



# TeamViewer 9 Manual

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## Manager

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Rev 9.0-11/2013



# Table of Contents

<b>Table of Contents .....</b>	<b>2</b>
<b>1 Overview .....</b>	<b>4</b>
1.1 About TeamViewer Manager .....	4
1.2 About this manual .....	4
<b>2 Installation and Initial Startup .....</b>	<b>5</b>
2.1 Installation .....	5
2.2 Initial startup.....	5
<b>3 Graphical User Interface .....</b>	<b>6</b>
3.1 The main window .....	6
3.2 Objects in the tree structure .....	7
<b>4 Working with TeamViewer Manager .....</b>	<b>8</b>
4.1 Computer management.....	8
4.1.1 Adding a new computer.....	8
4.1.2 Deleting a computer .....	10
4.1.3 Organizing computers into groups.....	10
4.1.4 Inviting via e-mail.....	11
4.1.5 Connecting to a computer .....	11
4.1.6 Adding a computer to the favorites.....	12
4.2 Computer details .....	12
4.2.1 Managing and evaluating connection data.....	12
4.2.2 Remote Desktop connections .....	15
4.2.3 Adding comments / notes.....	16
<b>5 Extras .....</b>	<b>18</b>



<b>5.1</b>	<b>Exporting Manager Portable .....</b>	<b>18</b>
<b>5.2</b>	<b>Importing connection data.....</b>	<b>19</b>
<b>5.3</b>	<b>Synchronizing with Computers &amp; Contacts .....</b>	<b>19</b>
<b>6</b>	<b>Options.....</b>	<b>22</b>
<b>6.1</b>	<b>Tab General .....</b>	<b>22</b>
<b>6.2</b>	<b>Tab Database.....</b>	<b>24</b>
<b>6.3</b>	<b>Tab Free fields .....</b>	<b>25</b>
<b>6.4</b>	<b>Tab Security.....</b>	<b>25</b>
<b>6.5</b>	<b>Tab Logging .....</b>	<b>26</b>



# 1 Overview

## 1.1 About TeamViewer Manager

TeamViewer Manager is a network-capable and easy to operate database application that manages all of your connections as well as computers and offers extensive functions for evaluating sessions.

TeamViewer Manager can be installed locally on a single workstation as well as on multiple workstations within a network.

For the simultaneous use in a network, TeamViewer Manager must be installed locally on each workstation. Access to the database takes place using a Microsoft SQL Server. For more information, please see [\*chapter 6.2, page 24\*](#).

### You can use TeamViewer Manager for:

- Directly establishing a connection with the computer of your choice.
- Categorizing computers into different groups.
- Synchronizing computers with TeamViewer Computers & Contacts.
- Adding notes and additional information to the respective computer and respective connection.
- Detailed summary of connections with your computers.
- Displaying session recordings for every connection.
- Performing calculations based on individually stored hourly rates.
- Accessing the respective computer via remote desktop protocol (RDP).
- Exporting data to Microsoft Excel or as a HTML file for printing purposes.

## 1.2 About this manual

This manual describes how to work with TeamViewer Manager. It is intended to help you understand TeamViewer Manager and to facilitate your work.



# 2 Installation and Initial Startup

## 2.1 Installation

Run the setup file that you downloaded from [http://www.teamviewer.com/download/TeamViewer\\_Manager\\_Setup.exe](http://www.teamviewer.com/download/TeamViewer_Manager_Setup.exe). An installation wizard guides you through the following installation process:

1. **Licensing agreement**  
Read the licensing agreement and activate the **I accept the licensing agreement** check box. If you accept, click the **Continue** button to proceed.
2. **Selecting the database**  
Select the database in which the TeamViewer Manager data will be stored. To continue, click the **Next** button. You can find further information about the available database types in [section 6.2, page 24](#).
3. **Selecting the destination directory**  
Select the destination directory for the installation. To continue, click the **Next** button. (For Windows Vista/7, it is recommended to accept the suggested directory.)
4. **Defining the start menu folder**  
Define the start menu folder in which the TeamViewer Manager shortcuts should be created. To continue, click the **Install** button.
5. **Completing the installation of TeamViewer**  
To complete the installation, click the **Finish** button.

## 2.2 Initial startup

The first time it is started, TeamViewer Manager imports all the computers, together with the associated connection data, with whom a TeamViewer connection has ever existed.

Depending on the number of computers and the speed of your computer, the first start may take several minutes.

**Note:** During the startup, TeamViewer Manager also checks whether a Premium or Corporate license of TeamViewer already exists on the computer. Therefore, a separate licensing of TeamViewer Manager is not required!

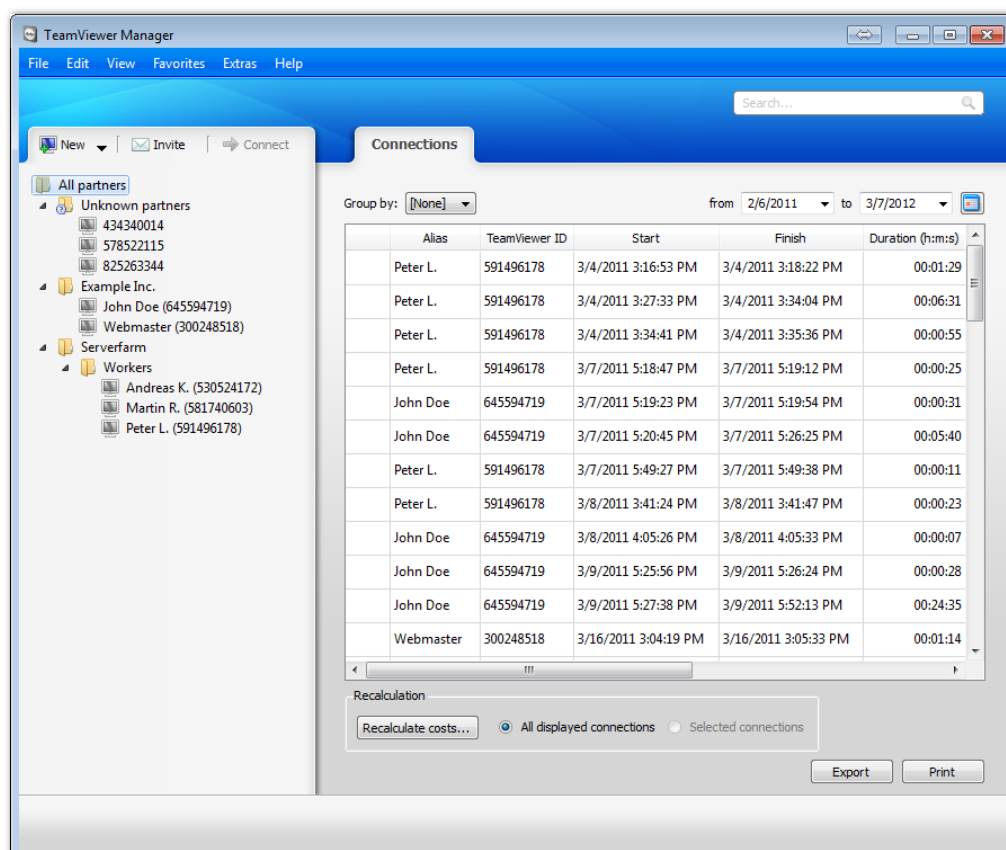


# 3 Graphical User Interface

## 3.1 The main window

The main window of **TeamViewer Manager** is divided into the following sections:

- On the left you can see your grouped computers in a tree structure (Computer management).
- Above the tree structure is a task bar with which you can execute frequently required commands.
- On the right you can see detailed information (Computer details) about the object which is currently marked in the tree structure. You can switch between the tabs **General**, **Connections**, **Remote Desktop** and **Notes** on the various object pages.
- At the top edge of the screen is a menu bar that will be familiar to you from other Windows applications.
- At the top right you can see a permanent search field with which you can filter the tree structure according to a search term. You can search for TeamViewer IDs, display or group names. The search function can also be reached with the keyboard shortcut CTRL+F or F3.



The main window of TeamViewer Manager.

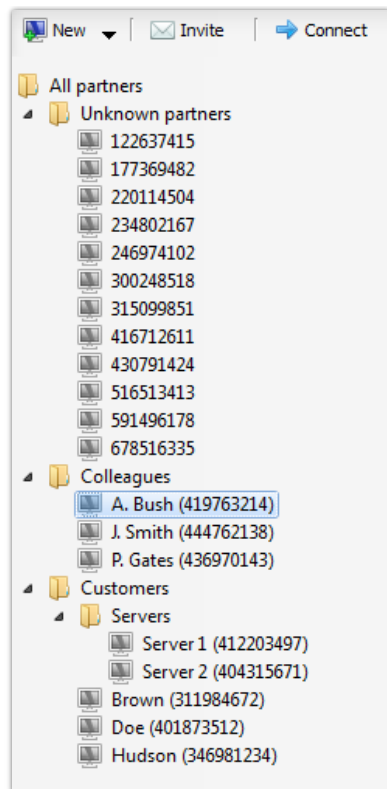


## 3.2 Objects in the tree structure

In the tree structure, you can organize your computers hierarchically into groups.

A group is represented in the tree by means of a yellow folder symbol.

You can completely arrange the tree structure according to your needs. Only the groups **All partners** and **Unknown partners** cannot be deleted.



Groups and computers in the tree structure.

### The Unknown partners group

When TeamViewer Manager is started, all computers with whom connections have been established are imported, together with the associated connection data.

In this context, it is not important whether you established the connection via TeamViewer Manager or via TeamViewer itself.

Computers for whom no further information exists besides the TeamViewer ID are imported into the **Unknown partner** group. This allows you to subsequently assign a name to a TeamViewer ID in this group, thereby pushing the computer out of the **Unknown partners** group. All connection data is retained.



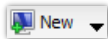
# 4 Working with TeamViewer Manager

## 4.1 Computer management

### 4.1.1 Adding a new computer

If you want to add a computer to your database, you can do so by adding a new partner.

**To add a new computer, follow these steps:**

1. Mark the group to which the new computer should be added in the tree structure.
2. Click the  **New** button.  
→ The drop-down menu will open.
3. Select the **New partner...** option.  
→ A new computer will be added.
4. Now you can, at the right side of the **General** tab, overwrite the standard name in the **Alias** text field and enter the TeamViewer ID in the **Partner ID** text field.

### Entering information and partner-specific billing

If you want to store more detailed information about the respective computer, you can enter it on the **General** tab. To do so, click the desired computer and choose the **General** tab if necessary.





The screenshot shows the 'General' tab of the TeamViewer Manager interface. It contains two main sections: 'Connection' and 'Information'. The 'Connection' section includes fields for Name (A. Bush), Partner ID (419763214), Password, Connection type (Presentation), and Quality (Optimize quality). The 'Information' section includes fields for Kontakt, Unternehmen, E-Mail (a.bush@online.com), Telefon, Betriebssystem (Windows 7, 32 Bit), Hardware, Freifeld 7, and Freifeld 8. At the bottom, there is a 'Partner specific charging' section with a checkbox for 'Inherited from parent group', an 'Hourly rate' of 8.20, and a 'Basic charge' of 0.55 applied to the first 2 minutes.

General information is listed on the **General** tab.

### This tab includes the following fields

Field	Description
<b>Name</b>	Enter the name of the computer here. This text is displayed in the title bar of the remote control window and in the chat window on the remote side.
<b>Partner ID</b>	The computer's TeamViewer ID is shown here.
<b>Password</b>	If the customer should be contacted using a predefined password, you can enter it here.
<b>Connection type</b>	Here you can specify the basic mode with which you connect to the computer. The options available are <b>Remote control</b> , <b>File transfer</b> and <b>VPN</b> . For details on these connection types, please refer to the <i>TeamViewer 9 Remote Control Manual</i> .
<b>Quality</b>	You can influence the display quality here. The options available are <b>Automatic quality selection</b> , <b>Optimize quality</b> , <b>Optimize speed</b> and <b>Custom settings</b> . For detailed information on these options, please refer to the <i>TeamViewer 9 Remote Control Manual</i> .
<b>Free fields 1-8</b>	The remaining eight fields are free fields. These fields can be labeled at random via <b>Extras   Options   Free fields</b> so that you can enter your own relevant data. The standard labels are <b>Contact</b> , <b>Company</b> , <b>E-Mail</b> , <b>Phone</b> , <b>Operating system</b> and <b>Hardware</b> .



<b>Inherited from parent group</b>	This option is activated by default. If you do not want the billing information for this computer to be adopted by its group, you can disable this option and enter your own values instead.
<b>Hourly rate</b>	Here you can enter or select a user-defined hourly rate and a suitable currency (if the values are not inherited).
<b>Basic charge</b>	Besides an hourly rate, you can also specify a basic charge and a billing period.

**Note:** The calculation based on hourly rate is performed only after the period for the basic charge calculation has expired!

### 4.1.2 Deleting a computer

To delete a computer, follow these steps:

1. Mark the desired computer in the tree structure on the left.
2. Click **Edit | Delete** in the menu bar.  
→ A dialog with the text: **Do you really want to delete this partner?** will open.
3. Confirm by clicking the **Yes** button.


**Tip:** The same function can be reached by right-clicking the computer or by selecting the computer and pressing DEL.

**Note:** If you delete a computer, the computer will be deactivated in the database and not actually removed. If you add a computer with the identical ID later on, the old connection data will be available again.

### 4.1.3 Organizing computers into groups

You can organize your computers into groups according to any criteria you like (e.g. company, department). This creates greater clarity and enables cross-group evaluations of accumulated connection times (e.g. for billing purposes).

To create a new group, follow these steps:

1. Click the  **New** button.  
→ The drop-down menu will open.
2. Select the **New group...** option.  
→ A new group, which you can directly name, will be created in the tree structure on the left-hand side.

To delete a group, follow these steps:

1. Mark the desired group in the tree structure on the left.
2. Click **Edit | Delete** in the menu bar.



- A dialog with the text: **Do you really want to delete this/these group(s)?** will open.
3. Confirm by clicking the **Yes** button.

**To rename a group, follow these steps:**

1. Right-click the group in the tree structure.  
→ The context menu will open.
2. Select the **Rename** option from the context menu.  
→ The group name becomes editable.
3. Rename the group and confirm by pressing the ENTER key.

**To move a computer to a group, follow these steps:**

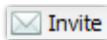
1. Mark the desired computer in the tree structure on the left.
2. Click **Edit | Cut** in the menu bar.
3. Choose the desired group and click it.
4. Open the **Edit** dialog again and add the computer to the selected group by clicking on **Paste**.

**Note:** You can also assign a computer to a particular group by clicking on the computer you want to assign to a group, holding the mouse button pressed and dragging this computer to the desired group.

#### 4.1.4 Inviting via e-mail

If you want to connect to a computer who does not yet have TeamViewer, you can invite this person on that computer with a personal e-mail.

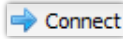
**To send an invitation e-mail, follow these steps:**

- Click the  **Invite** button.
- An automatic invitation mail will open in your e-mail program and can conveniently be sent to a customer.

#### 4.1.5 Connecting to a computer

You can connect to a computer who has been added to the tree structure directly from within TeamViewer Manager.

**To connect to a partner, follow these steps:**

1. Mark the desired computer in the tree structure on the left
2. Click the  **Connect** button.  
→ TeamViewer will start and establish a connection to the desired computer.  
→ The authentication window will open.
3. Enter the password of the remote computer as usual and click the **Login** button.
4. You are connected to the computer.



**Note:** You can also establish a connection to a computer by double-clicking the computer. If you assigned a permanent password to the computer in TeamViewer Manager, you do not have to authenticate yourself separately. This step is done automatically.

### 4.1.6 Adding a computer to the favorites

If you want to establish frequent connections to one of the computers, it is recommended to add it to the favorites.

**To add a computer to the favorites, follow these steps:**

1. Mark the desired computer in the tree structure on the left.
2. Click **Favorites | Add to favorites** in the menu bar.
3. The computer has been added to the favorites and is displayed in the drop-down menu.

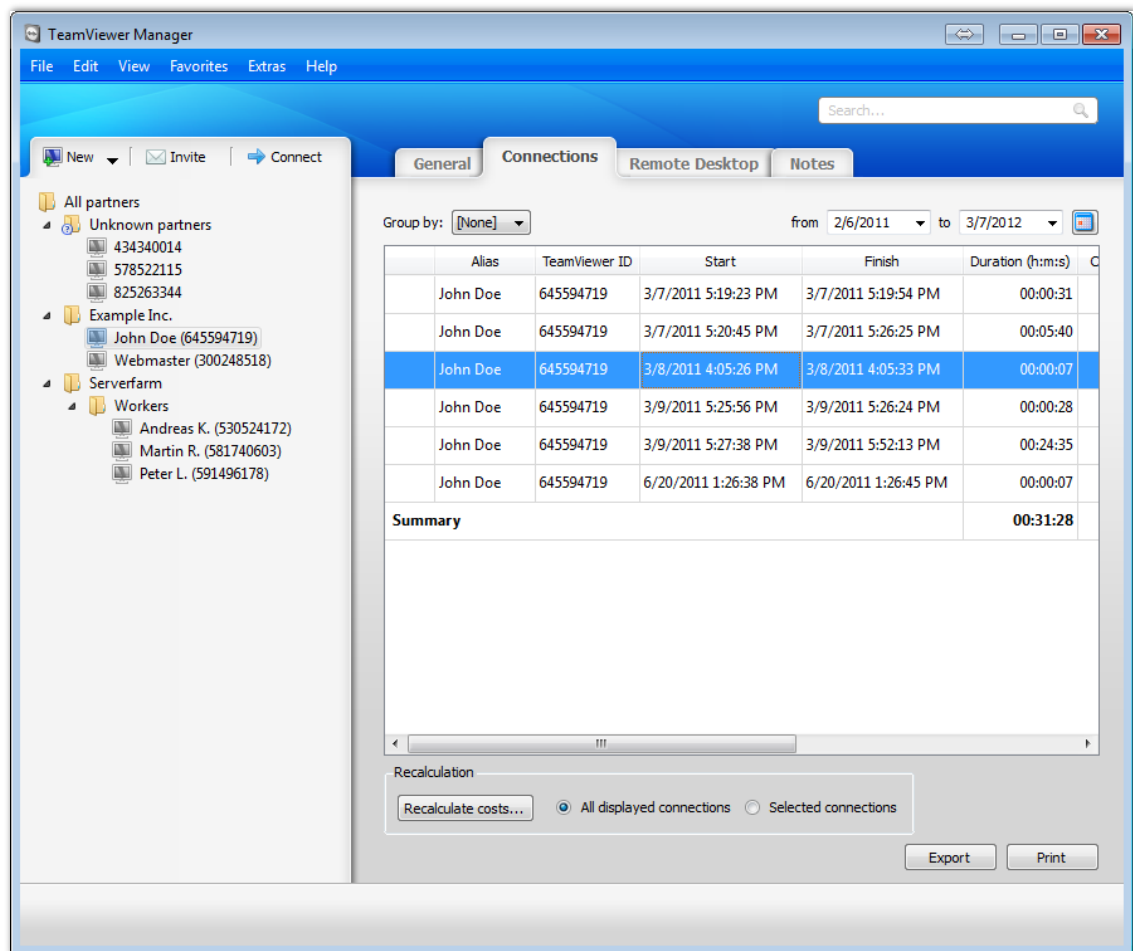
**Note:** You can also add a computer to your favorites by right-clicking the desired computer with your mouse to open a context menu and select **Add to favorites**. Please note that the list of favorites applies to the entire TeamViewer Manager, i.e. if TeamViewer Manager is shared with another user, the favorites are also shared.

## 4.2 Computer details

### 4.2.1 Managing and evaluating connection data

The connections made are logged and sorted individually for each computer according to date and time. This makes it easier for you to prepare bills for chargeable support times for customers and provides you with a precise summary of previous sessions.

The connection details can be found on the **Connections** tab within the context of a computer or group.



The **Connections** tab displays the individual connection details.

**To retrieve the connection data for an individual computer, follow these steps:**

1. Mark the desired computer in the tree structure on the left.
2. Click the **Connections** tab.  
→ A table is displayed showing the connection data for the selected computer.

**To retrieve the connection data for a group, follow these steps:**

1. Mark the desired group in the tree structure on the left.
2. Click the **Connections** tab.  
→ A table is displayed showing the connection data for all computers in the selected group.

**To specify the time period from which the connections are displayed, follow these steps:**

1. Click the arrow pointing downwards in the left-hand date field.
2. Select the start date for the displayed connections.
3. Click the arrow pointing downwards in the right-hand date field.
4. Select the end date for the displayed connections.



**Note:** In the calendar field, you can also select the time period from which the connections should be displayed. You have the option of selecting the connections from **Today, Yesterday, Current week, Last week, Current month, Last month, Current year** and **Last year**.

**To delete a connection from the table, follow these steps:**

1. Right-click the row that you want to delete.  
→ The context menu will open.
2. Select the **Delete connection** option from the context menu.  
→ A dialog with the text: **Selected connections will be deleted. Do you wish to proceed?** will open.
3. Confirm by clicking the **Yes** button.
4. The connection is deleted.

**To merge connections, follow these steps:**

1. Mark the connections you would like to merge. These have to be connections to the same computer.
2. Right-click a connection.  
→ The context menu will open.
3. Select the **Merge selected connections** option from the context menu.  
→ A dialog will open in which you can select from two different methods.
4. Read the descriptions of the methods for the summary and select one of them by clicking on the corresponding button. You can choose between **Include pauses** or **Exclude pauses**.

**Note:** For each connection, you can determine by setting or removing a check mark at the end of each row, if a connection is to be included in the calculation or not.

## Printing and exporting connection data

**To print the connection data, follow these steps:**

1. Click the **Print** button on the bottom right of the **Connections** tab.  
→ The report will open in your standard browser.
2. Print the report using your browser's print function.

**To export the connection data (e.g. for Microsoft Excel), follow these steps:**

1. Click the **Export** button on the bottom right of the **Connections** tab.  
→ The **Save as** dialog will open.
2. Assign a name to the export file and click the **Save** button.
3. You can now import the exported .csv file in Microsoft Excel.

## Calculation for billing purposes

TeamViewer Manager calculates the costs of a connection based on an hourly rate stored at the respective computer, a basic charge, a currency and a time period for the basic charge.



**To change the standard hourly rate/currency/basic charge, follow these steps:**

1. Click **Extras | Options** in the menu bar.  
→ The **Options...** dialog will open.
2. In the **Standard properties** area of the **General** tab, click in the desired field and adjust the settings.
3. Click the **OK** button and subsequently restart TeamViewer Manager.

**To recalculate the connection costs, follow these steps:**

1. Underneath the connection table, you can perform a recalculation for all displayed connections or only for selected ones. Set the selection point for the respective option (if necessary, select connections first).
2. Click the **Recalculate costs...** button.  
→ A dialog with the text: **If you proceed, every displayed connection will be recalculated based on its partner specific settings?** will open.
3. Confirm by clicking the **Calculate** button.

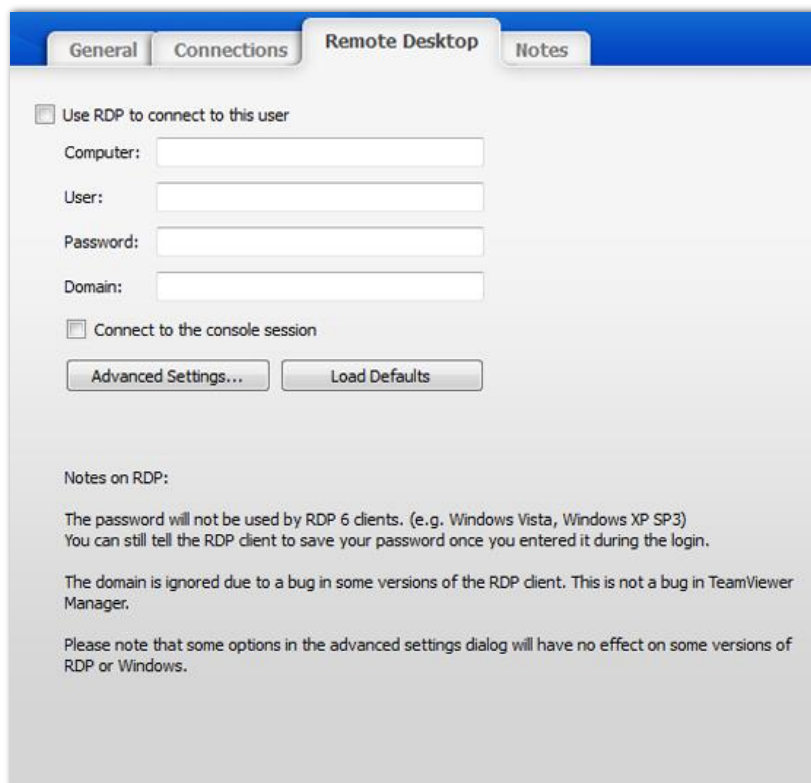
**Note:** For each connection you can separately specify whether the costs should be included in the summary or not. This is done by placing a check mark in the **Bill** column (to the right of **Comment**) on the **Connections** tab.

## 4.2.2 Remote Desktop connections

TeamViewer Manager offers you the opportunity to establish a connection to a computer via Remote Desktop Protocol (RDP).

**To connect via RDP, follow these steps:**

1. Mark the desired computer in the tree structure on the left.
2. Go to the **Remote Desktop** tab.
3. Activate the **Use RDP to connect to this user** check box.
4. Fill in the **Computer**, **User**, **Password** and **Domain** fields.
5. If you want to connect to the console session on the remote host, activate the **Connect to the console session** check box.



The **Remote Desktop** tab displays settings for RDP connections.

**Note:** Under **Advanced Settings...**, you can configure additional options if necessary. These options equal the advanced settings for RDP.  
The **Load Defaults** function allows you to reset the settings to their original state.

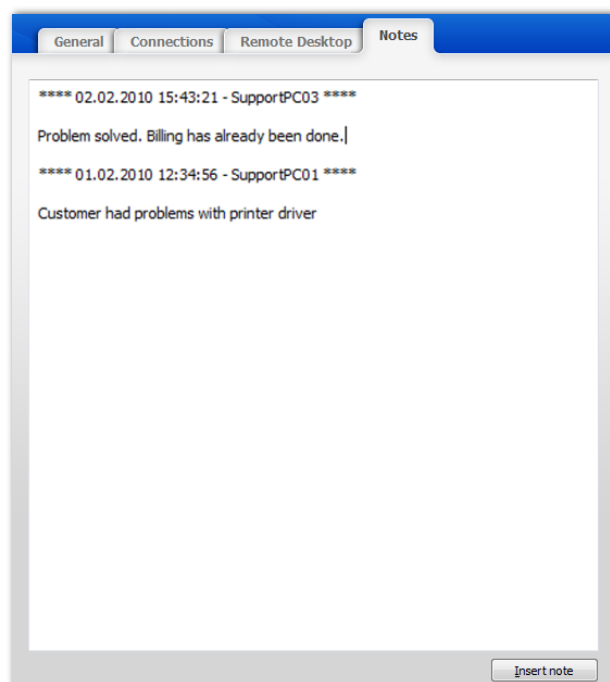
### 4.2.3 Adding comments / notes

In TeamViewer Manager, you can add comments and notes to each connection and to each computer.

**To add a note to a computer, follow these steps:**

1. Mark the desired computer in the tree structure on the left.
2. Switch to the **Notes** tab.
3. Click the **Insert note** button on the bottom left.  
→ A time stamp and your Windows login name are inserted in the note field.
4. Enter your note.





Special information can be stored on the **Notes** tab.



# 5 Extras

## 5.1 Exporting Manager Portable

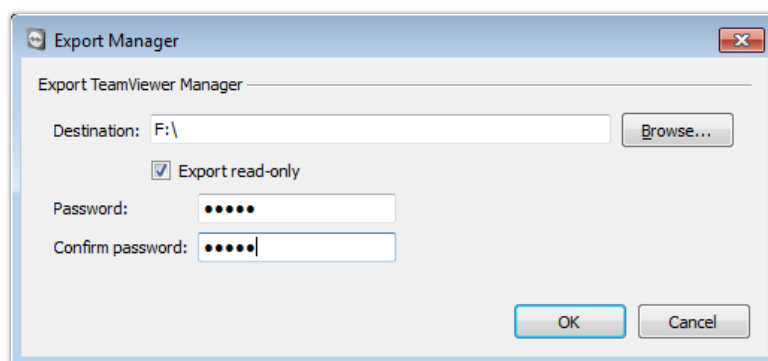
You can export the program together with the data to a USB stick (TeamViewer Manager Portable) directly from TeamViewer Manager.

In conjunction with TeamViewer Portable, you can also always carry your TeamViewer Manager with you.

The data is not editable in TeamViewer Manager Portable, but you can establish connections as usual. You can later reimport your mobile connections into your TeamViewer Manager in the office via the **Import connections** menu item.

### To export TeamViewer Manager to a USB stick:

1. Click **Extras | Export Manager Portable...** in the menu bar.  
→ The **Export Manager** dialog will open.
2. Click the **Browse...** button in order to specify the target folder for TeamViewer Manager Portable.
3. Enter and confirm a password for the password protection of TeamViewer Manager Portable.
4. Click the **OK** button to start the export.



The **Export Manager** dialog allows you to export TeamViewer Manager to a portable storage device.

**Note:** You can also export TeamViewer Manager Portable without write protection.  
**Caution:** You should only do this if you want to use TeamViewer Manager exclusively as a mobile option. The data from different TeamViewer Manager databases cannot be merged.

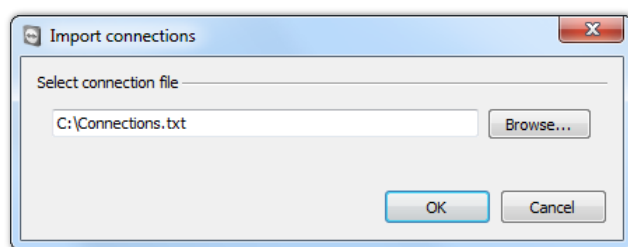


## 5.2 Importing connection data

Using the **Import connections** function, you can import TeamViewer connections (including computers). In particular, this allows connections to be imported from TeamViewer Portable (USB-Stick version of TeamViewer).

**To import connections from a TeamViewer Portable into TeamViewer Manager, follow these steps:**

1. Click **Extras | Import connections...** in the menu bar.  
→ The **Import connections** dialog will open.
2. Click the **Browse...** button to select the **Connections.txt** log file.
3. Click the **OK** button to import the data.



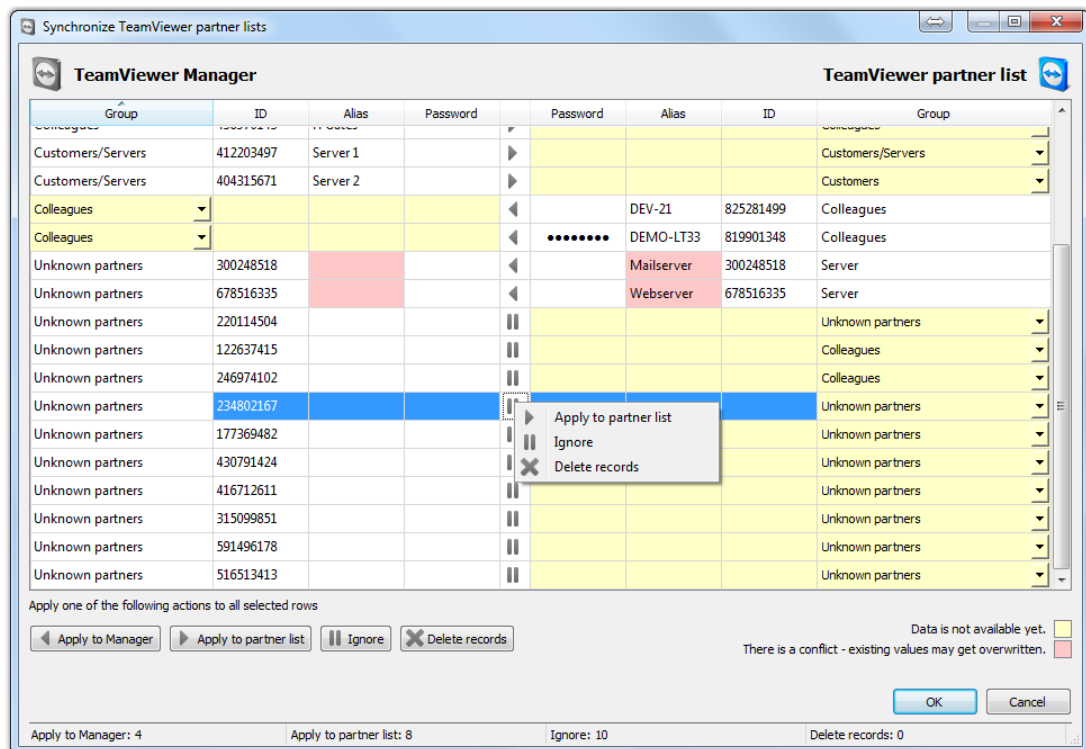
The **Import connections** dialog.

## 5.3 Synchronizing with Computers & Contacts

This function allows you to synchronize your Manager and Computers & Contacts list with each other.

**To synchronize your Manager computers with Computers & Contacts, follow these steps:**

1. Log into your Computers & Contacts list in TeamViewer.
2. Click **Extras | Synchronize partner list...** in your TeamViewer Manager.  
→ The synchronization window will open.
3. Select the computers for which you want to determine the synchronization behavior.  
A multiple selection is possible by keeping the CTRL key pressed or by holding the SHIFT key pressed to select a range of successive computers.
4. If you select one of the options **Apply to Manager**, **Apply to partner list**, **Ignore** or **Delete records**, this option is applied to all selected computers as soon as the synchronization process is started by clicking the **OK** button.



The **Synchronize TeamViewer partner list** window.

On the left, you can see all the computers that are stored in your TeamViewer Manager, and on the right you can see the computers of your Computers & Contacts list.

Four different actions are available for exchanging both sides.

### Action menu

Button	Description
	This action allows you to add one or several computers from your Computers & Contacts list to your Manager.
	This action allows you to add your Manager computers to your Computers & Contacts list.
	This action allows you to deselect computers that should not be taken into consideration for the synchronization.
	This action allows you to delete all selected records from the respective list.

### Color highlighting



Color	Description
-------	-------------



	Computers highlighted in yellow do not yet exist on the respective side.
--	--



	Computers highlighted in pink point to a conflict of the records. In this case, you should check whether the suggested synchronization behavior does, indeed reflect your intentions. A correction may be necessary.
--	---

**Note:** Computers from your TeamViewer Manager database which are not named yet are set as **Ignore** by default.



# 6 Options

To open the TeamViewer Manager options, click **Extras | Options...** in the menu bar of the main window. A window will open and you can define settings in the following tabs.

## 6.1 Tab General

On the **General** tab, you can specify several global default values.

### Standard properties

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<b>Hourly rate</b>	Here you can enter your hourly rate as well as your preferred currency. This data serves as the basis for calculating connection costs.
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<b>Basic charge</b>	Here you can define a basic charge for every established connection. Depending on your setting, this charge has to be paid generally for the first minutes.
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<b>Connection type</b>	This function allows you to specify your preferred connection type. This serves as the default value when creating new partners.
------------------------	--

You can choose between:

- Remote Control
  - File transfer
  - VPN
- 

<b>Quality</b>	Here you can specify the preferred display quality for your TeamViewer connections. This serves also as the default value when creating new partners. For detailed information on these options, please refer to the <i>TeamViewer 9 Remote Control Manual</i> .
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### Invoice

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<b>Merge connections with interruptions smaller than: X minutes</b>	If there has been an interruption in a connection you can merge connections for your billing by defining up to which time period the interruption will not be counted.
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<b>Standard merge mode</b>	Select from the drop-down list, whether interruptions should be considered for calculations or not.
----------------------------	---



## Import


### Minimum connection time:

X seconds

Here you can define from which duration a connection should be imported. You can enter the minimal duration in seconds which a connection has to last to be considered for billing. All connections above that time limit will be recorded in the database.

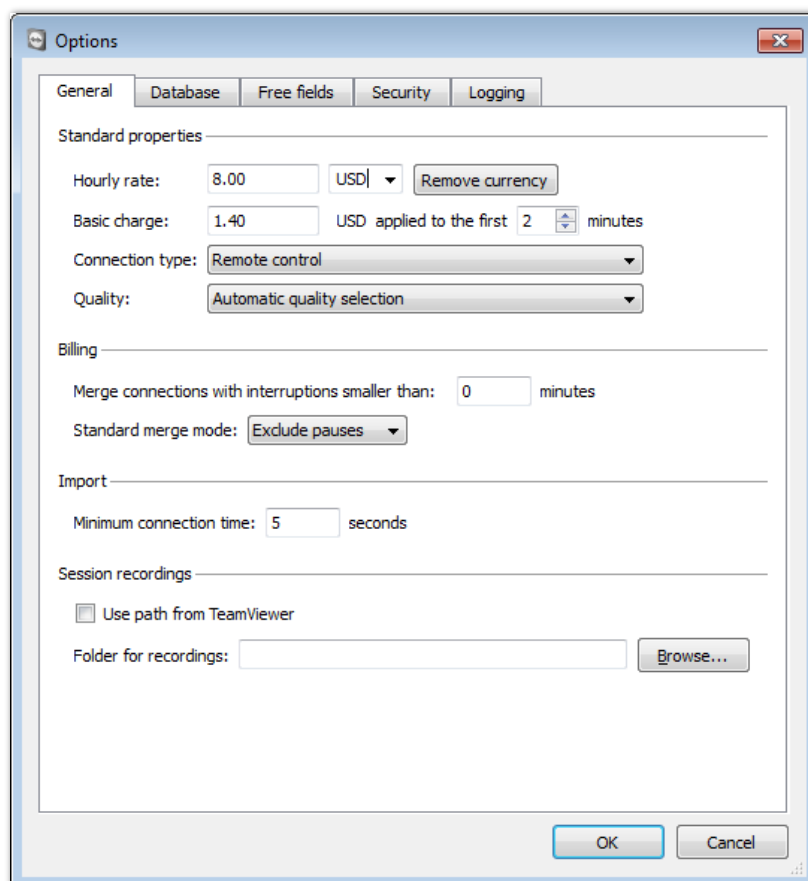
## Session Recording

### Use path from TeamViewer

If the check box is activated, the path for the session recordings will be retrieved from TeamViewer. Doing so, there will be a shortcut  left next to the display name in the **Connections** tab that opens the corresponding TeamViewer session recording for this particular connection.

### Folder for recordings

Here you can type a path, in case your TeamViewer session recordings are stored elsewhere.



The TeamViewer Manager Options, **General** tab.



## 6.2 Tab Database

On the **Database** tab, you can indicate the database in which TeamViewer Manager is supposed to store the data. You can choose between two database types. The standard database (**SQLite**) is perfectly suited for use on a single workstation or in small teams. If you want to have access to a TeamViewer Manager database from several workstations, it is recommended to use an **SQL server**. For this purpose, TeamViewer Manager can be configured to use a **Microsoft SQL server** (starting with version 2005) as the database server.

### Database system

**Default database** The TeamViewer Manager data is typically stored in a database (**SQLite**) named **tvmanager.db**. After installing TeamViewer Manager, the database is typically located in the Windows profile folder of the user who is currently logged on.

**Important note: Do not simultaneously use the database file in a folder that is enabled in the network! The database file could be damaged!**

If you are using TeamViewer Manager on several workstations, please use Microsoft SQL Server as the database management system (free SQL Server Express versions are available on the Internet pages of Microsoft).

**Microsoft SQL Server** As an alternative to the program-specific file-based database, you can also use a **Microsoft SQL Server** database management system.

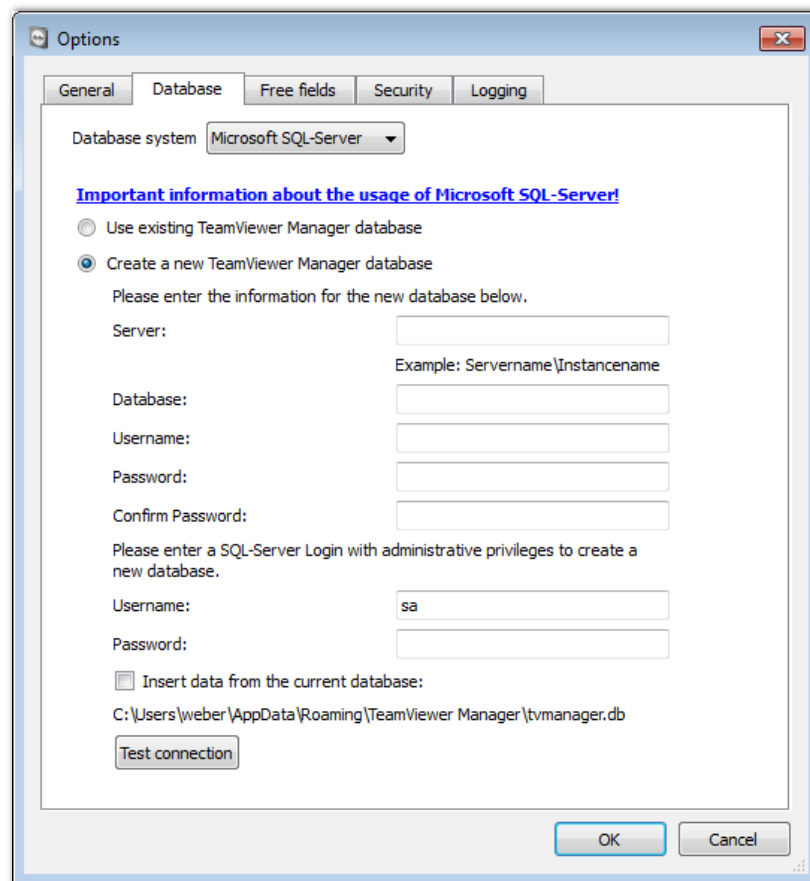
**Important note:** SQL Server 2005, 2008 and 2008 R2 have to be configured accordingly, in order to work properly with TeamViewer Manager. In any case, please read the configuration document which you can access via the link

**Important information for configuring Microsoft SQL Server.** As soon as the selected database system has been set to Microsoft SQL Server the document will also open automatically.

To create a TeamViewer Manager database on an SQL server, follow these steps:

1. Click **Extras | Options...** in the menu bar.
2. Switch to the **Database** tab.
3. Select the **Microsoft SQL-Server** option from the **Database system** drop-down list.
4. Activate the **Create a new TeamViewer Manager database** option button.
5. Enter the DNS name or the IP address of the SQL server in the **Server** field. Please note that the instance name has to be part of the name in case you assigned an instance name instead of a standard installation during the installation of the Microsoft SQL Server.
6. Enter the desired name for the new database in the **Database** field. No database may exist under the desired name for the database.
7. Enter desired login data for the database in the fields **User name** and **Password**.
8. Enter the **SQL Server login** of an SQL Server user with administrative rights for creating databases (e.g. "sa") in the second **Username** field.
9. Enter the corresponding password of the selected SQL Server user in the **Password** field.

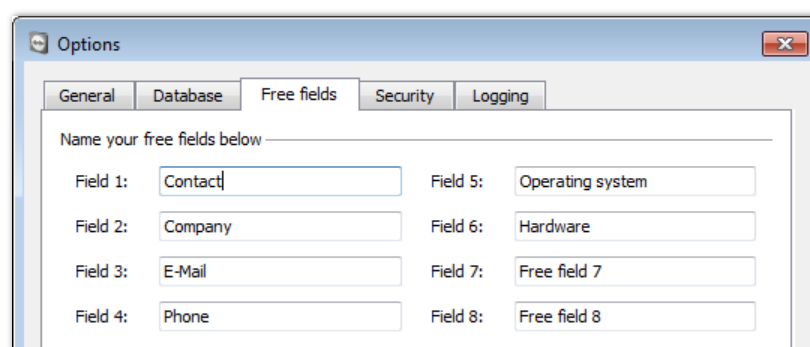




The TeamViewer Manager Options, **Database** tab.

## 6.3 Tab Free fields

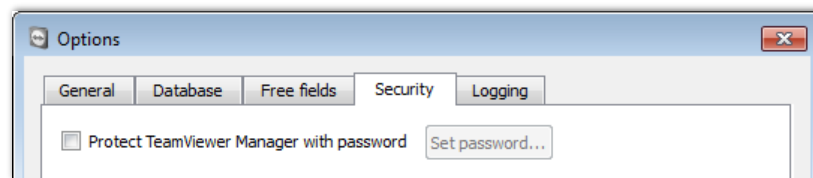
On this tab, you can specify the labels for the free fields that are displayed on the **General** tab within the context of a computer.



The TeamViewer Manager Options, **Free fields** tab.

## 6.4 Tab Security

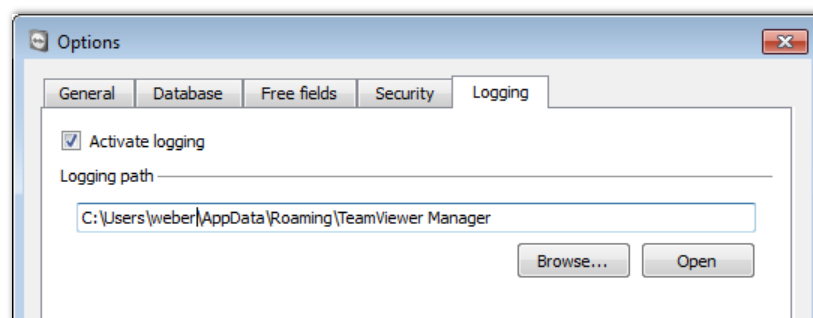
You can prevent access to TeamViewer Manager by setting a password in order to protect your TeamViewer Manager database. This way the data can only be viewed by those who know the password.



The TeamViewer Manager Options, **Security** tab.

## 6.5 Tab Logging

TeamViewer maintains an event log for support cases in the form of a text file. On this tab, you can specify the location where the log file should be saved.



The TeamViewer Manager Options, **Logging** tab.