask the client for the session password so they are granted access to the remote user's computer. See figure 2 below.



Figure 2: Password

- The support person will login and be connected to the remote computer. They will get a file explorer window similar to the one in figure 3 below.

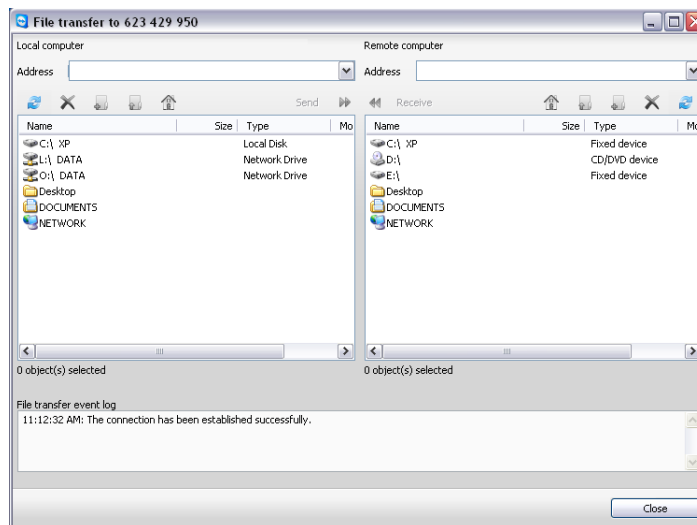


Figure 3: File Transfer option

- The support person can now browse to the folder on their local computer where they have stored a configuration file that supports the Streaming 128K service for streaming video. The configuration file will be transferred and stored on the desktop of the remote computer.
- The support person will type the web address <http://192.168.0.1> of the Thrane BGAN terminal into the Internet Explorer URL window to gain access to the web interface window on the UT.
- The support person will go to the **"Administrator Logon"** menu and type in the administrator's Username and Password to log on as the Administrator.  
**Note:** The Default username is **"Admin"** the default password is **"1234"**

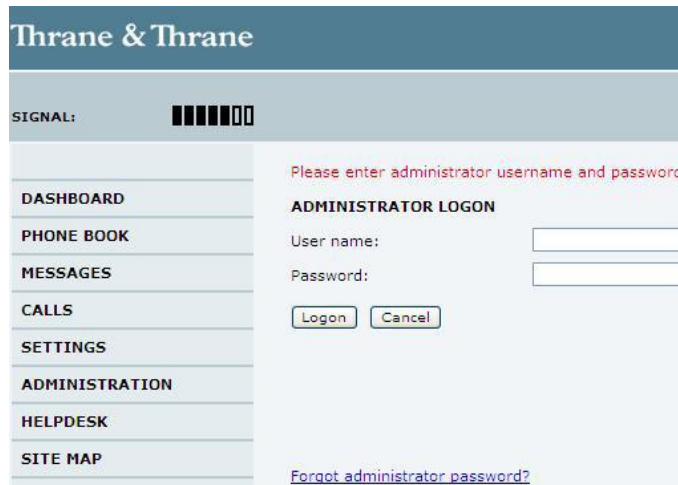


Figure 4: Administrator log on.

- After logging on as Administrator a new window will show the support person an option to upload a configuration file

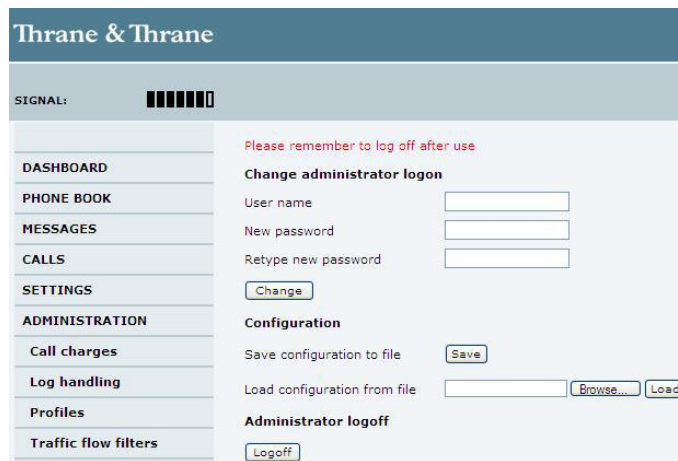


Figure 5: Upload configuration

- From the upload configuration web page click "**Browse**" to locate the configuration file on the remote desktop and then press "**Load**".

**NOTE:** After uploading the new configuration file, remember to Log off as Administrator.

**NOTE:** In the example above of the **File Transfer** mode, downloading and running the Teamviewer application to login, as the administrator on the client computer and transferring a new configuration file is more efficient then sending an IT person to the location. In the example above to upload the configuration file to the terminal took about 10 minutes and generated about 2.3 MBytes of traffic.

**Tested**

TeamViewer has been tested over the Stratos BGAN network and has performed extremely well using the Background IP service offered on the I4 satellites.

**Vendor**

**Contact Details**

Website: [www.teamviewer.com/en/help/index.aspx](http://www.teamviewer.com/en/help/index.aspx)  
 Sales: [www.teamviewer.com/en/company/index.aspx](http://www.teamviewer.com/en/company/index.aspx)

**Stratos**

**Contact Details**

Web site: <http://www.stratosglobal.com>

