TeamViewer 9 Manual

ITbrain™

Rev 9.2-201407

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1 General

1.1 About ITbrain™

ITbrain™ is a remote monitoring and asset tracking solution that is integrated into TeamViewer. With ITbrain™, TeamViewer and the TeamViewer Management Console, you'll maintain a clear overview of all the important information and functions of your system.

You can set up individual checks to be notified about e. g. disk health, antivirus software, online status, RAM use or launched processes on a computer. The built-in asset tracking feature also lets you create IT inventory reports for your network. Manage all your devices conveniently via the TeamViewer Management Console or your TeamViewer Client and receive direct e-mail alerts.

ITbrain™ supports computers with Windows XP SP2 or later and servers with Windows Server 2003 or later.

Note: **Note**: ITbrain™ is not part of the TeamViewer license. A separate monthly license is required to use all the functions of ITbrain™.

1.2 About the manual

This manual describes how to work with ITbrain™ from TeamViewer.

Unless otherwise stated, the functionalities described always refer to the full Windows version of TeamViewer.

"ITbrain™" appears below simply as "ITbrain". Mac OS, iPhone and iPad are trademarks of Apple Inc. Linux® is a registered trademark of Linus Torvalds in the US and other countries. Android is a trademark of Google Inc. Windows and Microsoft are registered trademarks of Microsoft Corporation in the US and other countries. For simplification purposes, this manual refers to the operating systems Microsoft® Windows® XP, Microsoft® Windows® Vista, Microsoft® Windows® 7 and Microsoft® Windows® 8 simply as “Windows”. For a list of all supported operating systems, visit our website at *http://www.teamviewer.com/en/kb/38-Which-operating-systems-are-supported.aspx*.

2 Requirements

The requirements that must be met in order to use all the functions of ITbrain are described below.

2.1 Licensing

ITbrain is a standalone product and is not included in the TeamViewer license model. This means that:

- ITbrain is not part of the TeamViewer Corporate, Premium or Business license.
- ITbrain can be used even without a TeamViewer Corporate, Premium or Business license.
- You'll need an ITbrain license in order to use all the functions of ITbrain.

ITbrain is available as a monthly or annual subscription. Under the ITbrain license model, you purchase a so-called "end-point" for each computer that you wish to monitor remotely or track using ITbrain. For example, if you want to monitor five computers with ITbrain, you'll need an ITbrain license with five end-points.

For more information about the ITbrain license model, visit our *Existing Customers shop*.

Note: You can also try ITbrain for 14 days with no license or obligation to subscribe.

2.2 System requirements

Monitored devices

To use ITbrain, one of the following operating systems must be running on the devices (end-points) you wish to monitor:

- Windows 8 / 7 / Vista / XP SP2
- Windows Server 2012R2 / 2012 / 2008R2 / 2008 / 2003
  The antivirus software check is not supported for server operating systems.

TeamViewer 8 (or later) must also be installed.

Devices for monitoring

To view remote monitoring alerts or manage asset tracking, you'll need the TeamViewer Management Console. The TeamViewer Management Console is browser-based and is thus independent from the operating system.

Alternatively, you can use the TeamViewer 8 full version (or later) with the following operating systems:

- Windows
- Linux
- iOS
- Windows Phone 8

3 Configuring ITbrain

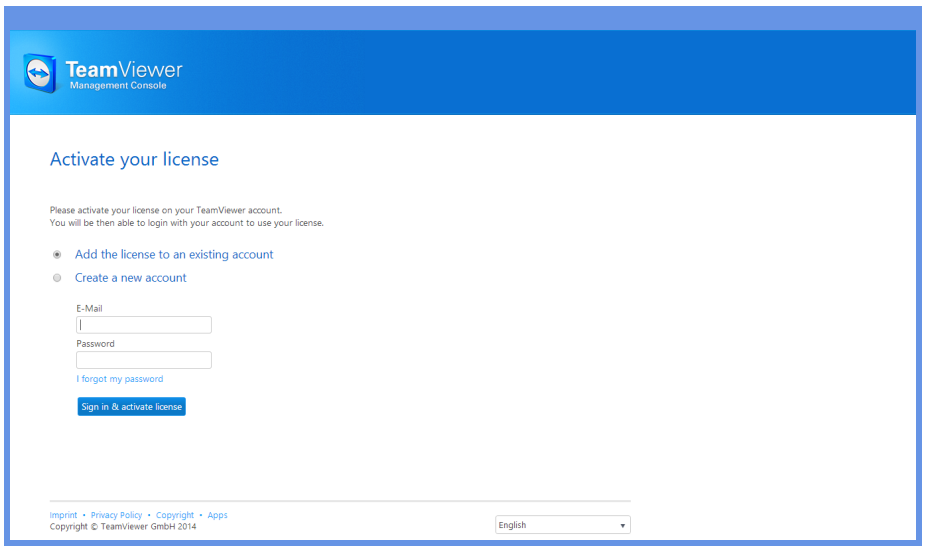
You can use the TeamViewer Management Console to configure ITbrain for use. To do this, open the TeamViewer Management Console at *https://login.teamviewer.com* and log in with your TeamViewer account. All other steps for configuring ITbrain are described below.

Note: Depending on assigned permissions, TeamViewer accounts set up under your company profile can also use the functions described below.

3.1 Activating license

As described in *Section 2.1 "Licensing", Page 4*, you need an ITbrain license in order to use all the functions of ITbrain. After you purchase an ITbrain license, you'll receive a confirmation email.

➡ Click on the activation link to activate the license for your TeamViewer account.



Activating an ITbrain license for your TeamViewer account.

Once you've activated the license, it will be linked to your TeamViewer account and is ready to use.

Note: If you set up your TeamViewer account under a company profile, the ITbrain license will be usable at the company level.

Note: ITbrain license activations can only be undone in exceptional cases.

3.2 Activating ITbrain for end-points

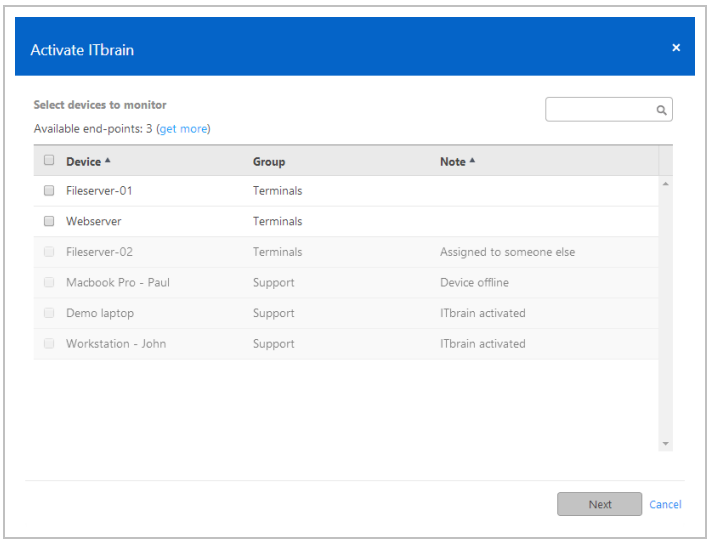
All the computers that you wish to monitor and track are called end-points. ITbrain must be activated and configured on each end-point. You can use bulk activation to activate ITbrain on multiple devices at the same time, or activate ITbrain on each end-point separately.

Bulk activation

Bulk activation lets you activate ITbrain on multiple end-points and assign all of them to your TeamViewer account collectively. Using your personal passwords all end-points are automatically assigned to your account and ITbrain is activated for the end-points in one step.

Bulk activation can be accessed in one of the following ways:

- Under **ITbrain Monitoring | Alert Report**, click the **Add devices** button.
- Select a device group from your Computers & Contacts list and click **Tools | Monitor devices with ITbrain**.



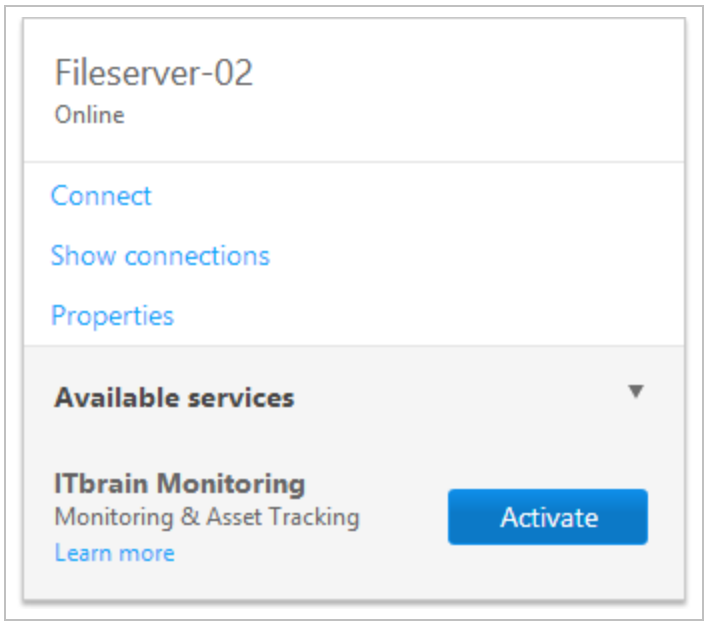
Bulk activation for all ITbrain end-points.

In the dialog, select all devices that you wish to monitor with ITbrain. Then follow the instructions in the dialog.

Activating end-points separately

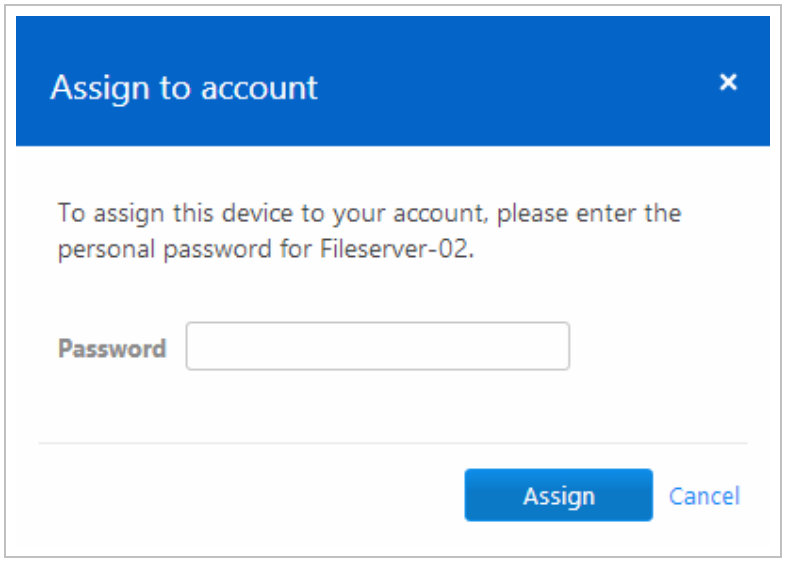
You can also activate ITbrain for individual devices on your Computers & Contacts list. First, the device will be assigned to your TeamViewer account and then the ITbrain agent will be configured.

To do this, click the device name in your Computers & Contacts list, then select **Activate** under **ITbrain Monitoring**.



Activating ITbrain for individual end-points.

If you haven't saved the personal password for the device in your Computers & Contacts list, enter it in the dialog.



Assigning a device to your account using your personal password.

If you have not set a personal password for the end-point, you can also assign the end-point to your account via the settings in the TeamViewer full version. To do so, you'll need to access the settings locally on the computer under **Extras | Options | General | Account assignment**.

Assigning an ITbrain Monitoring policy to an end-point

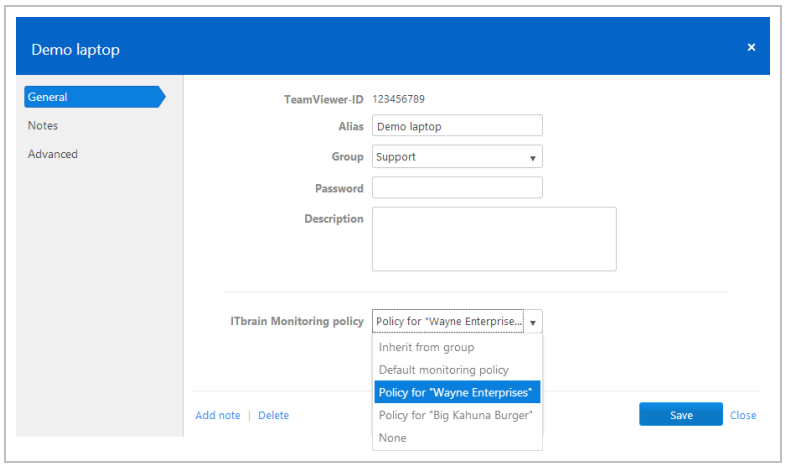
You can define custom policies for checking computers for errors using ITbrain. The product comes with a default policy already preconfigured. The default monitoring policy includes the

following checks, which are described in *Section 3.3 "Configuring policies", Page 9*:

- Is an **antivirus** software installed and active?
- Is more than 500 MB of **RAM** available?
- Is **CPU usage** higher than 75%?
- What is the **health of hard drive**?
- Is the available **disk space** less than 10%?
- Is the **Windows Update** active?
- Is the **Windows Firewall** activated?

In the last step of the configuration process, you'll assign one of the available policies to the end-point.

Click on the name of the end-point in the Computers & Contacts list, then select **Properties**. In the properties of the end-point, select a configured policy under **ITbrain Monitoring policy**.



Assigning an ITbrain Monitoring policy to an end-point.

Policies can also be assigned to a group. In this case, all end-points within the group will inherit the policy. In order for this to happen, **Inherit from group** must be selected for each end-point within the group.

The **Inherit from group** policy is selected by default for all end-points and the **Default monitoring policy** is assigned by default to all groups. To learn how to configure your own policy, see *Section 3.3 "Configuring policies", Page 9*.

3.3 Configuring policies

You can configure policies that define the criteria used by ITbrain to check your devices. All policies are listed under **ITbrain Monitoring | Policies**. You can create new policies there as well.

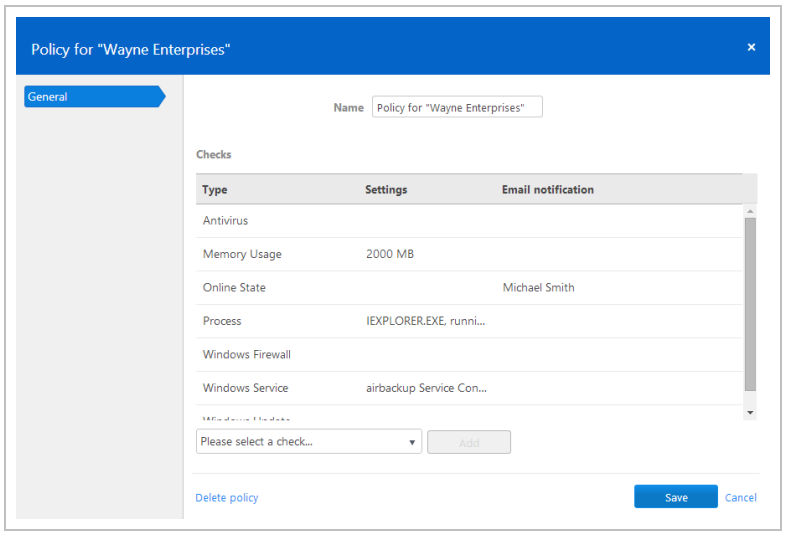
To create a policy, click the **Add policy...** button.

The following is a brief example of how different policies can be used:

***Example**: Define different policies depending on the hardware used. For example, you want to make sure that a particular service is always running on your servers. Receive an alert whenever the service stops running. You also wish to ensure that Windows Update is activated on all your monitored desktop computers. Receive a notification whenever Windows Update becomes deactivated.*

Adding a new policy

In this dialog, you can select a **name** for the policy and define which checks will be performed on the devices. The checks available in ITbrain are described below.



Configuring an ITbrain Monitoring policy.

ITbrain Monitoring Check	Description
Antivirus	Alerts you if no antivirus software is installed or the antivirus software is out-of-date.
Memory Usage	Alerts you if the average available RAM falls below the defined threshold over a period of five minutes. Enter the desired threshold in the input field.
CPU Usage	Alerts you if the average usage of a processor exceeds the selected threshold over a period of five minutes. Select a threshold using the slider.

ITbrain Monitoring Check	Description
Event Log	Alerts you if certain information is detected in an event log. The alert is triggered only if all the parameters described below are met. • **Name**: Enter a descriptive name. • **Event Log**: Select whether to check application, security or system logs. • **Event ID(s)**: Enter the event IDs for the logs that you'd like to be alerted about. • **Event Source**: Define the event source. This lets you filter alerts by application, for instance. • **Event Type**: Select the event type (level) that will trigger an alert.
Disk Health	Alerts you whenever a disk reports physical errors. This applies to all internal hard drives.
Online Status	Alerts you whenever the device goes offline.
Process	Alerts you whenever a certain process is executed or not executed. • **Process name**: Enter the name of the process for which the alert will be triggered (e. g., BackupSC.exe). You can find the name via the task manager in the properties of the process under **Details | Original name**. • **Alert condition**: Select whether to trigger an alert whenever the process is running or not.
Disk Space	Alerts you whenever the available hard drive space falls below the defined value. • **Disk**: Select the partition of the drive for which the alert will be triggered. • **Minimum free disk space**: Enter a value for the minimum available disk space. You will be alerted whenever the available disk space falls below the entered value.
Windows Update	Alerts you whenever Windows Update is deactivated.

ITbrain Monitoring Check	Description
Windows Service	Alerts you whenever a specified Windows Service is no longer running. • **Service name**: Enter the name of the service for which the alert will be triggered (e. g., airbackup Service Controller). You can find the name via the Windows Service Manager in the properties of the service under **General | Service Name.** • **Alert**: Select after how many checks, in which errors are detected, you wish to be alerted.
Windows Firewall	Alerts you whenever the Windows Firewall is deactivated.

4 Monitoring

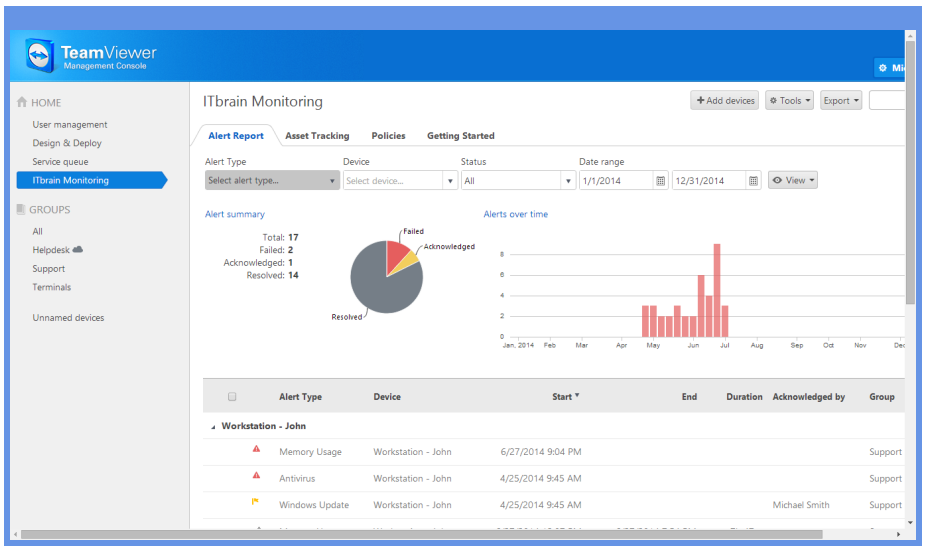
The devices configured according to *Section 3.2 "Activating ITbrain for end-points", Page 7* are checked and monitored based on the policies (list of monitoring checks) assigned according to *Section 3.3 "Configuring policies", Page 9*. Whenever all the defined conditions for a check are met, an alert is triggered and displayed as an alert message in the TeamViewer Management Console and the TeamViewer full version. An alert message indicates that a problem has occurred in one of the monitored devices.

4.1 Alert Report

Alert messages for every computer that you are monitoring with ITbrain are displayed in the TeamViewer Management Console.

The alert report can be accessed in one of the following ways:

- In the sidebar, click **ITbrain Monitoring** and select the **Alert Report** tab.
- In the sidebar, click on a group from your Computers & Contacts list and select the **Alert Report** tab.



Alert messages are shown in the Alert Report.

You can filter alert messages by **Alert Type**, **Device**, **Status** and **Date Range**. If you click on an entry within the table header, you can sort the alert messages by the according column. Using the **View** menu, you can define which columns should be displayed for the table and activate or deactivate the charts.

Note: Depending on assigned permissions, TeamViewer accounts set up under your company profile can also use the functions described below.

Handling alert messages

If you know or can verify the cause of an alert and you'd like to start troubleshooting the problem, you'll first need to acknowledge one or more alerts.

You can acknowledge alert messages in one of the following ways:

- Click the icon next to an alert message and select the **Acknowledge** option.
- Select all the alert messages that you wish to acknowledge and click **Tools | Acknowledge selected.**

Once an alert has been acknowledged, you can troubleshoot the problem by connecting to the computer in question.

- To do this, click the icon next to an alert message and select the **Go to computer** option. You can then connect to the computer as usual.

Checking alert messages

If you've solved the cause of the alert, you can use ITbrain to check whether the problem was successfully fixed and will not reoccur.

You can check alert messages in one of the following ways:

- Click the icon next to an alert message and select the **Check now** option.
- Select all the alert messages that you wish to check and click **Tools | Check selected.**

The status of the alerts is indicated by different icons.

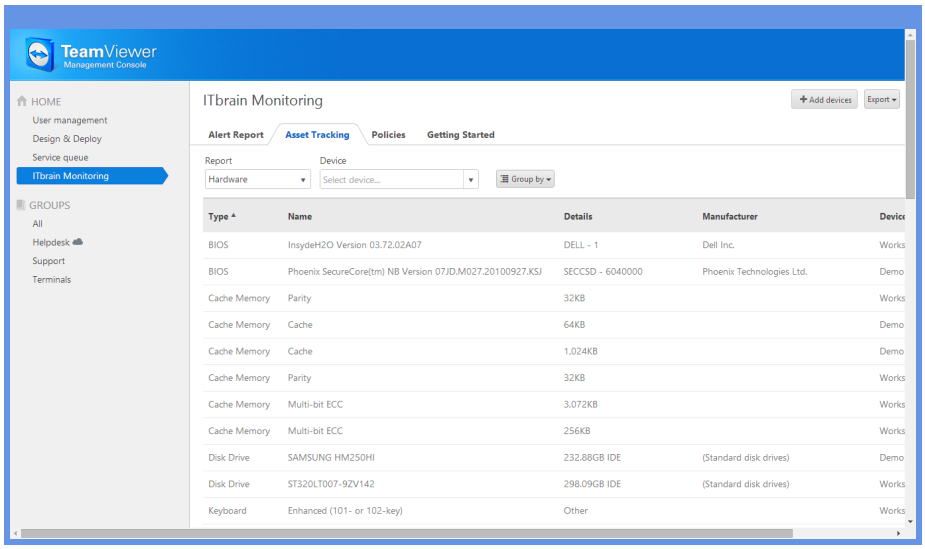
Icon	Description
	One of the defined checks has triggered an alert. The alert has not been acknowledged.
	The alert was acknowledged either by you or a contact the computer has been shared with.
	The problem that triggered the alert has been solved.

5 Asset tracking

ITbrain also tracks the devices configured according to *Section 3.2 "Activating ITbrain for end-points", Page 7* independently of its monitoring functions. Asset tracking gives you an overview of the components used in every computer on which ITbrain is used. The tracked devices are listed in the TeamViewer Management Console.

You can view the list of tracked components in one of the following ways:

- In the sidebar, click **ITbrain Monitoring** and select the **Asset Tracking** tab.
- In the sidebar, click on a group from your Computers & Contacts list and select the **Asset Tracking** tab.



Overview of all tracked components.

Reports

The components of the tracked devices are displayed in reports by category. The available reports are described below.

Report	Description
Software	Overview of applications installed on the devices, including the software version.
Updates	Overview of Windows Updates conducted and when the updates were installed.
Hardware	Overview of installed hardware components (including **Type**, **Name** and **Manufacturer**). This overview contains all the reports listed below.
Processor	Overview of processors installed in the devices (including **Name**, **Details** and **Manufacturer**).
Motherboard	Overview of motherboards installed in the devices (including **Name**, **Details** and **Manufacturer**).
BIOS	Overview of BIOS installed in the devices (including **Name**, **Details** and **Manufacturer**).
Physical Memory	Overview of internal memory installed in the devices (including **Name**, **Details** and **Manufacturer**).
Cache	Overview of caches installed in the devices (including **Name**, **Details** and **Manufacturer**).
Disk Drive	Overview of hard drives installed in the devices (including **Name**, **Details** and **Manufacturer**).
Optical Drive	Overview of optical drives installed in the devices (including **Name**, **Details** and **Manufacturer**).
Logical Disk	Overview of logical disks installed in the devices (including **Name**, **Details** and **Manufacturer**).
Floppy Disk Drive	Overview of floppy disk drives installed in the devices (including **Name**, **Details** and **Manufacturer**).
Tape Drive	Overview of optical drives installed in the devices (including **Name**, **Details** and **Manufacturer**).
Video Controller	Overview of graphics cards installed in the devices (including **Name**, **Details** and **Manufacturer**).
Active monitor	Overview of monitors connected to the devices (including **Name**, **Details** and **Manufacturer**).

Report	Description
Network	Overview of network cards installed in the devices (including **Name**, **Details** and **Manufacturer**).
Keyboard	Overview of keyboards connected to the devices (including **Name**, **Details** and **Manufacturer**).
Pointing Device	Overview of input devices connected to the computers (including **Name**, **Details** and **Manufacturer**).
Sound Device	Overview of the sound cards installed in the devices (including **Name**, **Details** and **Manufacturer**).