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Powering Secure and Agile Networks

How-To Guide

Configuring TeamViewer to Forward Logs to EventTracker

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Abstract

TeamViewer is an intuitive, fast, and secure application for remote control and meetings. This guide provides instructions to configure and forward the TeamViewer logs to EventTracker.

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The configuration details in this guide are consistent with **EventTracker** version 9.2X and later, and **TeamViewer 10 or later**.

Audience

Administrators who are responsible for monitoring TeamViewer using EventTracker.

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1. Overview

TeamViewer is a popular internet-based remote administration software. It provides an all-in-one solution to features such as remote control, desktop sharing, file transferring, messaging, meetings, etc.

EventTracker utilizes TeamViewer's reporting API to fetch connection reports from the TeamViewer Management Console. For standalone installations, incoming connections are monitored on critical systems for suspicious activities using TeamViewer's native logging.

Please select your preferred integration from the above-mentioned choices.

2. Prerequisites

- **EventTracker** v9.2x or later must be installed.
- **Windows PowerShell** 5.0 and later must be installed.
- PowerShell script execution must be enabled, and execution policy must be set to bypass or unrestricted.
- Administrator access to the TeamViewer Management Console.

3. Configuring TeamViewer to send logs to EventTracker

This use case describes example steps to create an access token for the API integration with EventTracker.

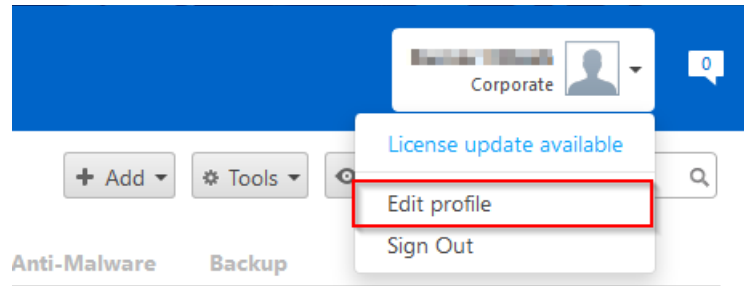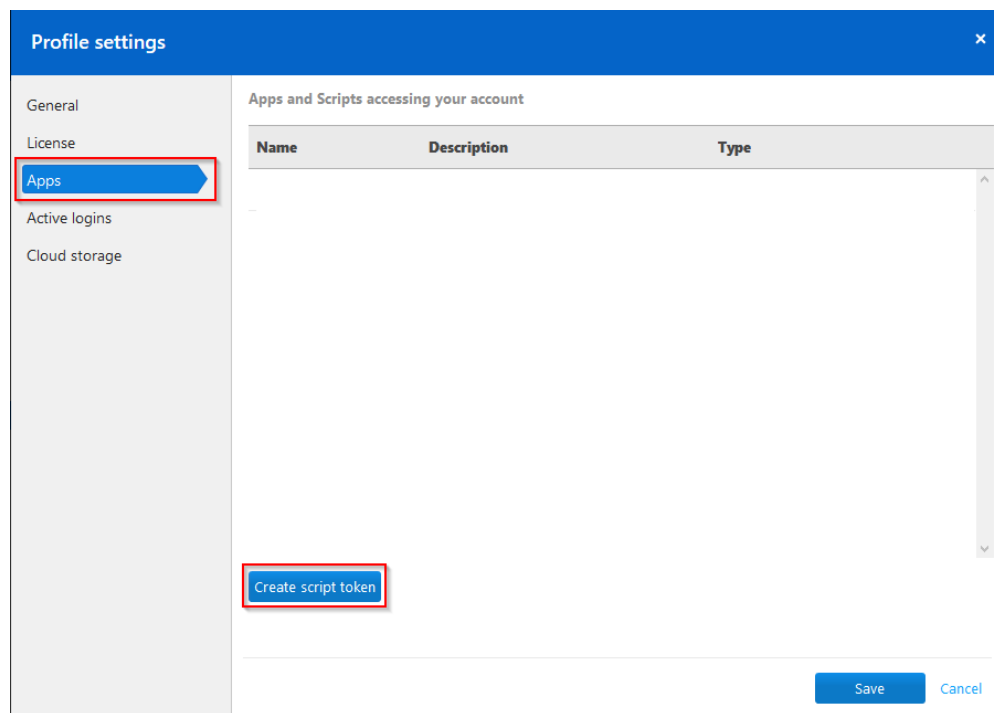### 3.1 Create access token from the TeamViewer Management Console
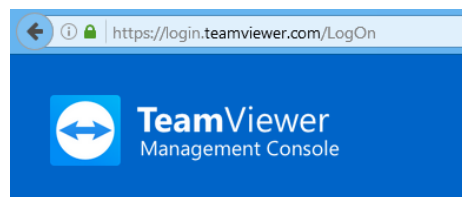
1. Log in to your TeamViewer account at the [TeamViewer Management Console](#) website.

2. Select **Edit Profile** from the **Profile** drop-down in the top right of the website.

3. In the Profile settings page, navigate to **Apps >> Create script token**.

4. Enter **TeamViewerReporting** as the app name. Select **View connection entries** from the **Connection reporting** drop-down. Other options can be configured as per the user's preference.
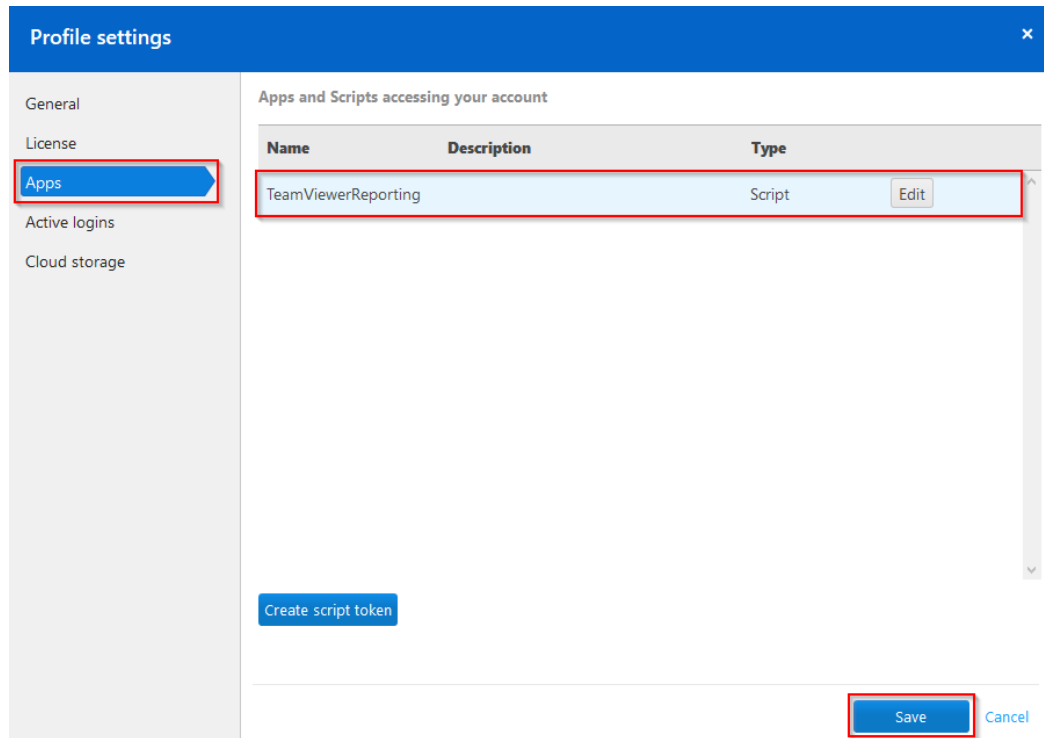
5. Click **Save**.

6. Please write down the **Token** generated for future use.
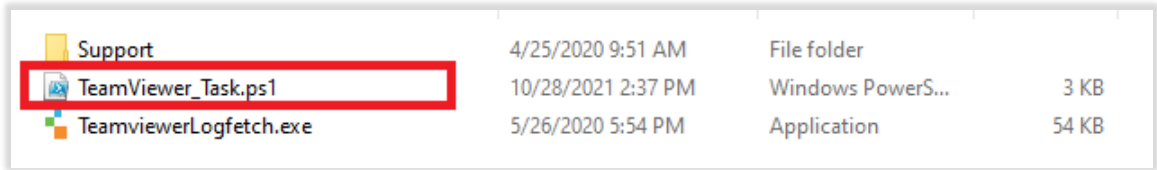
7. Click **OK** and **Save** to apply changes.

3.2 TeamViewer Logfetch

1. Please contact the EventTracker support team for the Integrator files.
2. Extract the files and navigate to the TeamViewer Integrator support folder location.
   Example: Folder_location\KP-TeamViewer\Integrator\Support
3. Open the **Details.xml** file for entering the token and organization name.
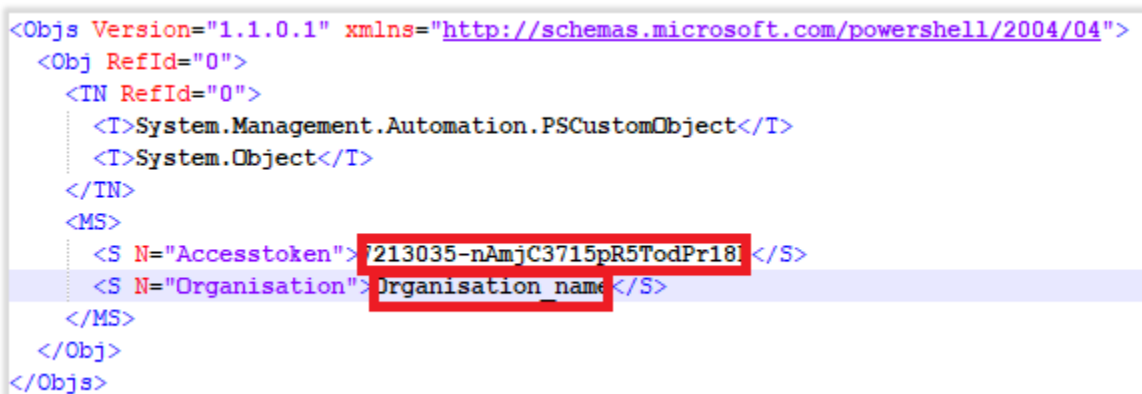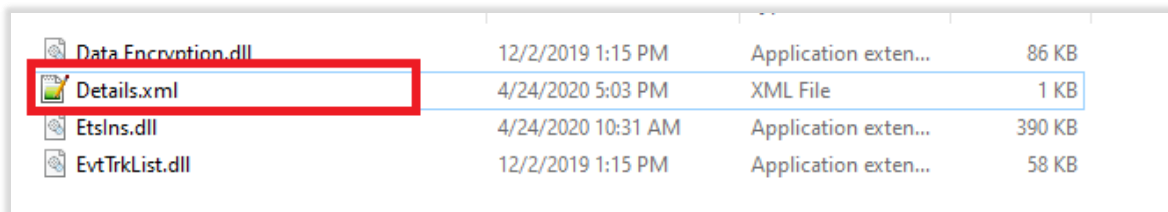
4. Run the **TeamViewer_Task.ps1** file in the Windows Powershell with admin privileges. It will create a task in the Task Scheduler.

📁 Support	4/25/2020 9:51 AM	File folder	
🖼 TeamViewer_Task.ps1	10/28/2021 2:37 PM	Windows PowerS...	3 KB
🟨 TeamviewerLogfetch.exe	5/26/2020 5:54 PM	Application	54 KB

About Netsurion

Flexibility and security within the IT environment are two of the most important factors driving business today. Netsurion's cybersecurity platforms enable companies to deliver on both. Netsurion's approach of combining purpose-built technology and an ISO-certified security operations center gives customers the ultimate flexibility to adapt and grow, all while maintaining a secure environment.

Netsurion's EventTracker cyber threat protection platform provides SIEM, endpoint protection, vulnerability scanning, intrusion detection and more; all delivered as a managed or co-managed service. Netsurion's BranchSDO delivers purpose-built technology with optional levels of managed services to multi-location businesses that optimize network security, agility, resilience, and compliance for branch locations. Whether you need technology with a guiding hand or a complete outsourcing solution, Netsurion has the model to help drive your business forward. To learn more visit netsurion.com or follow us on Twitter or LinkedIn. Netsurion is #23 among MSSP Alert's 2021 Top 250 MSSPs.

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EventTracker Software Support: 877-333-1433 (Option 5)

https://www.netsurion.com/eventtracker-support