

SCOPED CERTIFIED APPLICATION INSTALLATION AND CONFIGURATION GUIDE

TeamViewer Enterprise Integration for ServiceNow

Version 3.1.0

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Overview

The Application Installation and Configuration Guide will be used to assist with the preparation of the customer's instance in order to enable the application components to function properly. This document contains a clear, step-by-step process for any configuration steps that are required after installing the certified application from the ServiceNow Store. Additionally, it clearly calls out any application dependencies that exist.

Application Dependencies

- List all plugins required: -
 - Service Portal – Core [com.glide.service-portal.esm]. For information on how to activate plugins please visit https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/plugins/task/t_ActivateAPlugin.html
 - OAuth 2.0 [com.snc.platform.security.oauth].
- List all system table permissions required: -

Configuration Instructions

When configuring the TeamViewer application, please take into account the points below:

- Configure Application Registry, TeamViewer Enterprise OAuth, in the System OAuth -> Application Registry
- Set the Admin token provided by TeamViewer in the Administration -> Properties module
- Set which TeamViewer Invite Options are available to supporters to create. One of the following options can be set:
 - Both Remote and Assist AR
 - Remote Only
 - Assist AR Only
- Choose whether to load MDv2 or MCO devices from TeamViewer in Administration -> Properties module.
- Register MCO Unattended Devices
 - Within the Administration -> Properties module, you must first set what table field within the Configuration Item [cmdb_ci] table will be used to match an MCO Device's alias that was registered via Account Assignment in TeamViewer. Please refer this list of description of possible table fields that can be used to match alias with: <https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-management/reference/cmdb-table-property-descriptions.html>
 - For each Device to be registered as a MCO Device, you must:
 - If loading devices from MCO, make sure each device has TeamViewer Application installed and has been assigned, through Account Assignment configuration, to the TeamViewer Account associated to the Admin Token used in the properties.

- If loading devices from MDv2, make sure each device has TeamViewer Application installed and is part of a managed group in TeamViewer, and that the assigned group and its devices are manageable by the TeamViewer Account associated to the Admin Token used in properties.
- There must be a Configuration Item record already created for each MCO Device to be registered with a field that matches with the alias of the MCO Device
 - After the above points is configured and verified, go to the module *Administration - > Unattended Devices* and you will see the UI Action Button called “Import Devices from TeamViewer”. Click on that button and the application will import MCO Devices from TeamViewer that matches its alias with a Configuration Item, and will be marked as a registered MCO Device type.
- Configure Configuration item[cmdb_ci] field on the Task table (or any task field whose reference is child of or is the cmdb_ci table): update its Attributes field to include **x_tvgh_enterprise_initiate_unattended_session attribute** in order for the Initiate Unattended Session Button can be used; see Section 1.3.3 for details
- Update the Application Registry [oauth_entity] record: TeamViewer Enterprise OAuth
 - In the record, update the field Redirect URL by replacing <instance> with the name of the instance that the application is installed on and update the record.
- Configure if services cases should only show ones within ServiceNow, or all accessible in TeamViewer to the user
- Choose service cases opened by Supporters open in TeamViewer client or TeamViewer WebApp within Administration -> Properties module
- Choose if creation or cancellation of service cases are logged to Activities, done via Administration -> Properties module

External Systems Connection

TeamViewer application integration components:

- Integration components required:
 - TeamViewer WebAPI : <https://webapi.teamviewer.com/api/v1>
 - TeamViewer REACH API (**DEPRECATED**)
: <https://community.teamviewer.com/t5/Knowledge-Base/Remote-Access-API-Integration-Guide/ta-p/32318>
- Steps to create a dedicated integration user:
 1. Go to <https://login.teamviewer.com> and click Sign Up to create a TeamViewer account that is needed to use the TeamViewer WebAPI. For the TeamViewer REACH API usage, the account created requires having a Tensor License.

Testing the configuration

There is no requirement to test the connection. If access to the TeamViewer Web API is not available, a relevant error message will be shown by the ServiceNow platform.

Demo Data

If any demo data is required as a part of your application installation, please outline the requirements here: -

Support and Troubleshooting

For any issues or questions on how to use the TeamViewer integration on ServiceNow, please use:

- Visit <https://www.teamviewer.com/servicenow-community> which contains instructions on how to set up and use TeamViewer Enterprise Integration.
- If you cannot find a response to your issue, please contact check out available resources at <https://www.teamviewer.com/support> or send an email to support@tvpartner-support.servicecamp.com

Administration and Configuration

1.1 Admin token

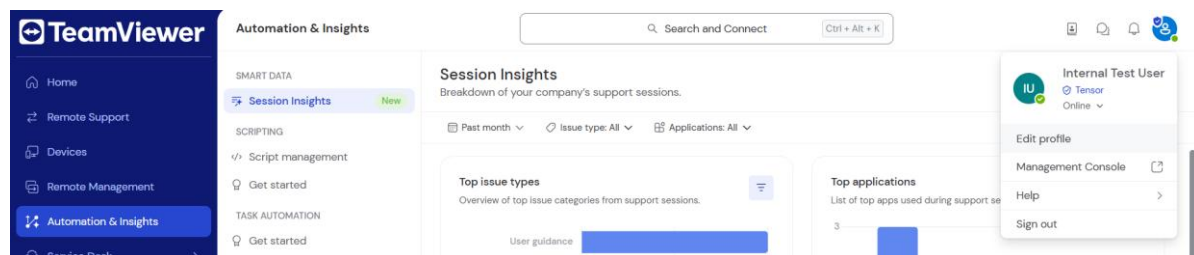
1.1.1 Introduction

To be able to access the TeamViewer API for certain features like scheduled company-wide connection reports, an admin TeamViewer Script token needs to be configured. Below are the steps on how to create one and configure your TeamViewer instance accordingly.

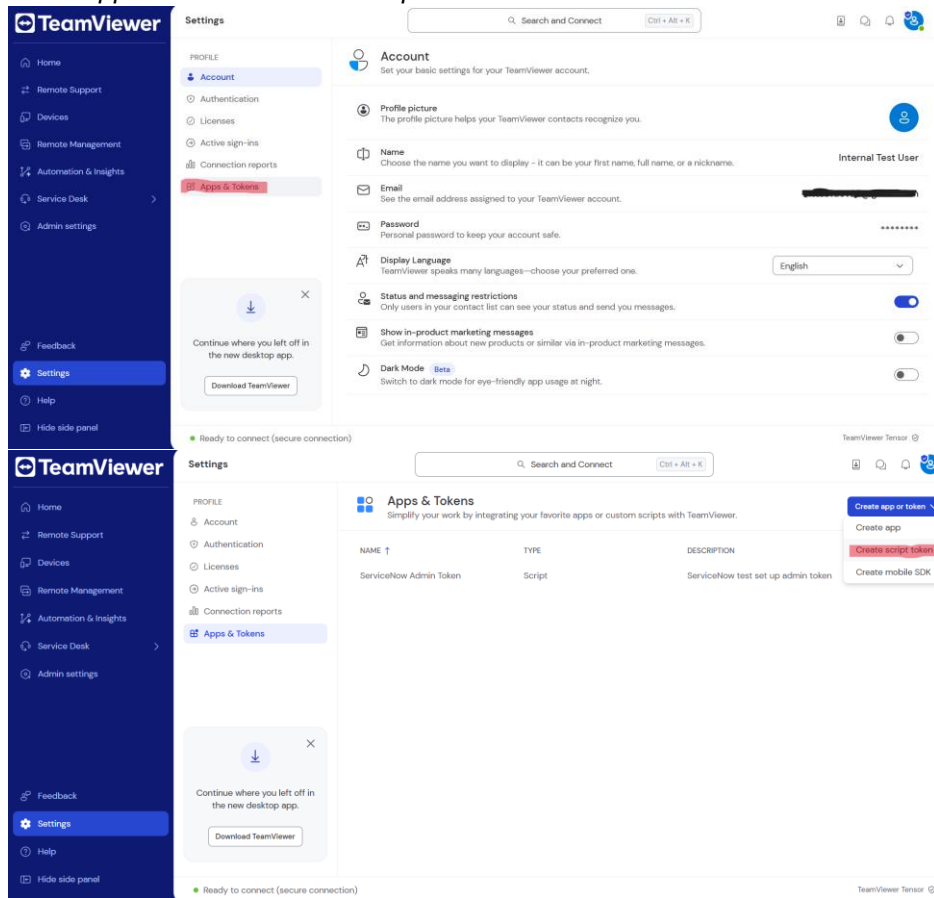
1.1.2 Creating an admin token

In this description, it is assumed that the administrator has created a company profile on TeamViewer. For more information on how to setup a company profile and add users visit <https://community.teamviewer.com/t5/Knowledge-Base/How-to-add-Users-to-a-Company-Profile/ta-p/3573>.

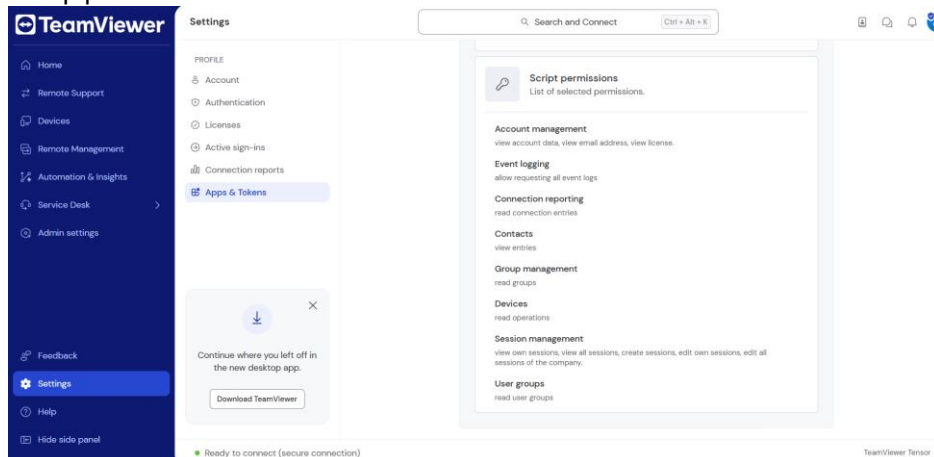
- Go to <https://account.teamviewer.com> and login with your TeamViewer account
- Go to 'Profile' on top right corner and select *Edit Profile*



- Go to **Apps** and select **Create Script Token** button



- Setup permissions as shown



- Provide a meaningful name and description
- Click **save** to generate the Script Token

1.1.3 Enable Event Logs for Admin account

To download the event logs for a connection report,

- Go to <https://login.teamviewer.com>
- Log in as another account which also has admin rights

3. Go to User Management, and edit the user whom you used for the Script Token in the above section.
4. Edit the Permissions to give them access to view Event Logs. Do this by going to Permissions, Setting the role to Customized Permissions, and change the option at the bottom called Event Logs to View.

1.1.4 Setting the Admin Token

Role required: admin

1. Connect to ServiceNow with the required user and role(s)
2. Go to module within the Application: Administration → Properties
3. Set the Admin Token for Attended Connection reporting and click Save as shown below:

The screenshot displays the ServiceNow interface for configuring TeamViewer properties. The left-hand navigation pane shows the path: TeamViewer Enterprise Integration > Administration > Properties. The main content area is titled 'TeamViewer Properties' and contains several configuration sections:

- Properties for TeamViewer Enterprise Integration**
 - Admin Token**: A password field with masked characters (dots).
 - TeamViewer Invite Options**: A dropdown menu set to 'Both Remote and Assist AR'.
 - Select what CMDB field will be used to map with alias when importing MCO Devices**: A dropdown menu set to 'asset_tag'.
 - Choose whether MDv2 or regular devices are used to match to Configuration Items**: A dropdown menu set to 'MDv2'.
 - Display Non-Servicenow Service Cases in Online Service Cases**: A checkbox labeled 'Yes' is checked, with 'No' as an alternative option.
 - Support shall join support session from web browser**: A dropdown menu set to 'browser_based'.
 - Log TeamViewer interactions in ticket**: A checkbox labeled 'Yes' is checked, with 'No' as an alternative option.

A 'Save' button is located at the bottom of the configuration form.

1.2 TeamViewer Invite Options

1.2.1 Introduction

This chapter describes how to configure what types of TeamViewer invites are available to agents to create within ServiceNow. There are up to two invite types available for agents, which are the following:

- **Remote Control Invite:** This is the standard TeamViewer invite for Attended Session
- **Assist AR Invite:** This is a remote assistance solution powered by augmented reality that enables agents to connect to your support requesters and see what their smartphone camera live streams to your computer or mobile device while allowing you to draw, add text, or tag real-world objects with 3D markers for reference. **Please note:** this requires Pilot Subscription(s) for each agent that would like to use this invite option

1.2.2 TeamViewer Invite Options configuration

Role required: admin

1. Connect to ServiceNow with the required user and role(s)
2. Go to module within the Application: Administration → Properties
3. Set which TeamViewer Invite Options are available to agents as shown below:

The screenshot displays the ServiceNow interface for configuring TeamViewer Enterprise Integration. The left-hand navigation pane shows the 'Administration' menu with 'Properties' selected. The main panel, titled 'TeamViewer Properties', contains several configuration sections. The 'TeamViewer Invite Options' section is currently set to 'Both Remote and Assist AR'. Other visible settings include 'Admin Token' (masked with dots), 'Select what CMDB field will be used to map with alias when importing MCO Devices' (set to 'asset_tag'), 'Choose whether MDv2 or regular devices are used to match to Configuration Items' (set to 'MDv2'), 'Display Non ServiceNow Service Cases in Online Service Cases' (checkbox for 'Yes' is unchecked), 'Support shall join support session from web browser' (set to 'browser_based'), and 'Log TeamViewer interactions in ticket' (checkbox for 'Yes' is checked). A 'Save' button is located at the bottom of the configuration area.

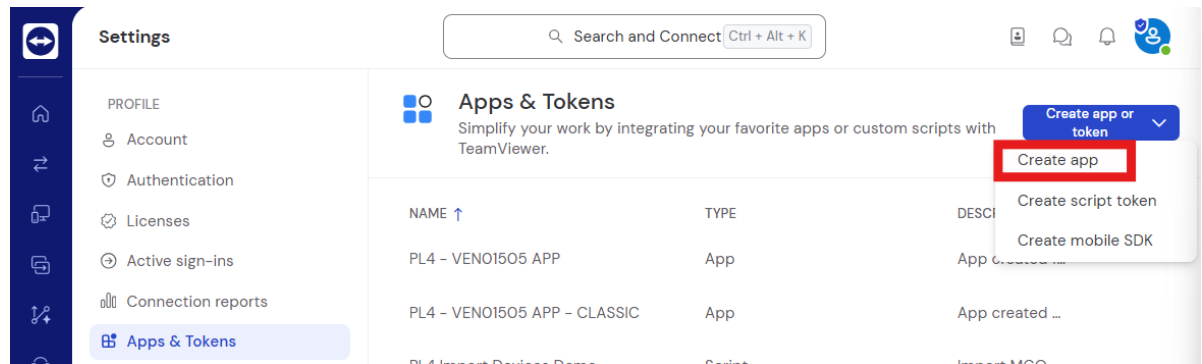
1.2.3 Application Registry for OAuth

1.2.3.1 Introduction

In this section, a step-by-step guide is provided to update the Application Registry [oauth_entity] provided by the application in order for the OAuth features can work when Supporters are creating and/or closing TeamViewer Service Cases in ServiceNow.

1.2.3.2 Create OAuth Client App in TeamViewer

1. Login at account.teamviewer.com to create an app. Similar as to the script Admin token created in the previous section, you need to also create an Oauth client app below:



2. And create an app with the following permissions and click on save:

←

Create app

Simplify your work by integrating your favorite apps with TeamViewer.

Save

Name

ServiceNow Enterprise App

Description

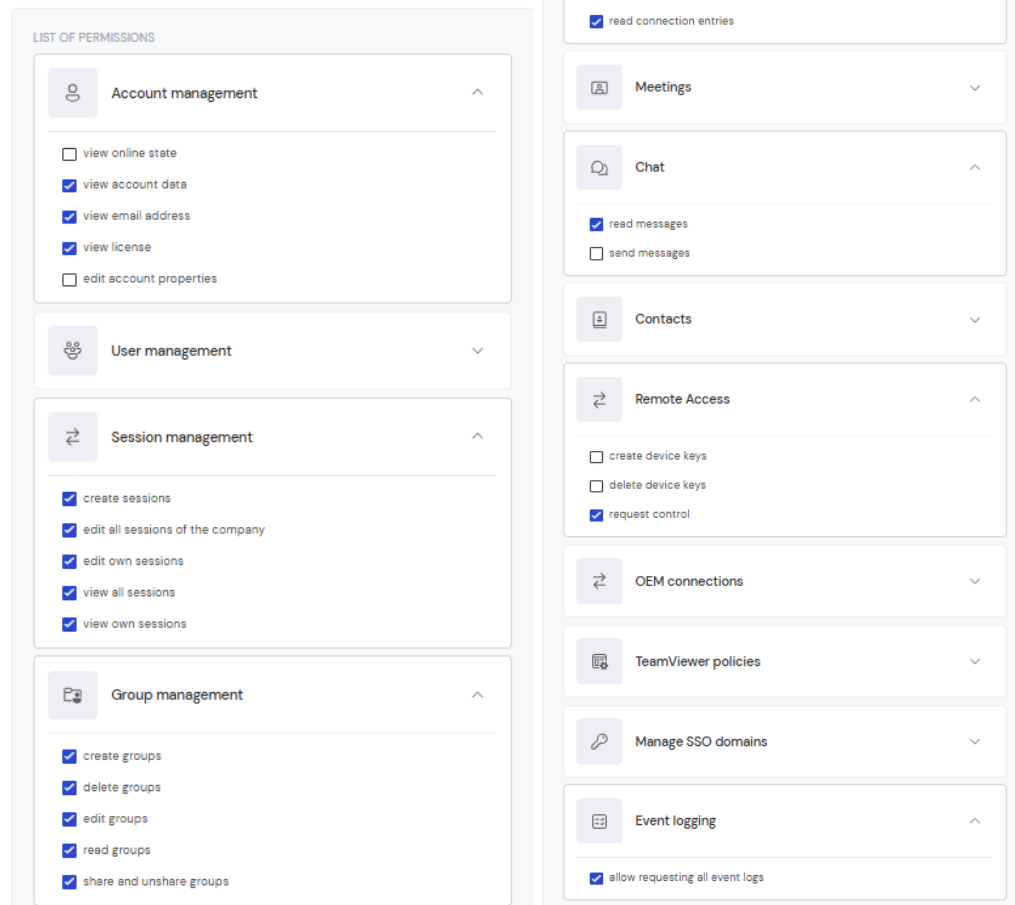
Instant remote support directly from your ServiceNow Instance to increase your Service Desk efficiency! Enterprise version

122/155

Redirect URI

https://*.service-now.com/oauth_redirect.do

General app info

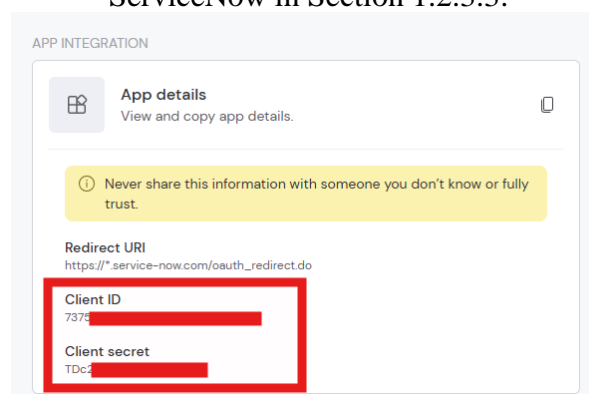


LIST OF PERMISSIONS

- Account management**
 - ☐ view online state
 - ☒ view account data
 - ☒ view email address
 - ☒ view license
 - ☐ edit account properties
- User management**
 - ☐ create users
 - ☐ delete users
 - ☐ edit users
 - ☐ view users
- Session management**
 - ☒ create sessions
 - ☒ edit all sessions of the company
 - ☒ edit own sessions
 - ☒ view all sessions
 - ☒ view own sessions
- Group management**
 - ☒ create groups
 - ☒ delete groups
 - ☒ edit groups
 - ☒ read groups
 - ☒ share and unshare groups
- Connection reporting**
 - ☐ delete connection entries
 - ☐ edit connection entries
 - ☒ read connection entries
- Meetings**
 - ☐ create meetings
 - ☐ delete meetings
 - ☐ edit meetings
 - ☐ view meetings
- Chat**
 - ☒ read messages
 - ☐ send messages
- Contacts**
 - ☐ create contacts
 - ☐ delete contacts
 - ☐ edit contacts
 - ☐ view contacts
- Remote Access**
 - ☐ create device keys
 - ☐ delete device keys
 - ☒ request control
- OEM connections**
 - ☐ create OEM connections
 - ☐ delete OEM connections
 - ☐ edit OEM connections
 - ☐ view OEM connections
- TeamViewer policies**
 - ☐ create policies
 - ☐ delete policies
 - ☐ edit policies
 - ☐ view policies
- Manage SSO domains**
 - ☐ create SSO domains
 - ☐ delete SSO domains
 - ☐ edit SSO domains
 - ☐ view SSO domains
- Event logging**
 - ☒ allow requesting all event logs

App permissions to add

3. Afterwards copy the Client ID and Client secret generated from the app to be used in ServiceNow in Section 1.2.3.3:



APP INTEGRATION

App details
View and copy app details.

ⓘ Never share this information with someone you don't know or fully trust.

Redirect URI
https://*.service-now.com/oauth_redirect.do

Client ID
7375 [REDACTED]

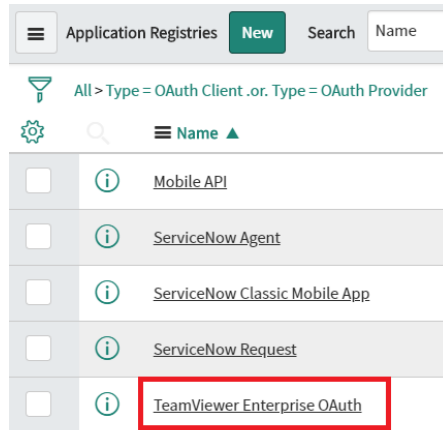
Client secret
TDC [REDACTED]

Client ID and Client secret to capture

1.2.3.3 Update TeamViewer Enterprise OAuth Application Registry

Role Required: admin

1. In ServiceNow, open module *System OAuth -> Application Registry* and open the record **TeamViewer Enterprise OAuth** as shown below:



Record to open

2. In the record, update the following fields and save:
 - a. Client ID: Use the Client ID captured in Section 1.2.3.2
 - b. Client Secret: Use the Client Secret captured in Section 1.2.3.2
 - c. Redirect URL: Replace <instance> with the name of the instance that the application is installed

Fields highlighted to edit

1.3 Unattended Access Setup

1.3.1 Register MCO Unattended Devices

Pre-Requisites:

- For each MCO Device to be registered in ServiceNow, the device must be assigned to the TeamViewer account associated to the Admin Token set in Step 1.1.4.

Role Required: admin

Here are step-by-step instructions on how to register a MCO device for Unattended Access. MCO Device records cannot be manually added. For manually added devices, refer to REACH Devices in section **Error! Reference source not found.** The TeamViewer application can only import MCO devices from the TeamViewer server by matching a device's alias, in TeamViewer, with field value within a record in the Configuration Item [cmdb_ci] table in ServiceNow.

- Configure what field in the Configuration Item table is to be used for matching a Device's alias in TeamViewer within the Administration -> Properties module. For this step guide we will use the Asset Tag [asset_tag] field, as an example, as shown here:

The screenshot displays the 'TeamViewer Properties' configuration page in the ServiceNow interface. The left sidebar shows the navigation menu with 'Administration' expanded. The main content area is titled 'Properties for TeamViewer Enterprise Integration'. A red rectangular box highlights the dropdown menu for the option 'Select what CMDB field will be used to map with alias when importing MCO Devices', which is currently set to 'asset_tag | asset_tag'. Other configuration options visible include 'Admin Token', 'TeamViewer Invite Options' (set to 'Both Remote and Pilot'), 'Choose whether MDv2 or regular devices are used to match to Configuration Items' (set to 'regular_devices'), 'Display Non Servicenow Service Cases in Online Service Cases' (unchecked), 'Support shall join support session from web browser' (set to 'client_based'), and 'Log TeamViewer interactions in ticket' (checked).

Advanced Note: The possible table fields options by default may not list a table field that you may need like a custom field. If that is the case, you may set the field manually by opening the System Property record directly, for property **x_tvgh_enterprise.cmdb_field_to_mco_device_alias**, and expand the choices and value with the field needed and save changes, for example:

re

<
System Property
x_tvgh_enterprise.cmdb_field_to_mco_device_alias

Update
Delete

* Suffix
cmdb_field_to_mco_device_alias

Application
TeamViewer Enterprise Integration f

Name
x_tvgh_enterprise.cmdb_field_to_m

Description
Select what CMDB field will be used to map with alias when importing MCO Devices

Choices
asset_tag,serial_number,correlation_id,name,attributes,short_description,sys_id custom_field

Type
choice list

Value
custom_field

Ignore cache

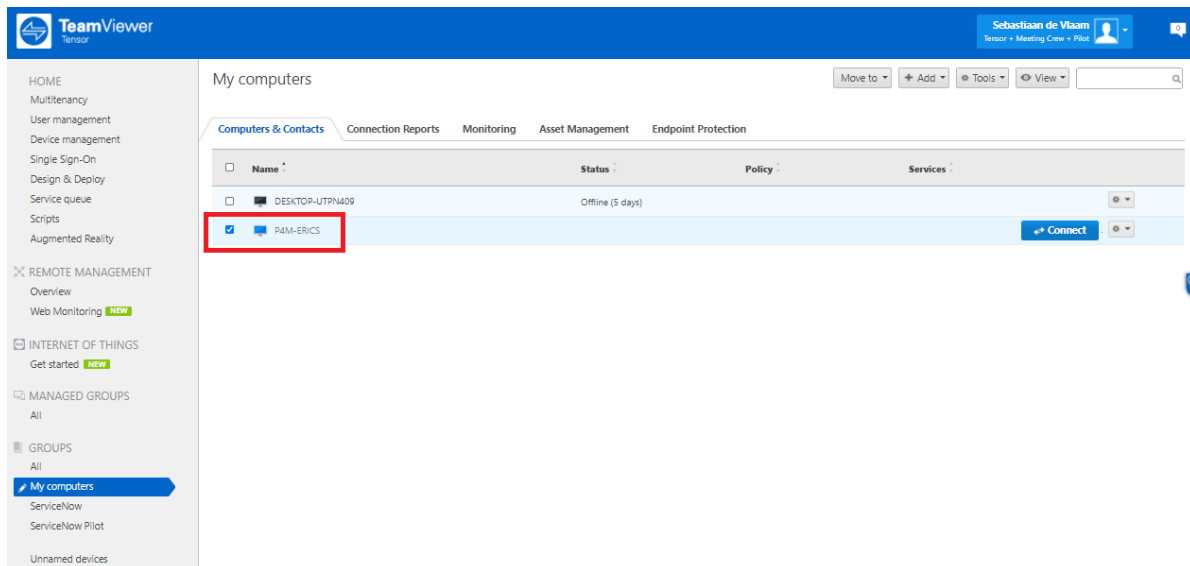
Private

Read roles
admin

Write roles
admin

Update
Delete

- For each MCO Device to be registered, there must be a Configuration Item record, including record(s) in child tables, that matches the MCO Device alias with the field set in (1). For example, in TeamViewer, we have a MCO Device in TeamViewer with the alias “P4M-ERICS”:



To create Configuration Item, search for “Computers” and click “New”.

The screenshot shows the ServiceNow 'Computers' list and the 'Computer New record' form. The list displays several computer records with columns for Name, Manufacturer, Operating System, and CPU speed (MHz). The 'Computer New record' form is below the list, showing fields for Name, Asset tag, Manufacturer, Asset, Company, Serial number, Model ID, and Assigned to. The 'Configuration' section is expanded, showing fields for OS Domain, Operating System, OS Version, OS Service Pack, DNS Domain, Disk space (GB), Description, RAM (MB), CPU manufacturer, CPU type, CPU speed (MHz), CPU count, and CPU core count.

| Name | Manufacturer | Operating System | CPU speed (MHz) |
|-----------------|--------------|-------------------------|-----------------|
| *ANNIE-IBM | Lenovo | Windows XP Professional | 798 |
| *ASSET-IBM | Lenovo | Windows XP Professional | 798 |
| *BETH-IBM | Lenovo | Windows XP Professional | 798 |
| *BOW-IBM | Lenovo | Windows XP Professional | 798 |
| *BUD-IBM | Lenovo | Windows XP Professional | 798 |
| *CAROL-IBM | Lenovo | Windows XP Professional | 798 |
| *CAROL2-IBM | Lenovo | Windows XP Professional | 798 |
| *CAROL3-GATEWAY | Gateway | Windows XP Professional | 2,992 |
| *CHUCK-IBM | Lenovo | Windows XP Professional | 798 |

Computer New record

Name: Company:

Asset tag: Serial number:

Manufacturer: Model ID:

Asset: Assigned to:

Configuration

OS Domain: RAM (MB):

Operating System: CPU manufacturer:

OS Version: CPU type:

OS Service Pack: CPU speed (MHz):

DNS Domain: CPU count:

Disk space (GB): CPU core count:

Description:

So, in ServiceNow we need to create a Configuration Item record that matches the alias in the Asset Tag field:

The screenshot shows the ServiceNow 'Computer' form for 'Eric's Computer'. The form is filled with data, and the 'Asset tag' field is highlighted with a red box. The 'Configuration' section is expanded, showing fields for OS Domain, Operating System, OS Version, OS Service Pack, DNS Domain, Disk space (GB), Description, RAM (MB), CPU manufacturer, CPU type, CPU speed (MHz), CPU count, and CPU core count.

Computer
*Eric's Computer

Name: *Eric's Computer Company: ACME North America

Asset tag: P4M-ERICS Serial number: L3BB911

Manufacturer: Lenovo Model ID: Lenovo ThinkStation S20

Asset: P4M-ERICS - Lenovo ThinkStation S20 Assigned to:

Configuration

OS Domain: RAM (MB): 1,534

Operating System: Windows XP Professional CPU manufacturer: Intel

OS Version: 5.1.2600 CPU type:

OS Service Pack: Service Pack 2 CPU speed (MHz): 798

DNS Domain: CPU count: 1

Disk space (GB): 51 CPU core count: 1

Description:

3. Repeat Step (2) as needed per device.

- Go to the application module Administration -> Properties and click on the UI Action Button "Import Devices from TeamViewer" to import devices:

The screenshot shows the ServiceNow 'TeamViewer' application page. The left sidebar contains navigation links: TeamViewer Enterprise Integration, Support, Attended Connection Report, Unattended Connection Report, Online Service Cases, Administration (selected), Email templates, Unattended Access Setup, Unattended Devices, and Properties. The main content area has a top bar with 'Default [Te]', 'TeamViewer', and 'ES Eric Santana'. Below this is a 'Devices' section with a 'New' button and a red-bordered button labeled 'Import Devices from TeamViewer'. A search bar for 'Teamviewer ID' is also present. The main table lists device records with columns: Teamviewer ID, Configuration Item, Type, Status, TeamViewer GUID, and Teamviewer ID. The table contains four rows of data, with the first row being '(empty)' and the others showing various devices like 'mCherifMacPro' and 'Athan's Precision T5500 Workstation'.

| Teamviewer ID | Configuration Item | Type | Status | TeamViewer GUID | Teamviewer ID |
|---------------|-------------------------------------|--------------|----------------------|--|---------------|
| (empty) | *DENNIS-IBM | REACH Device | Not Registered | | |
| 1475702999 | mCherifMacPro | REACH Device | Invalid Registration | {012261a3-be2d-4908-aff0-884a92662ed5} | hhOAY+n8B6 |
| r1145876698 | Athan's Precision T5500 Workstation | REACH Device | Registered | 2f363ded-43b4-4df8-8104-4c2f6cfd4e | WWWhWewP6r |
| r1553589950 | *DUDE-IBM | REACH Device | Registered | {03985fa3-c4a2-4303-a39c-f426a2dfd0} | htHPDC3WUI |

- Verify MCO Device Imports by checking the Device records of type MCO Device. These devices are registered and can be used for unattended session. For example here some imported MCO Devices:

This screenshot is similar to the previous one, showing the same ServiceNow interface. However, the 'Import Devices from TeamViewer' button is no longer highlighted. Instead, the last two rows of the device table are highlighted with a red box. These rows represent MCO Devices: 'Eric's Computer' and 'Eric's VM Computer', both with a status of 'Registered'.

| Teamviewer ID | Configuration Item | Type | Status | TeamViewer GUID | Teamviewer ID |
|---------------|-------------------------------------|--------------|----------------------|--|---------------|
| (empty) | *DENNIS-IBM | REACH Device | Not Registered | | |
| 1475702999 | mCherifMacPro | REACH Device | Invalid Registration | {012261a3-be2d-4908-aff0-884a92662ed5} | hhOAY+n8B6 |
| r1145876698 | Athan's Precision T5500 Workstation | REACH Device | Registered | 2f363ded-43b4-4df8-8104-4c2f6cfd4e | WWWhWewP6r |
| r1553589950 | *DUDE-IBM | REACH Device | Registered | {03985fa3-c4a2-4303-a39c-f426a2dfd0} | htHPDC3WUI |
| r1756067272 | *Eric's Computer | MCO Device | Registered | | |
| r798086999 | *Eric's VM Computer | MCO Device | Registered | | |

1.3.2 MCO Device Scheduled Import

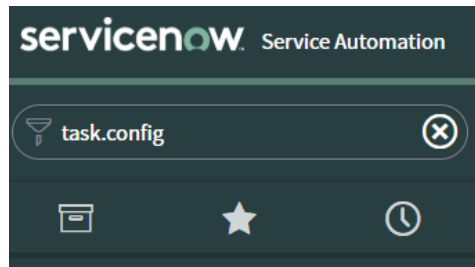
As discussed in Section 1.3.1, MCO Device records cannot be manually created, but they are imported from the TeamViewer server by the application, as long as there is a Configuration Item that matches an alias of a device in TeamViewer. The application is configured by default to import MCO Devices every 6 hours through the Scheduled Job, found under ServiceNow module System Definition -> Scheduled Jobs, *TeamViewer - Import MCO Devices* as shown here:

1.3.3 Adding the Initiate Unattended Session button to the Task Table (or task extended table)

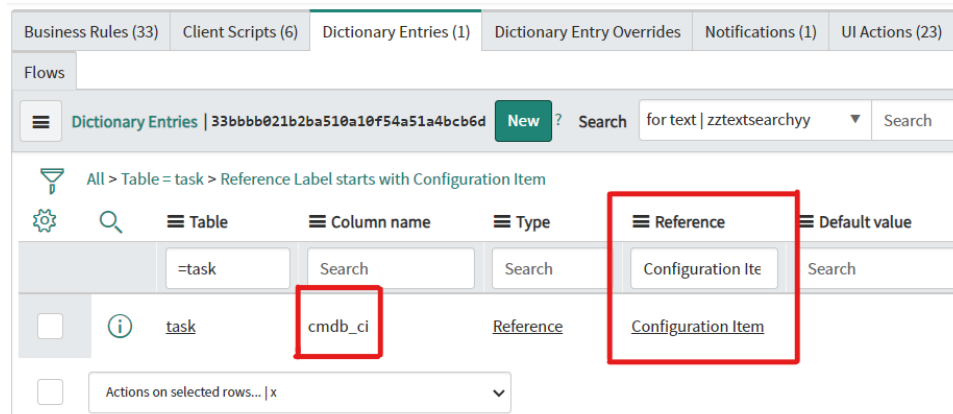
In order to be able to start an Unattended Session on a Registered Device, changes need to be made on the Task [task] table (or task extended table) in order to show the button that allows you to initiate the session. This section provides instructions on setting this up.

Role Required: admin

1. On the Filter Navigator, type in (table_name).config (for example task.config) and press enter



2. Go to the Dictionary Entries tab for the Task table and open the record you want to show the button on. This must be a field with reference to "Configuration Item" table, for example in task the field **cmdb_ci**, or it must be a field from which you can dotwalk to a "Configuration Item" field.



3. Within the record opened in Step 2, look for the Attributes field. If the attributes field is not visible, click on the Related Link "Advanced", and it should now be visible. Add **x_tvgh_enterprise_initiate_unattended_session** attribute as part of the Attributes field, and update the record:

Attributes

```
ref_auto_completer=AJAXTableCompleter,ref_contributions=task_show_ci_map;show_related_records;x_tvgh_enterprise_initiate_unattended_session,ref_ac_columns=sys_class_name,ref_a_c_order_by=sys_class_name
```

- 3.1 If the field is not a "Configuration Item" field, but a field you must dot walk to the "Configuration Item", then set another attribute called "tv_field_dot_walk" with the value of the dot walk path to the "Configuration Item" field. For example, on the Task table, the parent field has the field "cmdb_ci", and it would be configured as below.

Attributes | attributes

```
encode_utf8=false;ref_contributions=x_tvgh_enterprise_initiate_unattended_session,tv_field_dot_walk=cmdb_ci
```

1.4 Adding TeamViewer to task extended table

1.4.1 Introduction

This chapter described the step-by-step guide on how to add the TeamViewer Control and TeamViewer Connection History to a form in ServiceNow. This can only be applied to records on tables that are an extension from the task table. The application comes preconfigured with the TeamViewer Control (for Supporters) and TeamViewer Connection History on the Incident form (default view).

Prerequisites

The following prerequisites need to be met to be able to follow the steps in this guide:

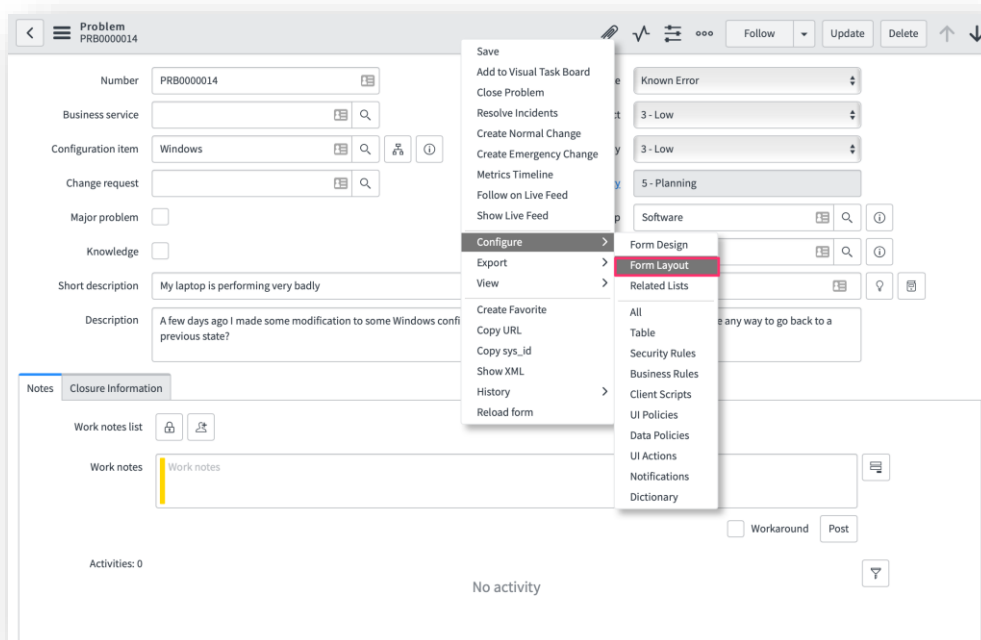
- ServiceNow Store Application: TeamViewer Enterprise Integration for ServiceNow is installed, version 1.0 or above
- Role: admin

1.4.2 Adding the Remote-Control section, for Supporters, on a form

To add the TeamViewer Control to the form, follow the steps below. General documentation on how to add fields to a form can be found here:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/vancouver/new_to_servicenow/app_store_learnv2_buildneedit_vancouver_form_designer

1. Open the form of the Task extended record type (e.g. problem, change request, requested item), where you want to add the TeamViewer Control
2. On the form right click on the form's header
3. From the menu choose *Configure -> Form Layout*



- From the 'Section' field, click on 'New' and a dialog for entering a name is shown. Enter a name (e.g. *TeamViewer Remote Control*) and click on OK. Documentation on how to create a form section can be found here: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/form-administration/concept/configure-form-layout.html#t_CreateAFormSection

The screenshot shows the 'Configuring Problem form' dialog. In the 'Available' list, 'Teamviewer Supporter Control' is highlighted. A 'Create new section' dialog box is open, with 'Section caption:' set to 'eamViewer Remote Control'. The 'Form view and section' section shows 'View name' as 'Default view' and 'Section' as 'New...'. The 'Create new field' section shows 'Name' as an empty field, 'Type' as 'String', and 'Field length' as 'Small (40)'. The 'Related Links' section shows 'Show versions'.

- Add the *TeamViewer Supporter Control* to the newly created form section.

The screenshot shows the 'Configuring Problem form' dialog. In the 'Available' list, 'Teamviewer Supporter Control' is highlighted. The 'Form view and section' section shows 'View name' as 'Default view' and 'Section' as 'Teamviewer Remote Control'. The 'Create new field' section shows 'Name' as an empty field, 'Type' as 'String', and 'Field length' as 'Small (40)'. The 'Related Links' section shows 'Show versions'.

- Click on *Save* to apply the changes to the form.

7. The TeamViewer Control should now be visible on the form within a form section.

The screenshot shows a ServiceNow Problem form for PRB0000014. The form is divided into several sections. The 'TeamViewer Remote Control' section is highlighted with a red box. This section contains the following elements:

- Current TeamViewer Service Case: Create Service Case to provide remote support
- TeamViewer Customer Link: [Link icon]
- Session Status: [Status icon]
- Buttons: Create Service Case, Start session, Close Service Case, Share session code

Below the highlighted section, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with links for 'Communicate Workaround' and 'Post Knowledge'.

1.4.3 Adding the Remote-Control section, for Customers, on a form

To add the TeamViewer Control, for customers, to the form, repeat the steps and instructions in the previous section (8.4.2), but with the following deviations:

1. In the form, change the view to Self Service first as shown here:

The screenshot shows a ServiceNow Incident form for INC0010102. The 'View' menu is open, and 'Self Service' is selected. The form includes the following fields:

- Number: INC0010102
- Caller: Eric Santana
- Location: [Empty]
- Category: Inquiry / Help
- Subcategory: -- None --
- Configuration item: [Empty]
- Impact: 3 - Low
- Urgency: 3 - Low
- Priority: 5 - Planning
- Short description: Test Customer URL Link

The 'View' menu options are:

- Save
- Add to Visual Task Board
- Copy Incident
- Create Problem
- Create Request
- Create Change
- Create Child Incident
- Refresh Impacted Services
- Metrics Timeline
- Follow on Live Feed
- Show Live Feed
- Configure
- Export
- View (selected)
- Create Favorite
- Copy URL
- Copy sys_id
- Show XML
- History
- Reload form
- Default view
- Major incidents
- Metrics
- Mobile
- Password
- Self Service (selected)
- Service Portal
- VTB
- Workspace

- Then, configure the Form Layout of this view by adding new section, called TeamViewer Remote Control and add TeamViewer Customer Control. Afterwards, click Save, similar to 1.4.2. Before clicking Save, the configuration should look like this:

Configuring Incident form

Available

- Work start
- x_tvgh_teamviewer_session_session [+]
- begin_split -
- split -
- end_split -
- * Annotation
- * Chart
- Activities (filtered)
- Activities (filtered)
- Attached Knowledge
- Checklist
- Contextual Search Results
- Incident Variable Editor
- Parent Breadcrumbs
- Ratings
- ResolutionShaper
- Teamviewer Supporter Control

Selected

- Teamviewer Customer Control

Cancel Save

Form view and section

View name: Self Service

Section: Incident, TeamViewer Remote Control (highlighted), New...

Create new field

Name:

Type: String

Field length: Small (40)

Add

- To confirm the changes in this section, go into an incident record in the Self-Service View and the TeamViewer Customer Control should be visible as shown here:

Incident INC0010102 [Self Service view]

Number: INC0010102

Caller: Eric Santana

Watch list

Short description: Test Customer URL Link

Opened: 2020-03-16 20:36:44

Closed:

Impact: 3 - Low

State: New

Related Search Results

Additional comments (Customer visible)

Activities: 1

ES Eric Santana

Impact: 3 - Low

Incident state: New

Opened by: Eric Santana

Priority: 5 - Planning

Field changes • 2020-03-16 20:37:10

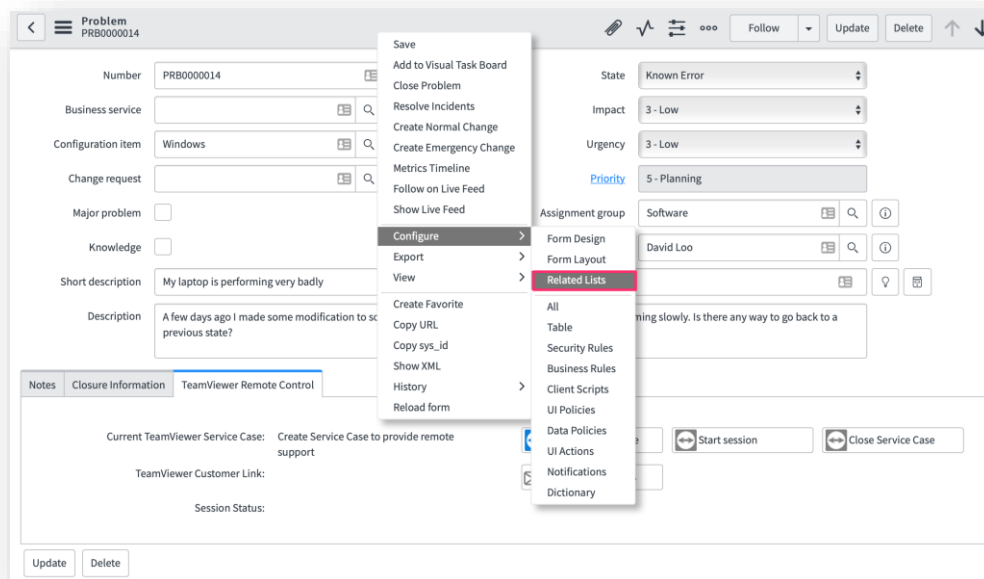
TeamViewer Remote Control

Click link to receive support via TeamViewer: No Session Code created yet.

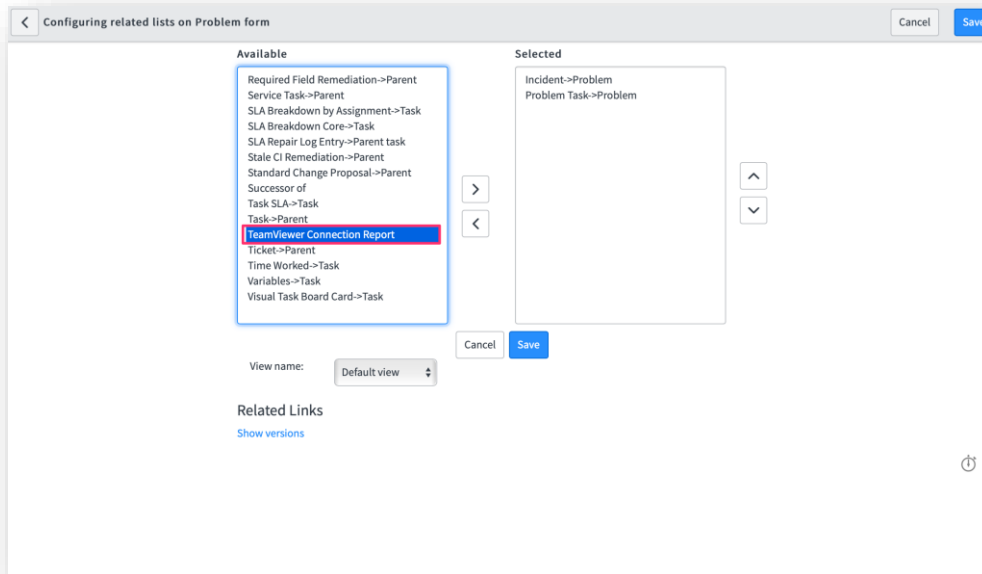
1.4.4 Adding the TeamViewer Connection Report to the Form

The next step is to add the TeamViewer Connection Report to the form, this related list shows the connection history for the open task record. More information on adding a related list to a form can be found here: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/form-administration/concept/configure-form-layout.html#_AddARelatedList.

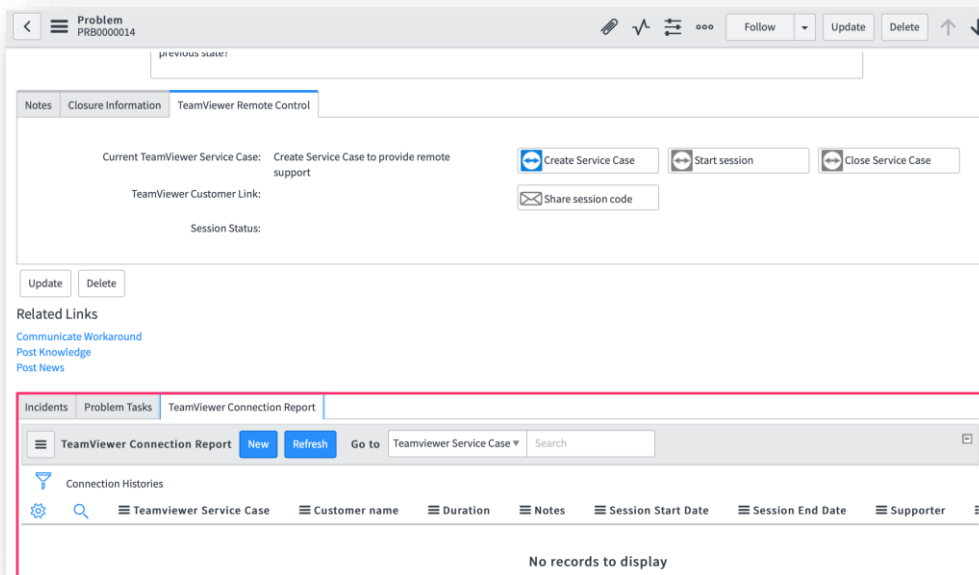
1. Open the form of the Task extended record type (e.g. problem, change request, requested item), where you want to add the TeamViewer Connection Report
2. Right click on the form's header a go to *Configure -> Related Lists*



3. From the *Available* list, select the *TeamViewer Connection Report* and add it to the *Selected* list by clicking the *Add* arrow.



4. Clicking on *Save* to apply the changes on the view.
5. The TeamViewer Connection Report is now be visible under the related lists at the bottom of the form.



1.5 Roles

The application permissions model is based the following roles:

| Role | Permissions |
|-------|---|
| admin | Standard ServiceNow admin role that has complete control of all configuration in the application. Also, this role has all the |

| | permissions of the other roles listed in this table |
|--|---|
| x_tvgh_enterprise.tv_user | <p>This role allows the user to use the TeamViewer Application and see the TeamViewer connection history for task records assigned to them. Also, with this role, user can:</p> <ul style="list-style-type: none"> • Create and close Remote Control Invites • Create and close Assist AR Invites • Can send SMS Assist AR Invite • Initiate Unattended Session • Open the Online Service Cases Module |
| x_tvgh_enterprise.session_history_user | Can view the TeamViewer Connection Report for the company wide connection history for both Attended and Unattended Connections |
| x_tvgh_enterprise.device_user | Can Enable and Disable Unattended Access in the Device [x_tvgh_enterprise_device] table |

1.6 Connection History and Scheduled jobs

1.6.1 Introduction

The TeamViewer Enterprise Integration for ServiceNow application keeps a history of connections created from Sessions via ServiceNow for your account. This is stored in the Connection History table. The information in this table is periodically refreshed and augmented with the relevant information from the session, like the task reference, and its event logs.

1.6.2 Connection history refresh

The connection history is retrieved from TeamViewer via the API on four occasions:

1. When a session is closed, the connection history for that session is retrieved
2. A scheduled job periodically (6 hours by default) retrieves the attended connection history
3. A scheduled job periodically (6 hours by default) retrieves the unattended connection history
4. A manual refresh of the connection history can be requested by a user with the proper role from the TeamViewer Connection Report table list view.

1.6.3 Setting the scheduled job period

There are two scheduled jobs, one for Attended Access and the other for Unattended Access, that periodically retrieves the connection history is by default set to run every 6 hours. This interval can

be updated by the ServiceNow System administrator by updating the repeat interval on the scheduled jobs.

Follow these steps to do this:

Role required: admin

1. Go to the *System Definition > Scheduled Jobs*
2. Open the record for each of these jobs:
 - a. *TeamViewer - Retrieve Attended Access Report*
 - b. *TeamViewer - Retrieve Unattended Access Report*
3. **Run each job once, via the *Execute Now* button, to make sure the latest connection history is retrieved, and no records are missed due to a changed period.**

The scheduled jobs and the *refresh* action use the time period defined in the scheduled job to determine how far back (in time) connection history must be retrieved. So, if the last job ran 6 hours ago and you update the repeat interval to 3 hours, you miss 3 hours of connection history if you do not run the job once first.

Scheduled Script Execution
TeamViewer - Retrieve Attended Access Report

Name: TeamViewer - Retrieve Attended Access Report

Active: ☒

Run: Periodically

* Repeat Interval: Days 0, Hours 06, Minutes 00

Update Execute Now

4. Update the repeat interval
5. Click on *Update*

1.7 Online Service Cases

Within the TeamViewer Enterprise Integration for ServiceNow application, a supporter can see all the online service cases from one view, using the Online Service Cases Widget, which can be accessed via TeamViewer Enterprise Integration → Online Service Cases.


| TeamViewer Connections | | | | | | | |
|------------------------|--|--------------|------------------|---------------------|---------------------|----------------|-------------------------------|
| Service case | Description | End Customer | Assigned user ID | Created | End date | Session type | Online |
| s91-938-675 | INC0010104, Issue with printer drivers | Athan GMAIL | u143795712 | 2020-09-25 18:42:49 | 2020-09-26 22:42:49 | Pilot | false Connect |
| s34-257-759 | INC0010109, Test - TV User Role 3.1 | Eric Santana | u143795712 | 2020-09-25 18:43:20 | 2020-09-26 22:43:19 | Remote Control | false Connect |

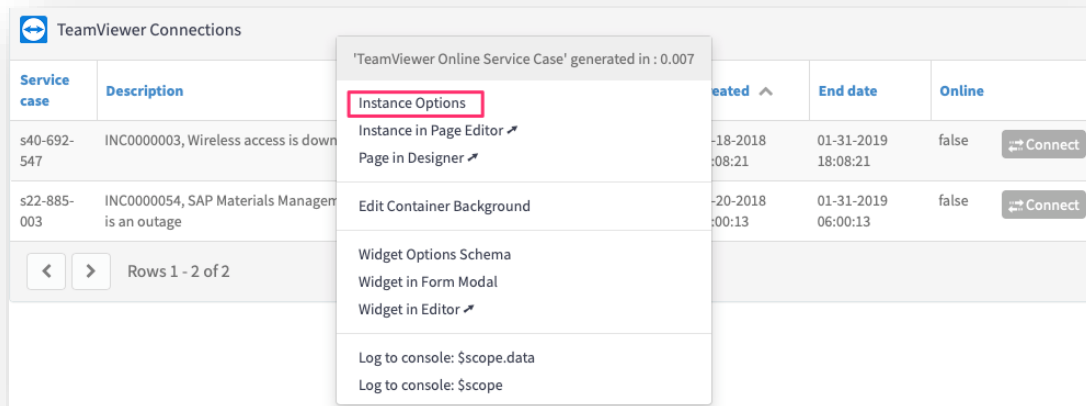
Rows 1 - 2 of 2

1.7.1 Changing the columns

The columns shown in the Online Service Cases can be changed by the ServiceNow system administrators and impacts all users of the application. To change the columns, follow these steps to go into the widget instance options:

Role required: admin

1. Change your application ( Settings > Developer > Application) to *TeamViewer Enterprise Integration for ServiceNow*
2. Go to TeamViewer Enterprise Integration > Online Service Cases
3. Press and hold *ctrl* on your keyboard and right click anywhere on the widget
4. Click on *Instance Options*



5. Add or remove any columns in the Fields list



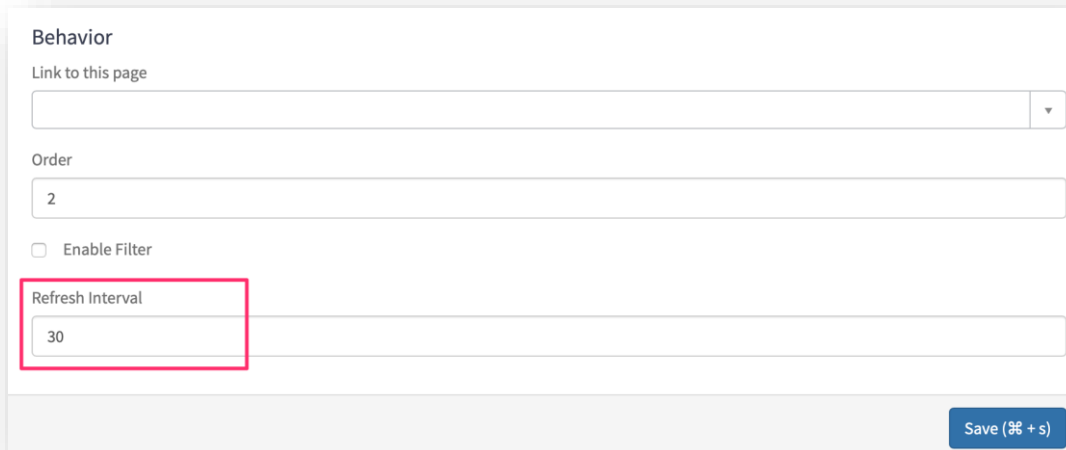
6. Click on *Save* at the bottom of the instance options dialog.

1.7.2 Change the refresh rate

The Online Service Cases Widget automatically refreshes the data as long as the page is kept open, by default the data is refreshed every 30s seconds. This can be changed by the ServiceNow system administrator.

Roel required: admin

1. Follow steps 1 -4 from the section 1.7.1.
2. Change the refresh interval to your preferred setting, the setting is in seconds



Behavior

Link to this page

Order

2

☐ Enable Filter

Refresh Interval

30

Save (⌘ + s)

3. Click on *Save*

1.7.3 Display all service cases from TeamViewer

By default, only service cases from ServiceNow is visible, but one can show all available service cases in TeamViewer.

Roel required: admin

- 1) To show all service cases in TeamViewer, go to Administration -> Properties
- 2) Activate or deactivate displaying of non ServiceNow cases in Online Service Cases.

The screenshot shows the 'TeamViewer Properties' configuration page in ServiceNow. The left sidebar contains navigation links: Home, TeamViewer Enterprise Integration, Support, Attended Connection Report, Unattended Connection Report, Online Service Cases, Administration, Email templates, REACH Setup, Unattended Devices, and Properties. The main content area is titled 'Properties for TeamViewer Enterprise Integration' and includes the following fields:

- Admin Token**: A text field with a masked password.
- TeamViewer Invite Options**: A dropdown menu with the selected option 'Both Remote and Pilot'.
- Select what CMDB field will be used to map with alias when importing MCO Devices**: A dropdown menu with the selected option 'asset_tag | asset_tag'.
- Choose whether MDv2 or regular devices are used to match to Configuration Items**: A dropdown menu with the selected option 'regular_devices | regular_devices'.
- Display Non ServiceNow Service Cases in Online Service Cases**: A checkbox labeled 'Yes | No', which is currently unchecked. This field is highlighted with a red box.
- Support shall join support session from web browser**: A dropdown menu with the selected option 'client_based | client_based'.
- Log TeamViewer interactions in ticket**: A checkbox labeled 'Yes | No', which is currently checked.

A 'Save' button is located at the bottom right of the configuration area.

1.8 Configuring email templates

1.8.1 Introduction

The *Share Session Code* functionality on the TeamViewer Remote Control uses the standard Quick Message functionality from ServiceNow to send the session code per email to the customer. Administrators can define the templates for these quick messages.

Please note that for sending e-mails an e-mail service must be setup and activated in this instance. (System Properties > Email Properties)

1.8.2 Naming convention

Since we use the standard Quick Message functionality of ServiceNow, the Email window shows all the available Email templates in the ServiceNow instance, including email templates created for other applications. To distinguish the email templates for TeamViewer Integration, it is advised to use a clear naming convention for your Quick Messages, e.g.:

- TV_ShareSessionSimple
- TV_ShareSessionAdvance
- etc.




1.8.3 Creating and editing email templates

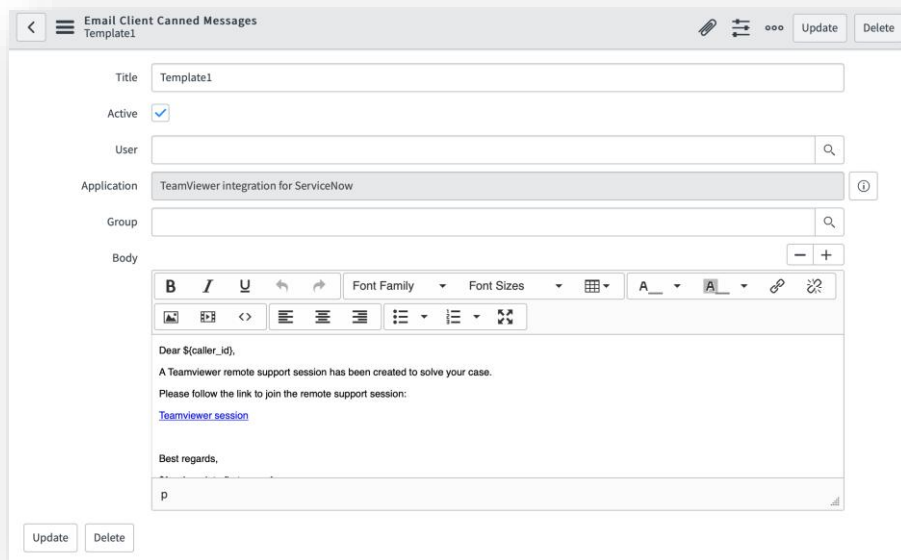
ServiceNow system administrators can create new quick message templates and edit existing templates. The email templates for the TeamViewer Integration for ServiceNow application can be accessed via the TeamViewer Integration application.

More information on creating an email template can be found in the ServiceNow documentation: https://docs.servicenow.com/bundle/utah-platform-administration/page/administer/notification/task/t_CreateAnEmailClientTemplate.html#t_CreateAnEmailClientTemplate

To edit or create an Email Template, follow these steps:

Role required: admin

1. Change your application (   Settings > Developer > Application) to *TeamViewer Enterprise Integration for ServiceNow*
2. Go to TeamViewer Enterprise Integration > Email templates
3. Click on an existing Email Template or click on *New*
4. Fill in the form, you can use variables substitutions to use fields from the task record, e.g. `${caller_id}`



5. Click on *Update* (for an existing record) or *Submit* (for a new record)

1.9 Configure for use in Agent Workspace or Now® Experience UI Framework

1.9.1 Configure Attended and Unattended Access

TeamViewer meeting controls for attended and unattended access is now available for use in Agent Workspace and Now® Experience UI Framework forms (Quebec and later only).

The TeamViewer controls can be made available in the contextual side panel on incidents and task records, please follow these steps to set this up:

1. Navigate to: Workspace Experience > Actions & Components > Contextual Side Panel
2. Click “New” to create a new configuration record.
3. Fill the form (see image below for reference)
 - a. Fill the following values in the main form section
 - i. Action Label: “TeamViewer Controls”

- ii. Action name: “TeamViewer-Controls”
 - iii. Implement as: UI Component
 - iv. Specify UI component: tvgh-teamviewer-control
 - v. Table: incident (this can also be any other task table)
 - vi. Order: set to “0” if you want this to be the default selected tab
 - vii. Icon: select an appropriate icon (e.g. “monitor outline”)
 - viii. Optionally, fill in the other values
- b. Fill the values under the conditions tab
 - i. Client conditions: isNewRecord – is – false
 - ii. Required Roles: x_tvgh_enterprise.tv_user
 - c. Clear the values under the Component Attributes tab to make sure they are picked dynamically from the page.

4. Save the form

The screenshot shows the 'Action Assignment' form in ServiceNow. The form is in 'Advanced view' and has a 'Submit' button. The form is divided into several sections:

- Action label:** Teamviewer Controls
- Action name:** teamviewer-controls
- Implemented as:** UI Component
- Specify UI component:** tvgh-teamviewer-control
- Icon:** monitor-outline
- Application:** Global
- Workspace:**
- Table:** Global [global]
- View:**
- Active:** ☒
- Order:** 0
- Tooltip:**
- Description:**

Below these fields are three tabs: 'Component Attributes', 'Conditions', and 'Confirmation Settings'. The 'Conditions' tab is selected, showing the following configuration:

- Script Condition:**
- Client Conditions:** Add Filter Condition, Add "OR" Clause. Filter: isNewRecord is false. Logic: AND OR X.
- Record Conditions:** Add Filter Condition, Add "OR" Clause. Filter: -- choose field --. Logic: -- oper -- -- value --.
- Required Roles:** x_tvgh_enterprise.tv_user. Requires create access: ☐.

1.9.2 Configure Online Service Cases Workspace Agent Module

TeamViewer Online Service Cases is now available for use in Agent Workspace and Now[®] Experience UI Framework forms (Quebec and later only).

The TeamViewer Online Service Cases can be made available as a workspace module, please follow these steps to set this up:

1. Navigate to Workspace Experience > Workspaces > Administration > All Workspaces and click a workspace
2. On the Workspace Modules tab, click New to create a new application module for your workspace (Please make sure you are in the same application scope in which the experience is created. If you for example want to add the “Online Service Cases” to Agent Workspace you should create the new workspace module in the Agent Workspace application scope. Please use the Application Picker to select the scope – see screenshot below)



3. Fill the form (see image below for reference)
 - i. ID: online_service_cases
 - ii. Label: Online Service Cases
 - iii. Icon: headset-fill
 - iv. Type: Full
 - v. Content Component: tvgh-teamviewer-online-service-cases
 - vi. (optional configuration) Page Size: controls the maximum number of records shown at a time. Defaults to 20 records.
 - vii. (optional configuration) Refresh Interval: controls how frequently (in milliseconds) the list is refreshed. Defaults to 30000 (30s).

1.10 Configure logging service cases status into task activity

Role required: admin

1. Connect to ServiceNow with the required user and role(s)
2. Go to module within the Application: Administration → Properties

- Set under “Log TeamViewer interactions in ticket” if opening and cancelling service cases should be logged into Activity

TeamViewer Properties Save

Properties for TeamViewer Enterprise Integration

Admin Token [?]

TeamViewer Invite Options [?]
 Both Remote and Pilot | Both Remote and Pilot

Select what CMDB field will be used to map with alias when importing MCO Devices [?]
 asset_tag | asset_tag

Choose whether MDv2 or regular devices are used to match to Configuration Items [?]
 regular_devices | regular_devices

Display Non Servicenow Service Cases in Online Service Cases [?]
☐ Yes | No

Support shall join support session from web browser [?]
 client_based | client_based

Log TeamViewer interactions in ticket [?]
☒ Yes | No

Save

1.11 TeamViewer supporter link direct to browser or client configuration

Role required: admin

- Connect to ServiceNow with the required user and role(s)
- Go to module within the Application: Administration → Properties
- Set under “Support shall join support session from web browser” if supporter links opens to browser based or client based TeamViewer.

The screenshot shows the ServiceNow interface for configuring the TeamViewer Enterprise Integration. The left sidebar contains a 'Filter navigator' and a list of navigation items: Home, TeamViewer Enterprise Integration, Support, Attended Connection Report, Unattended Connection Report, Online Service Cases, Administration (expanded), Email templates, REACH Setup, Unattended Devices, and Properties. The main content area is titled 'TeamViewer Properties' and includes a 'Save' button. The configuration fields are as follows:

- Admin Token**: A text input field with a masked value (*****).
- TeamViewer Invite Options**: A dropdown menu with the selected option 'Both Remote and Pilot'.
- Select what CMDB field will be used to map with alias when importing MCO Devices**: A dropdown menu with the selected option 'asset_tag | asset_tag'.
- Choose whether MDv2 or regular devices are used to match to Configuration Items**: A dropdown menu with the selected option 'regular_devices | regular_devices'.
- Display Non Servicenow Service Cases in Online Service Cases**: A checkbox labeled 'Yes | No', which is currently unchecked.
- Support shall join support session from web browser**: A dropdown menu with the selected option 'client_based | client_based'.
- Log TeamViewer interactions in ticket**: A checkbox labeled 'Yes | No', which is currently checked.

A 'Save' button is located at the bottom of the configuration area.

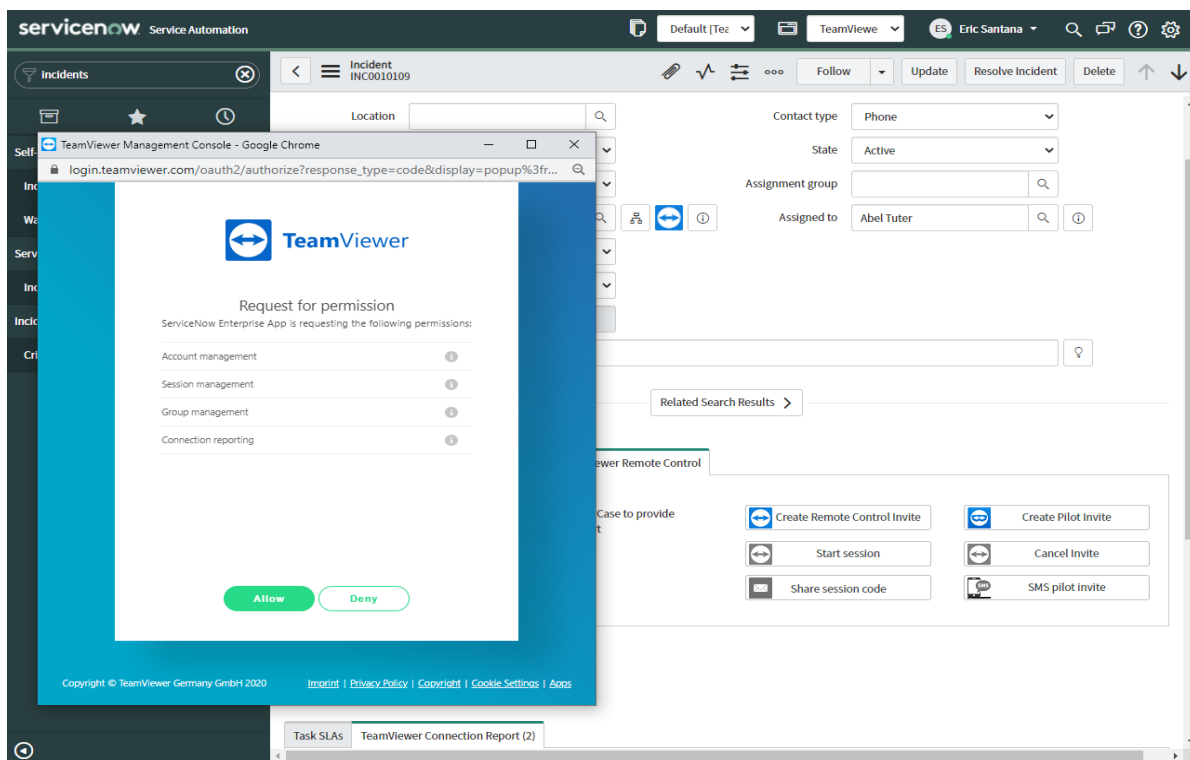
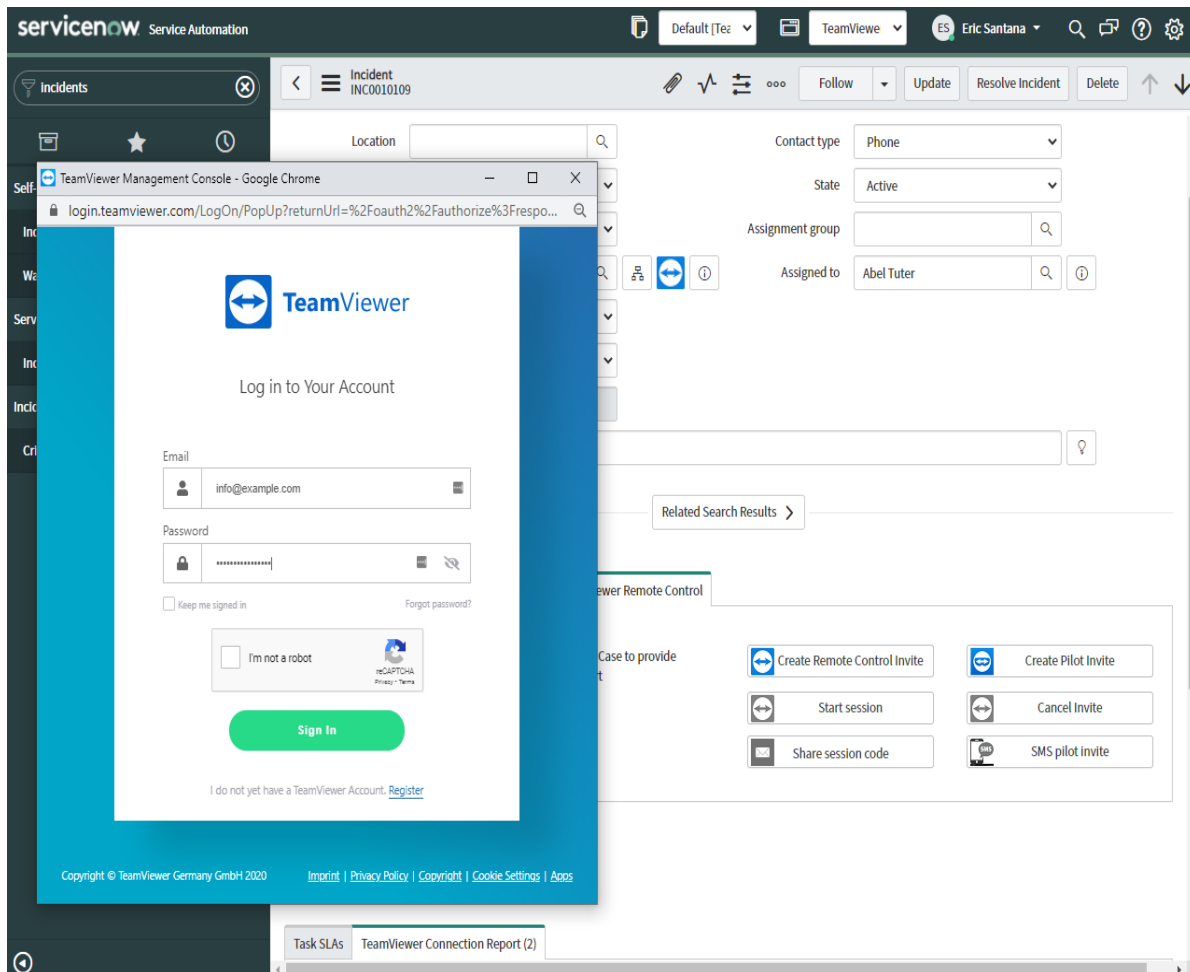
Using the integration

1.12 Introduction

Once the TeamViewer Enterprise Integration app has been properly installed and configured, it can be used to create service cases, via “Create Remote Control Invite” or “Create Assist AR Invite”, and remotely access and control end users’ devices.

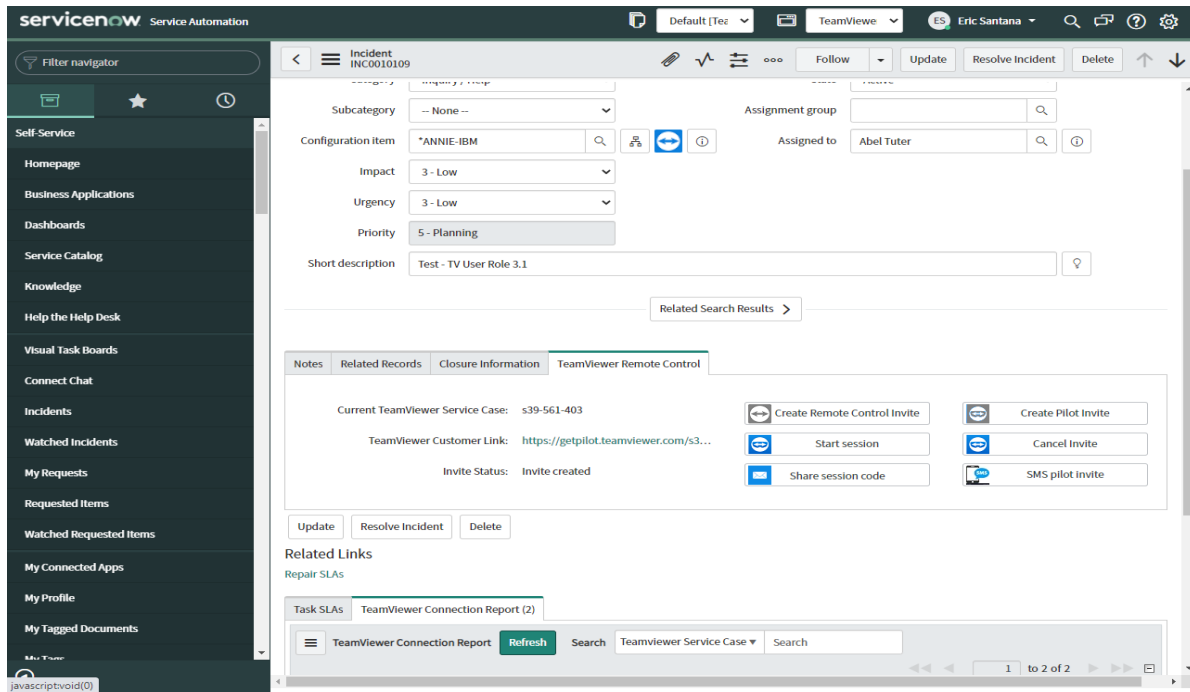
1.13 Creating TeamViewer Service Cases

The first time each user attempts to create a service case, he/she will be prompted to login with their TeamViewer credentials as shown below.



This will only need to happen once per user and his/her access-token will be stored in the ServiceNow platform until revoked by the user or the administrator from the TeamViewer Management Console.

After the user has logged in successfully, the service case will be created. An example is shown in the screenshot below:

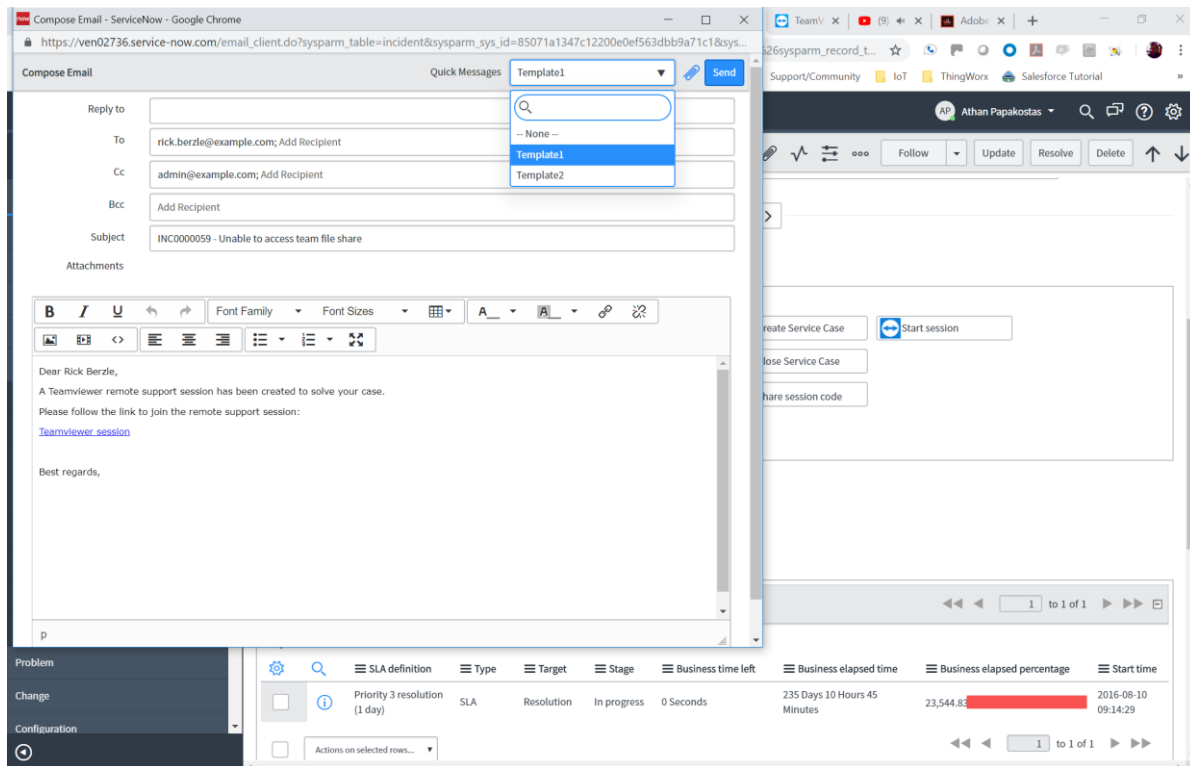


1.14 Sharing Service Cases and establishing a connection

1.14.1 Share Session Code

Once the service case has been created, the supporter can easily share the session link with the end user by clicking *"Share session code"*. That will open the email window where the supporter can select a pre-defined email template. Please be aware that multiple templates, also for other applications, might exist in your system and the TeamViewer email template is not pre-selected.

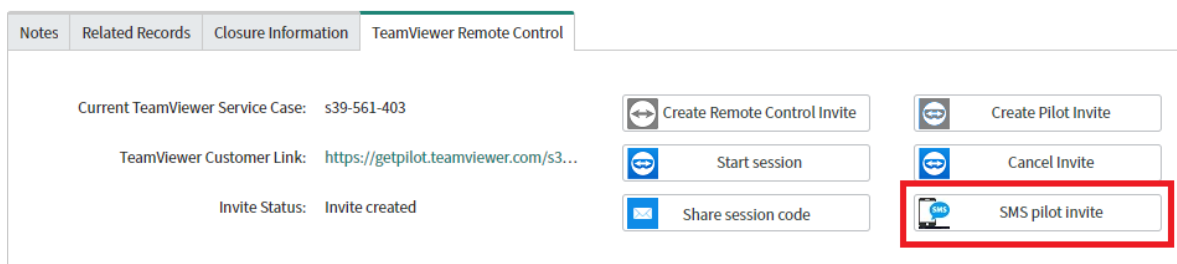
The end users email address and name as well as the customer link and the subject/body text of the email can be automatically populated through the pre-configured templates. In the screenshot below an example is shown.



The supporter can then select 'Start Session' immediately and will wait in a virtual lobby until the end user clicks the link after which point the remote-control session will be established. Otherwise the supporter can wait until the end user selects the link first (in which case he/she will appear as online in the Active sessions screen) and then start the session.

1.14.2 SMS Assist AR Invite

If a supporter creates a Service Case via Assist AR Invite, the supporter can send a text message (SMS) to the end user with the link to initiate an Assist AR session. This can be done by clicking the "SMS Assist AR invite" after an Assist AR invite has been created as shown below:



After the supporter clicks the above button, a pop up window will show up with a pre-populated phone number gathered from the end user's record (referenced in the Caller field of the incident/task) in ServiceNow as shown below:

The supporter must verify that the number is in the international format before clicking the Send button. After clicking send and the phone number is valid, the supporter will be notified, on top of the form, that an invite has been sent to the customer as shown below:

The supporter can then select 'Start Session' immediately and will wait in a virtual lobby until the end user clicks the link after which point the remote-control session will be established. Otherwise the supporter can wait until the end user selects the link first (in which case he/she will appear as online in the Active sessions screen) and then start the session.

Please note: In order for this this feature to work properly, the supporter needs to have a TeamViewer Pilot subscription assigned to him/her.

1.15 Initiate TeamViewer Unattended Session

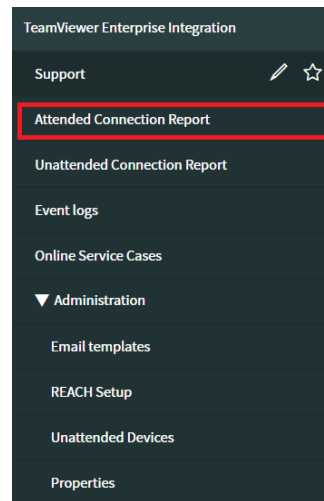
In any task-based records, like Incidents, that has a field with reference to a configuration item (or its children tables) that is properly registered for Unattended Access (from Section 8.3), supporters can start an Unattended Session to that device (as long as the device is online and has TeamViewer app running) by clicking on the TeamViewer Icon located on the right side of the configured field on a task form as shown here for example:

The screenshot displays the ServiceNow Incident form for Incident INC0010095. The left sidebar shows the navigation menu with options like Incident, Favorites, Self-Service, Incidents, Watched Incidents, Service Desk, and Incident. The main form area contains fields for Number (INC0010095), Caller (Adela Cervantsz), Location (8609 Mills Drive, Miami FL), Category (Inquiry / Help), Subcategory (-- None --), Configuration Item (*DUDE-IBM), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), and Short description (Unattended Device Session). The Configuration Item field is highlighted with a red box, and a blue TeamViewer icon is visible next to it. The right side of the form shows fields for Opened (2020-03-06 09:18:38), Opened by (Eric Santana), Contact type (Phone), State (New), Assignment group, and Assigned to. Below the form, there is a 'Related Search Results' section and a 'TeamViewer Remote Control' tab. The 'TeamViewer Remote Control' tab contains a 'Current TeamViewer Service Case' section with a 'Create Service Case to provide remote support' button, a 'TeamViewer Customer Link' field, and an 'Invite Status' field. To the right of these fields are buttons for 'Create Remote Control Invite', 'Create Pilot Invite', 'Start session', 'Cancel Invite', 'Share session code', and 'SMS pilot invite'.

1.16 View Connection Reports

1.16.1 Attended Connection Report

In the TeamViewer Enterprise Integration application, you can see company-wide reports of Attended Connections by going into the module *Attended Connection Report* as shown here:



Furthermore, in every module (Incident, Problem, Change Request, Control Request) the admin has the ability to add a Related list object with the list of remote-control sessions used to solve the specific incident.

The list is refreshed either when a service case is closed or when the 'Refresh' button is pressed. Below is an example of the connection report.

servicenow Service Automation

Incident INCO010095

TeamViewer Remote Control

Current TeamViewer Service Case: Create Service Case to provide remote support

TeamViewer Customer Link:

Session Status:

Update Resolve Incident Delete

Related Links

Repair SLAs

Task SLAs TeamViewer Connection Report (4)

TeamViewer Connection Report Refresh Search Session End Date Search

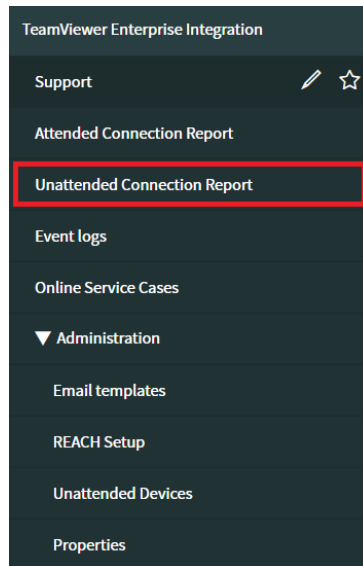
1 to 4 of 4

Connection Histories

| | Teamviewer Service Case | Supporter | Customer name | Duration | Session Start Date | Session End Date |
|--------------------------|-----------------------------|---------------------|---------------------------------|------------|---------------------|--------------------|
| <input type="checkbox"/> | s64-436-981 | Sebastiaan de Vlaam | Adela Cervantsz | 10 Seconds | 2020-03-06 21:08:34 | 2020-03-06 21:08:4 |
| <input type="checkbox"/> | s41-869-141 | Sebastiaan de Vlaam | Adela Cervantsz | 12 Seconds | 2020-03-06 20:31:17 | 2020-03-06 20:31:2 |
| <input type="checkbox"/> | s30-868-790 | Sebastiaan de Vlaam | Adela Cervantsz | 12 Seconds | 2020-03-06 17:17:49 | 2020-03-06 17:18:0 |

1.16.2 Unattended Access Report

In the TeamViewer Enterprise Integration application, you are able to see company-wide reports of Unattended Connections by going into the module *Unattended Connection Report* as shown here:



1.16.3 Event Logs

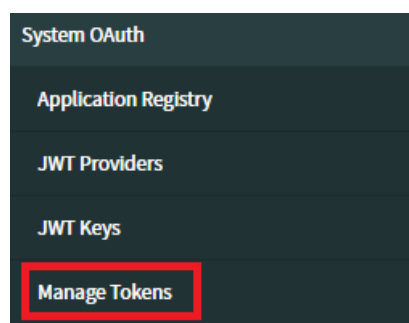
When viewing a Access Report, you are able to view the event logs generated during the session. To view them, open up a report and view the related lists at the bottom.

There are different types of event logs: File transfer, screen blacked out, remote input disabled, session recording and action steps. Each one of them has their own separate table (extended from the Event logs table) where additional information might be stored. There are other type of event logs that we do not consider relevant at the moment. Those event logs stay at the “default” Event logs table.

1.17 OAuth Token Management


Role Required: Admin

When Supporters logs into their TeamViewer Account in ServiceNow when creating a Service Case, ServiceNow stores the User’s Access Token and Refresh Token in the ServiceNow’s OAuth Credentials [oauth_credential] table. You can find the list of tokens under module System *OAuth -> Manage Tokens*:



In this list you can review the Tokens stored for this application under the name **TeamViewer Enterprise OAuth**:

| OAuth Credentials New Search Peer Name ▼ Search | | |
|--|---|---------------------|
| All | | |
| <div> <div> <div></div> <div>Search</div> </div> <div> <div></div> <div>Search</div> </div> </div> | | |
| <input type="checkbox"/> | TeamViewer Enterprise OAuth | 2021-03-15 15:11:38 |
| <input type="checkbox"/> | TeamViewer Enterprise OAuth | 2020-03-21 15:11:38 |
| <input type="checkbox"/> | TeamViewer Enterprise OAuth | 2120-03-09 21:25:06 |
| <input type="checkbox"/> | TeamViewer Enterprise OAuth | 2120-03-12 00:21:38 |
| <input type="checkbox"/> | TeamViewer Enterprise OAuth | 2021-02-28 12:59:29 |

To see what user tokens and type of token are stored in the above list, you can personalize the columns by pressing the gear button , located on the left side of the page, and add the Columns User and Type as shown below:

| OAuth Credentials New Search Peer Name ▼ Search | | |
|--|---|---------------------|
| All | | |
| <div> <div> <div></div> <div>Search</div> </div> <div> <div></div> <div>Search</div> </div> </div> | | |
| <input type="checkbox"/> | TeamViewer Enterprise OAuth | 2021-03-15 15:11:38 |
| <input type="checkbox"/> | TeamViewer Enterprise OAuth | 2020-03-21 15:11:38 |
| <input type="checkbox"/> | TeamViewer Enterprise OAuth | 2120-03-09 21:25:06 |
| <input type="checkbox"/> | TeamViewer Enterprise OAuth | 2120-03-12 00:21:38 |
| <input type="checkbox"/> | TeamViewer Enterprise OAuth | 2021-02-28 12:59:29 |

From here, you can revoke access to TeamViewer by selecting the User's Refresh and Access Token and delete with the Delete UI Action button. For example:

The screenshot shows the ServiceNow OAuth Credentials page. At the top, there's a header with 'OAuth Credentials', a 'New' button, and search filters for 'Peer Name' and 'Search'. Below the header, there's a filter bar showing 'All > User = Eric Santana'. The main table has columns for 'Name', 'User', 'Type', and 'Expires'. Two rows are visible, both for 'TeamViewer Enterprise OAuth' under user 'Eric Santana'. The first row is a 'Refresh Token' expiring on '2021-03-15 15:11:38'. The second row is an 'Access Token' expiring on '2020-03-21 15:11:38'. On the left, there are checkboxes for each row, both of which are checked. A context menu is open over the first row, showing options like 'Delete', 'Revoke Access', 'Create Application File', 'Assign Tag', and 'New tag'. The 'Delete' option is highlighted with a red box.

| Name | User | Type | Expires |
|-----------------------------|--------------|---------------|---------------------|
| TeamViewer Enterprise OAuth | Eric Santana | Refresh Token | 2021-03-15 15:11:38 |
| TeamViewer Enterprise OAuth | Eric Santana | Access Token | 2020-03-21 15:11:38 |

Upgrading from TeamViewer Remote Support Integration

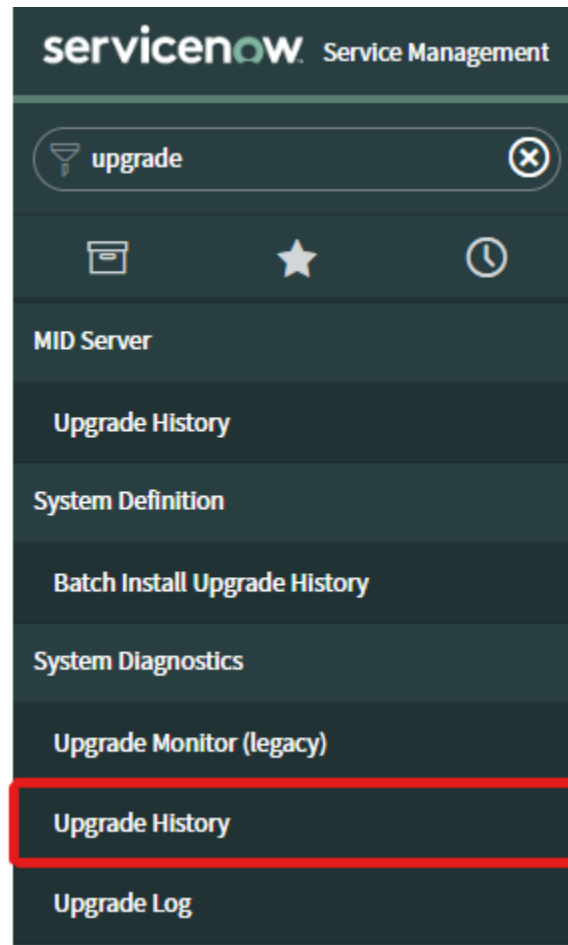
1.18 Introduction

This section will go over the process of upgrading from TeamViewer Remote Support Integration Application installed in your instance to TeamViewer Enterprise Integration as these two applications are in different scopes and store data in different tables. This guide will instruct how to import the data into TeamViewer Enterprise and how to properly install the application

1.19 Upgrading from before TeamViewer Enterprise 3.4

When upgrading from before TeamViewer Enterprise 3.4, a possible upgrade issue may occur, where generating or viewing sessions does not work anymore. If this occurs, this following steps may help rectify it.

1. Go to System Diagnostics -> Upgrade History



2. Open the record relating to your upgrade of TeamViewer Enterprise. This can usually be found in the "To" column with the name "x_tvgh_enterprise"

| System Upgrades sys_upgrade_history | | Upgrade started up ▼ | Search |
|--|--|------------------------|--------|
| All | | | |
| From from_version | To to_version | | |
| Search | Search | | |
| n/a | x_tvgh_enterprise | | |
| glide-utah-12-21-2022_patch4-hotfix2-06... | glide-utah-12-21-2022_patch4-hotfix2a-0... | | |
| glide-utah-12-21-2022_patch1-hotfix1b-0... | glide-utah-12-21-2022_patch4-hotfix2-06... | | |

3. With the record open, look for the tab "Skipped Changes to Review", and look for a record with the file name "oauth_entity_40e27176dbf39d10e03c1f83059619a3". If this record does not exist, look for the same record under "Customizations Unchanged". If you could not find this, perhaps look for another upgrade record from step 2. If you found this record, open it.

System Upgrades | sys_upgrade_history [scratchpad][table fields][toggle label]
Delete

From | from_version n/a Upgrade started | 2023-04-21 10:35:46
To | to_version x_tvgh_enterprise Upgrade finished | 2023-04-21 10:35:53
upgrade_started
upgrade_finished

Upgrade History Details Review Skipped Records

Changes skipped | 1
changes_skipped
Changes applied | 1
changes_applied
Changes processed | 2
changes_processed
Copies to review | 0
copies_to_review

- Changes skipped - The total number of records that were different from the previous upgrade and the upgrade component was not applied. To learn more, see [Skipped Changes to Review](#)
- Changes applied - The total number of changes that were applied as a part of this upgrade
- Changes processed - The total number of records that were processed as a part of this upgrade
- Copies to review - The total number of copied records to review whose base record has been upgraded
- Claim outcomes to review - The total number of records impacted by claims as part of this upgrade. To learn more, see [Claim Outcomes to Review](#)

Delete ?

Skipped Changes to Review (1) Skipped Changes Reviewed Copies to Review Copies Reviewed Customizations Unchanged (3) Changes Applied (1)

Upgrade Details (1239) Claim Outcomes to Review

Skipped Changes to Review [scripted relation] File name | file_name Search Actions on selected rows... | x New ?

Upgrade Details

| File name file_name | Disposition disposition | Claim Status claim_status | Priority type_priority | Resolution resolution_status | Comment comments | Target name target_name |
|---|----------------------------|------------------------------|---------------------------|---------------------------------|---------------------|-----------------------------|
| oauth_entity_40e27176dbf39d10e03c1f83059... | Skipped | | Priority 5 | Not Reviewed | | TeamViewer Enterprise OAuth |

1 to 1 of 1

4. Click on the UI Action button “Revert to Base System”

Upgrade Details
Created 2023-04-21 10:35:49 | sys_upgrade_history_log [scratchpad][table fields][toggle label]
Update ? Resolve Conflicts Revert to Base System Delete ?

Use the following fields to track your progress in resolving skipped records:

- Priority is based on the elements contained in the record. For example, a Business Rule has a higher priority than a UI Page because it contains script, XML, and HTML fields.
- Use Resolution Status to keep track of whether the skipped record was reviewed and ignored, retained in its customized form, or reverted to the base system version.
- You can add Comments to a record to keep a log of your thoughts and actions.

File name | file_name oauth_entity_40e27176dbf39d10e03c1f83059619a3
Priority | type_priority Priority 5 | 5
Comment | comments </>
Resolution | resolution_status Not Reviewed | not_reviewed
Disposition | disposition Skipped | 4 Target name | target_name TeamViewer Enterprise OAuth
Type | type Application Registries Update set | update_set
Plugin | plugin x_tvgh_enterprise
Table | sys_source_table

The Resolve Conflicts page displays a side-by-side comparison of the base system record and the corresponding customized record. Use the built-in diff editor to resolve conflicts in multi-line text fields.

Update ? Resolve Conflicts ? Revert to Base System ? Delete ?

Related Links
[Show Related Record?](#)

5. Upon reverting this record, open the TeamViewer Enterprise plugin under the Plugins page, and click on “Repair Application”


The TeamViewer functionalities should now work again.

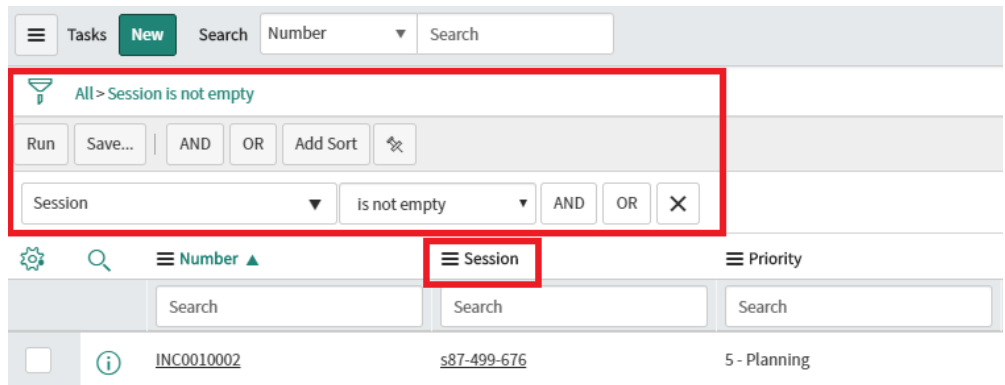
1.20 Upgrade Guide

Role Required: Admin

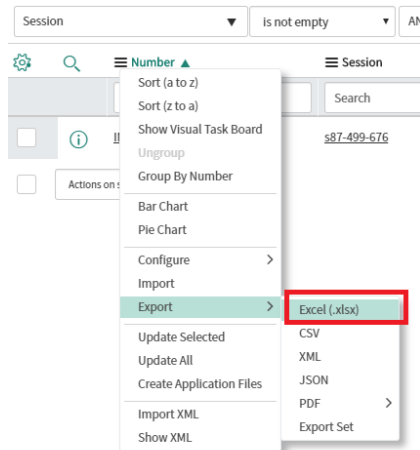
1. Backup Data from TeamViewer Remote Support Integration
 - a. Backup Task [task] Records with A Session Reference
 - i. In the filter navigator, type in **task.list** and press enter:



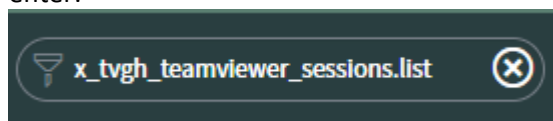
- ii. In the list, personalize your columns with the gear icon  to add the **Session** field to the list view. Then filter the list with **Session is not empty** as shown here:




- iii. If the list is not empty, export this filtered list as an Excel, and download the file, as shown here:



- b. Backup Sessions [x_tvgh_teamviewer_sessions] records
 - i. In the filter navigator, type in **x_tvgh_teamviewer_sessions.list** and press enter:



- ii. In the list, personalize your columns with the gear icon  to add all available fields to the list view as shown here and click OK:

Personalize List Columns



Available



Selected

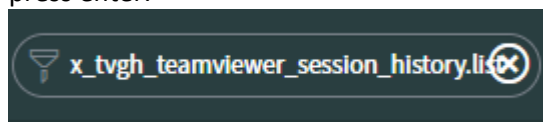



- ☒ Wrap column text
 ☐ Compact rows
 ☐ Active row highlighting
- ☒ Modern cell coloring
- ☒ Enable list edit
 ☒ Double click to edit

Cancel

OK

- iii. Export this list as an Excel, similarly to step 1.iii , and download the file.
- c. Backup TeamViewer Connection Report [x_tvgh_teamviewer_session_history]
 - i. In the filter navigator, type in **x_tvgh_teamviewer_session_history.list** and press enter:



- ii. In the list, personalize your columns with the gear icon  to add all available fields to the list view as shown here and click OK:

Personalize List Columns



Available



Selected

Teamviewer Service Case

Customer name

Duration

Notes

Session Start Date

Session End Date

Supporter

Case description

Connection Id

Created

Created by

Customer email

Feedback

Record ID

Record Type

Tags

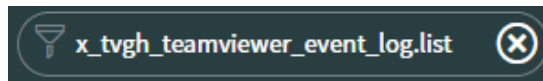



- ☒ Wrap column text ☐ Compact rows ☐ Active row highlighting
- ☒ Modern cell coloring
- ☒ Enable list edit ☒ Double click to edit

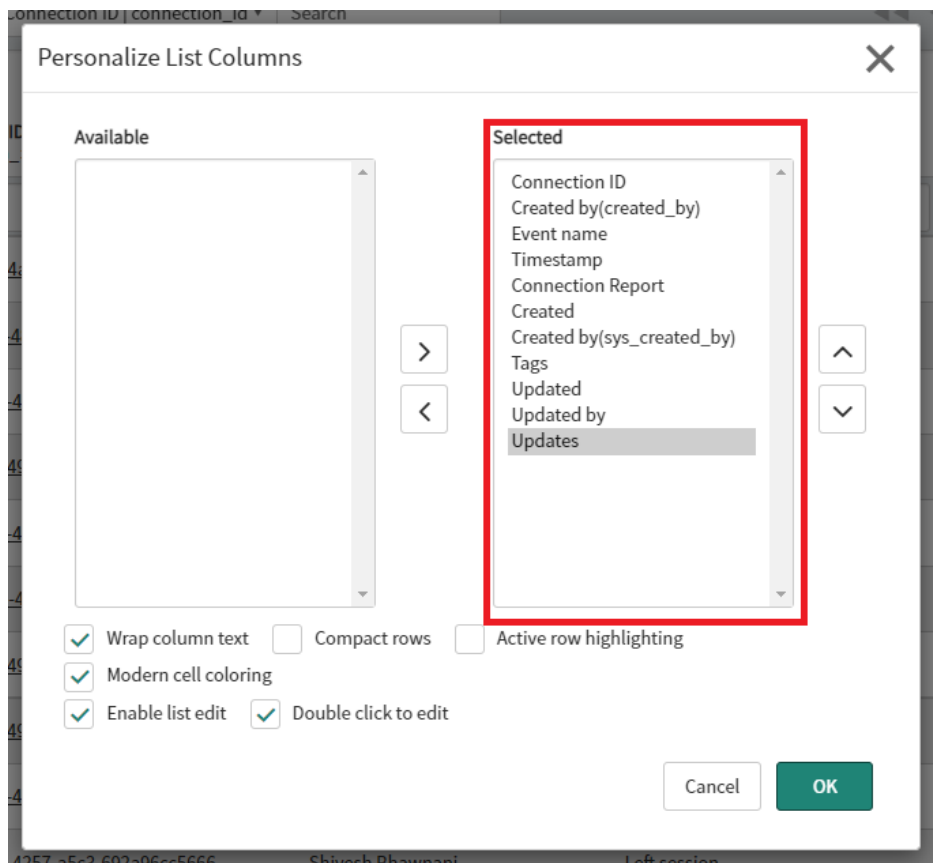
Cancel

OK

- iii. Export this list as an Excel, similarly to step 1.iii , and download the file.
- d. Backup TeamViewer Event Logs [x_tvgh_teamviewer_event_log]
 - i. In the filter navigator, type in **x_tvgh_teamviewer_event_log.list** and press enter:



- ii. In the list, personalize your columns with the gear icon  to add all available fields to the list view as shown here and click OK:



- iii. Export this list as an Excel, similarly to step 1.iii , and download the file.
2. Uninstall TeamViewer Remote Support Integration. For details on how to uninstall the application can be found here from ServiceNow: https://docs.servicenow.com/bundle/vancouver-application-development/page/build/applications/task/t_DeleteAnApplication.html
3. Install TeamViewer Enterprise Integration for ServiceNow. For details on how to install the application can be found here from ServiceNow: https://docs.servicenow.com/bundle/vancouver-application-development/page/build/applications/task/t_InstallApplications.html
4. Load backup data and Import Data
In this part of the guide, it will use the Import Set feature in ServiceNow to load the data from the original application. ServiceNow Documentation on Import Sets can be found here: <https://docs.servicenow.com/bundle/vancouver-integrate-applications/page/administer/import-sets/reference/import-sets-landing-page.html>
 - a. Import Session Data from the backup Excel file created in Step 1.b.iii
 - i. Go to module *System Import Sets* -> *Load Data* and create a new Import Set table called TeamViewer Session Backup and upload the file from Step 1.b.iii. Afterwards click on Submit, as shown here:

Import set table

☒ Create table
☐ Existing table

* **Label**

Name

Source of the import

☒ File
☐ Data source

File x_tvgh_teamvi...essions.xlsx

Sheet number

Header row

ii. After the file is uploaded, click on Create transform map as shown here:

Progress

Name ImportProcessor

State Complete

Completion code Success

Message Processed: 1, inserts 1, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:01.600)

Next steps...

[Import sets](#) Go to the import sets for this data load

[Loaded data](#) Go to the newly imported data inside the staging table: u_teamviewer_session_backup_

[Create transform map](#) Create a transform map for the newly staged data

[Import log](#) View the import log

iii. Create the transform map in with the following configuration and Save on the record:

Table Transform Map
New record

* **Name**

* **Source table**

Active ☒

Run business rules ☒

Enforce mandatory fields

Copy empty fields ☐

Create new record on empty coalesce fields ☐

Application

Created

* **Target table**

Order

Run script ☐

iv. Then on the form, click on Auto Map Matching Fields, in Related Links, to match the fields properly in the import process:

Related Links

[Auto Map Matching Fields](#)
[Mapping Assist](#)

- v. Review the generated Field Maps and make the Service Case field's Coalesce to true, as shown here:

| Field Maps (12) | | Transform Scripts | |
|--------------------------|----------------------------|-------------------|----------|
| Field Maps | | New | |
| | Source field | Target field | Coalesce |
| <input type="checkbox"/> | <i>u_assigned_user_id</i> | assigned_userid | false |
| <input type="checkbox"/> | <i>u_end_customer</i> | end_customer_name | false |
| <input type="checkbox"/> | <i>u_online</i> | online | false |
| <input type="checkbox"/> | <i>u_expired</i> | expired | false |
| <input type="checkbox"/> | <i>u_end_date</i> | end_date | false |
| <input type="checkbox"/> | <i>u_entity_id</i> | entity_id | false |
| <input type="checkbox"/> | <i>u_valid_until</i> | valid_until | false |
| <input type="checkbox"/> | <i>u_tags</i> | sys_tags | false |
| <input type="checkbox"/> | <i>u_end_customer_link</i> | end_customer_link | false |
| <input type="checkbox"/> | <i>u_description</i> | description | false |
| <input type="checkbox"/> | <i>u_service_case</i> | service_case | true |
| <input type="checkbox"/> | <i>u_state</i> | state | false |

- vi. Afterwards, click on Transform and select the Map TeamViewer Sessions to Enterprise and click on Transform:

Related Links

[Auto Map Matching Fields](#)
[Mapping Assist](#)
[Transform](#)
[Index Coalesce Fields](#)

Specify Import set and Transform map

Import set

ISSET0010008 - u_teamviewer_session_backup_ (2020-03-23...

Available maps

Add

>

<

Remove

Selected maps, run in order

TeamViewer Sessions to Enterprise - x_tvgh_enterprise_sessions

Transform

vii. Review your results. If successful, the import is complete as shown here:

Page: 52 of 73

Progress

Name Transforming: ISET0010008
 State Complete
 Completion code Success
 Message Transformation complete

Next steps...

- [ISET0010008](#) Go to the import sets for this data load
- [Transform history](#) Show the transform history, related errors and log
- [Import log](#) View the import log

- b. Update Task Records based on the backup Excel file created in Step 1.a.iii
- i. Go to module *System Import Sets* -> *Load Data* and create a new Import Set table called TeamViewer Task Backup and upload the file from Step 1.a.iii. Afterwards click on Submit, as shown here:

Import set table ☒ Create table ☐ Existing table

* Label

Name

Source of the import ☒ File ☐ Data source

File incident.xlsx

Sheet number

Header row

- ii. After file is uploaded, click on Create transform map, as shown here:

Progress

Name ImportProcessor
 State Complete
 Completion code Success
 Message Processed: 1, inserts 1, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:01.097)

Next steps...

- [Import sets](#) Go to the import sets for this data load
- [Loaded data](#) Go to the newly imported data inside the staging table: u_teamviewer_task_backup
- [Create transform map](#) Create a transform map for the newly staged data
- [Import log](#) View the import log

- iii. Create the transform map in with the following configuration and Save on the record:

- iv. Then on the form, click on **Auto Map Matching Fields**, in **Related Links**, to match the fields properly in the import process:

Mapping Assist

- Field Maps (2)

Transform Scripts

≡

Field Maps




New

◀◀

◀

1

to 2 of

|  | <div>≡ Source field</div> | <div>≡ Target field</div> | <div>≡ Coalesce</div> |
|---|---|--------------------------------------|-----------------------|
| <input type="checkbox"/> | <div> <u>u_session</u></div> | <div>x_tvgh_enterprise_session</div> | false |
| <input type="checkbox"/> | <div> <u>u_number</u></div> | number | <div>true</div> |

- vi. Afterwards, click on Transform and select the Map TeamViewer Task to Task and click on Transform:

Related Links

- Auto Map Matching Fields
- Mapping Assist
- Transform**
- Index Coalesce Fields

< Specify Import set and Transform map

* Import set ISET0010007 - u_teamviewer_task_backup (2020-03-23 15:...

Available maps

Add

>

<

Remove

Selected maps, run in order

TeamViewer Task to Task - task

Transform

- vii. Review your results. If successful, the import is complete as shown here:

Progress

| | |
|-----------------|---------------------------|
| Name | Transforming: ISET0010007 |
| State | Complete |
| Completion code | Success |
| Message | Transformation complete |

Next steps...

- [ISET0010007](#) Go to the import sets for this data load
- [Transform history](#) Show the transform history, related errors and log
- [Import log](#) View the import log

Please note: No new records shall be created in this import; only updates the Task records that had a reference to a Session with the appropriate reference in TeamViewer Enterprise

- c. Import TeamViewer Connection Report Data from the backup Excel File created in Step 1.c.iii
- Go to module *System Import Sets* -> *Load Data* and create a new Import Set table called TeamViewer Connection Report Backup and upload the file from Step 1.c.iii. Afterwards click on Submit, as shown here:

Import set table

- ☒ Create table
- ☐ Existing table

* Label

TeamViewer Connection Report Backup



Name

u_teamviewer_connection_report_backup

Source of the import

- ☒ File
- ☐ Data source

File

Choose File x_tvgh_teamvi...history.xlsx

Sheet number

1

Header row

1

Submit

- ii. After file is uploaded, click on Create transform map, as shown here:

Progress

Name ImportProcessor
 State Complete
 Completion code Success
 Message Processed: 1, inserts 1, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:00.650)

Next steps...

- [Import sets](#) Go to the import sets for this data load
- [Loaded data](#) Go to the newly imported data inside the staging table: u_teamviewer_connection_report_backup
- [Create transform map](#) Create a transform map for the newly staged data
- [Import log](#) View the import log

- iii. Create the transform map in with the following configuration and Save on the record:

<

Table Transform Map

New record

✱ Name

TeamViewer Connection Report to Enterp...

✱ Source table

TeamViewer Connection Report Ba...

Active

☒

Run business rules

☒

Enforce mandatory fields

No

Copy empty fields

☐

Create new record on empty coalesce fields

☐

Application

Global

Created

✱ Target table

Connection History [x_tvgh_enterp...

Order

100

Run script

☐

Submit

Related Links

Auto Map Matching Fields

Mapping Assist

- iv. Then on the form, click on Auto Map Matching Fields, in Related Links, to match the fields properly in the import process:

Related Links

[Auto Map Matching Fields](#)

[Mapping Assist](#)

- v. When the page reloads, review the generated Field Maps in the Related List. In this list, set Coalesce to true to Connection ID. In the end, the list should look like this (take careful look the red highlight):

| Field Maps New | | | |
|-----------------------------|------------------------------------|----------------|----------|
| | Source field | Target field | Coalesce |
| <input type="checkbox"/> | <i>i</i> u_record_id | record_id | false |
| <input type="checkbox"/> | <i>i</i> u_record_type | record_type | false |
| <input type="checkbox"/> | <i>i</i> u_duration | duration | false |
| <input type="checkbox"/> | <i>i</i> u_case_description | session_note | false |
| <input type="checkbox"/> | <i>i</i> u_session_end_date | closed_at | false |
| <input type="checkbox"/> | <i>i</i> u_customer_name | customer_name | false |
| <input type="checkbox"/> | <i>i</i> u_customer_email | customer_email | false |
| <input type="checkbox"/> | <i>i</i> u_tags | sys_tags | false |
| <input type="checkbox"/> | <i>i</i> u_teamviewer_service_case | session_code | false |
| <input type="checkbox"/> | <i>i</i> u_session_start_date | created_at | false |
| <input type="checkbox"/> | <i>i</i> u_supporter | supporter_name | false |
| <input type="checkbox"/> | <i>i</i> u_feedback | feedback | false |
| <input type="checkbox"/> | <i>i</i> u_notes | notes | false |
| <input type="checkbox"/> | <i>i</i> u_connection_id | connection_id | true |

- vi. Afterwards, click on Transform and select the Map TeamViewer Connection Report to Enterprise and click on Transform:

Related Links

[Auto Map Matching Fields](#)

[Mapping Assist](#)

[Transform](#)

[Index Coalesce Fields](#)

Specify Import set and Transform map

Import set
ISET0010011 - u_teamviewer_connection_report_backup (2020-03-23 17:28:03)

Available maps

Add

Remove

Selected maps, run in order

TeamViewer Connection Report to Enterprise - x_tvygh_enterprise_session_history

Transform

vii. Review your results. If successful, the import is complete as shown here:

Progress

Name Transforming: ISET0010011
 State Complete
 Completion code Success
 Message Transformation complete

Next steps...

- [ISET0010011](#) Go to the import sets for this data load
- [Transform history](#) Show the transform history, related errors and log
- [Import log](#) View the import log

viii. Go to *Module System Definition* → *Fix Scripts* , open and run the Fix Script
TV - Import Attended Session :

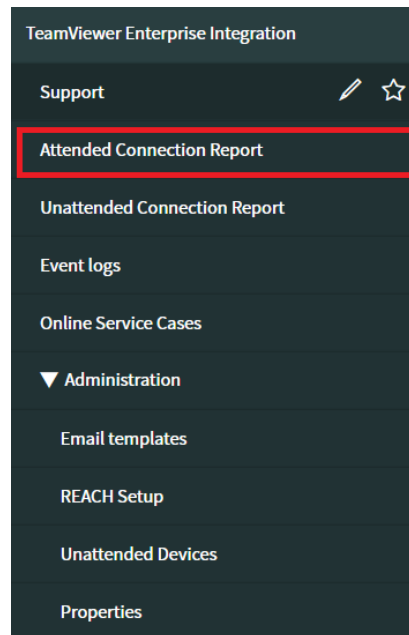
The screenshot shows the configuration page for a Fix Script named 'TV - Import Attended Session'. The page includes a header with navigation icons and buttons for 'Update' and 'Delete'. The main form contains fields for 'Name', 'Active', 'Unloadable', 'Run once', 'Flush cache', and 'Before'. The 'Description' field contains the text: 'This fix script should be run , manually, as part of the upggrade guide in the Installation and Configuration guide.' Below the description is a 'Script' section with a code editor containing the following JavaScript code:

```

1 var reportGR = new GlideRecord('x_tvgh_enterprise_session_history');
2 reportGR.query();
3 var task;
4 var number;
5 while(reportGR.next()){
6   number = reportGR.session_note.toString().split(',')[0];
7   task = new GlideRecord('task');
8   task.addQuery('number', number);
9   task.query();
10  if(task.next()){
11    reportGR.setValue('record_id', task.getUniqueValue());
12    reportGR.update();
13  }
14 }
  
```

At the bottom of the page, there are three buttons: 'Update', 'Delete', and 'Run Fix Script'. The 'Run Fix Script' button is highlighted with a red box.

ix. The import is now complete for Attended Sessions. You can review the import data in module *TeamViewer Enterprise Integration* → *Attended Connection Report* :



- d. Import TeamViewer Event Log Data from the backup Excel File created in Step 1.d.iii
- Go to module *System Import Sets* -> *Load Data* and create a new Import Set table called TeamViewer Event Log Backup and upload the file from Step 1.d.iii. Afterwards click on Submit, as shown here:

Import set table ☒ Create table ☐ Existing table

* Label

Name

Source of the import ☒ File ☐ Data source

File x_tvgh_enterprise_event_log.xlsx

Sheet number

Header row

ii. After file is uploaded, click on Create transform map, as shown here:

Progress

| | |
|-----------------|---|
| Name | ImportProcessor |
| State | Complete |
| Completion code | Success |
| Message | Processed: 47, inserts 47, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:01.130) |

Next steps...

- [Import sets](#) Go to the import sets for this data load
- [Loaded data](#) Go to the newly imported data inside the staging table: u_teamviewer_event_log_backup
- [Create transform map](#) Create a transform map for the newly staged data
- [Import log](#) View the import log

iii. Create the transform map in with the following configuration and Save on the record:

Table Transform Map
New record

[Name](#) TeamViewer Event Logs to enter [Application](#) TeamViewer Enterprise Integration f [Created](#)

[Source table](#) u_teamviewer_event_log_bac... [Target table](#) Event log [x_tvgh_enterprise... [Order](#) 100

[Active](#) ☒ [Run business rules](#) ☒ [Enforce mandatory fields](#) No | No [Run script](#) ☐

[Copy empty fields](#) ☐ [Create new record on empty coalesce fields](#) ☐

[Submit](#)

iv. Then on the form, click on Auto Map Matching Fields, in Related Links, to match the fields properly in the import process:

Related Links

[Auto Map Matching Fields](#)

[Mapping Assist](#)

v. When the page reloads, review the generated Field Maps in the Related List. In this list, set Coalesce to true to the fields Created By, Event Name, Connection Id, and Timestamp. Also change the choice action for all

records to ignore. In the end, the list should look like this (take careful look the red highlight):

| Field Maps (6) | | Transform Scripts | |
|---|------------------------------|----------------------|--------------------------------|
| Field Maps sys_transform_entry | | New ? | |
| Source field source_field | Target field target_field | Coalesce coalesce | Choice action choice_action |
| <input type="checkbox"/> <i>i</i> u_created_by | created_by | true | ignore |
| <input type="checkbox"/> <i>i</i> u_event_name | event_name | true | ignore |
| <input type="checkbox"/> <i>i</i> u_connection_id | connection_id | true | ignore |
| <input type="checkbox"/> <i>i</i> u_timestamp | timestamp | true | ignore |
| <input type="checkbox"/> <i>i</i> u_connection_report | connection_report | false | ignore |
| <input type="checkbox"/> <i>i</i> u_tags | sys_tags | false | ignore |

Actions on selected rows... | x

- vi. Afterwards, click on Transform and select the Map TeamViewer Connection Report to Enterprise and click on Transform:

Related Links

[Auto Map Matching Fields](#)

[Mapping Assist](#)

[Transform](#)

[Index Coalesce Fields](#)

Specify Import set and Transform map

Import set

ISET0010011 - u_teamviewer_connection_report_backup (2020-03-23 17:28:03)

Available maps

Add

>

<

Remove

Selected maps, run in order

TeamViewer Connection Report to Enterprise - x_bvgh_enterprise_session_history

Transform

vii. Review your results. If successful, the import is complete as shown here:

Progress

| | |
|-----------------|---------------------------|
| Name | Transforming: ISET0010011 |
| State | Complete |
| Completion code | Success |
| Message | Transformation complete |

Next steps...

[ISET0010011](#)

Go to the import sets for this data load

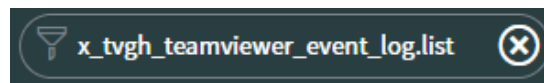
[Transform history](#)

Show the transform history, related errors and log

[Import log](#)

View the import log

viii. The import is now complete for Event Logs. You can review the import data by going to the filter navigator, and typing in **x_tvgh_teamviewer_event_log.list** and press enter:



Configuring the app for Service Operations Workspace (Optional)

In order to configure Teamviewer Support for the Servicenow Service Operations Workspace please follow the steps below.

Please note that this is an optional configuration and not required to have the app running in your ServiceNow instance.

1.

1. Make sure you are in the correct application scope to edit (eg: Global, TeamViewer, etc)
2. Go to page `"/now/builder/ui/pc/728ec88c43fa2110f20ff53e9b8f278/"`

- Click + to create new page. This will create a new tab on the sidebar

SOW - Sidebar tabs top

Page collection ▼ Editor Settings

Global What's new Help

View page collection settings

Scope: Record Page for Service Operations Workspace

AppShell UI: UXRB Base Experience Shell

Component: Tabs

Pages and variants +

The following variants and pages are a part of this page collection. Which variant is displayed will depend on the audience, condition, order, or configuration of the page that it is embedded in.

| Name | URL path | Order | Audiences | Conditions | Modified | |
|-----------------------|-------------------|-------|-----------|------------|--------------|-----------------|
| Agent Assist | /agent-assist/ | | | | Aug 19, 2023 | Settings |
| Agent assist SNC | | 100 | - | View | Sep 5, 2023 | Editor Settings |
| Attachments | /attachments/ | | | | Aug 19, 2023 | Settings |
| Attachment SNC | | 100 | - | View | Aug 19, 2023 | Editor Settings |
| Collaborate | /collab-tab/ | | | | Jul 26, 2023 | Settings |
| Collaboration Tab SNC | | 0 | - | - | Sep 9, 2023 | Editor Settings |
| Email template | /email-template/ | | | | Aug 19, 2023 | Settings |
| Email template SNC | | 100 | - | View | Sep 5, 2023 | Editor Settings |
| Example | /example/ | | | | Mar 18, 2024 | Settings |
| Default | | 0 | - | - | Mar 18, 2024 | Editor Settings |
| Experts on-call | /experts-on-call/ | | | | May 19, 2023 | Settings |

- Call it "TeamViewer Support Control" and url path should automatically fill with "teamviewer-support-control"
- Click continue, then create.
- Depending on the version of UI builder you are using, you might get this pop-up to Open in editor:

The page TeamViewer Support Control has been created successfully and is available for use. [Open in editor](#)

- If not, look up in the list "TeamViewer Support Control", and click on its default.

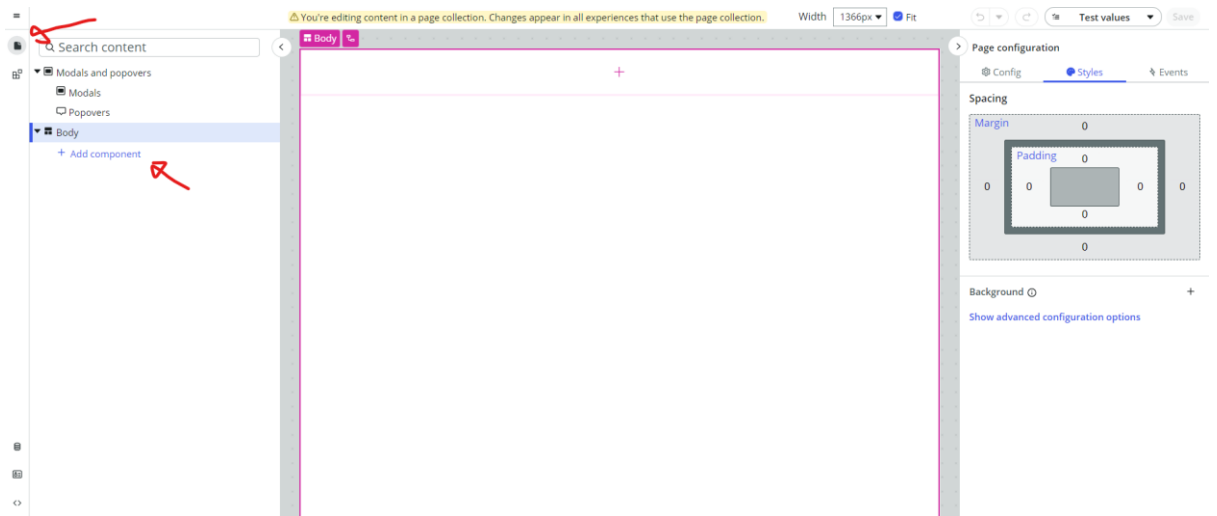
SOW - Sidebar tabs top

Page collection ▼ Editor Settings

Global What's new Help

| | | | | | | |
|---|----------------------------------|-----|---|------|--------------|-----------------|
| Experts on-call SNC | | 100 | - | - | Sep 20, 2023 | Editor Settings |
| Infrastructure Relationships | /infrastructure-relationships/ | | | | May 20, 2023 | Settings |
| Infrastructure Relationships SNC | | 100 | - | - | Aug 20, 2023 | Editor Settings |
| On-call Escalations | /oncall-escalations/ | | | | May 20, 2023 | Settings |
| On-call Escalations SNC | | 100 | - | - | Sep 20, 2023 | Editor Settings |
| Recommended Actions | /next_best_action/ | | | | Aug 24, 2023 | Settings |
| Recommended Actions default | | 100 | - | View | Oct 13, 2023 | Editor Settings |
| Record Information | /record_info/ | | | | Aug 24, 2023 | Settings |
| Record Information - Catalog SNC | | 100 | - | View | Aug 20, 2023 | Editor Settings |
| Record Information SNC | | 100 | - | View | Sep 20, 2023 | Editor Settings |
| Record Information - Change SNC | | 200 | - | View | Aug 29, 2023 | Editor Settings |
| Record information - New Change SNC | | 201 | - | View | Aug 29, 2023 | Editor Settings |
| Record information - Walk-up interaction | /record_info_walkup_interaction/ | | | | Jun 7, 2023 | Settings |
| Record information - Walk-up interaction SP | | 100 | - | View | Aug 22, 2023 | Editor Settings |
| Requester information | /requestor-info/ | | | | Jun 7, 2023 | Settings |
| Requestor Info SNC | | 100 | - | View | Sep 15, 2023 | Editor Settings |
| Service Relationships | /service-relationships/ | | | | May 20, 2023 | Settings |
| Service Relationships SNC | | 100 | - | - | Aug 20, 2023 | Editor Settings |
| TeamViewer Support Control | /teamviewer-support-control/ | | | | Mar 18, 2024 | Settings |
| Default | | 0 | - | - | Mar 18, 2024 | Editor Settings |

- Click on "Add component" in the left hand side. If you are using a newer version you might see "Add content" instead.

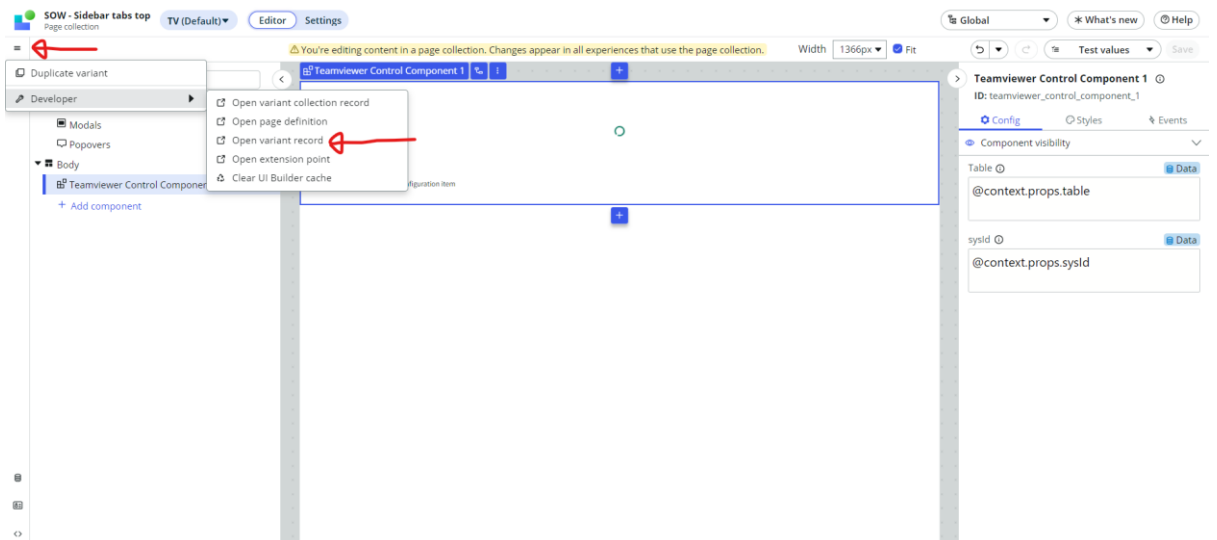


9.

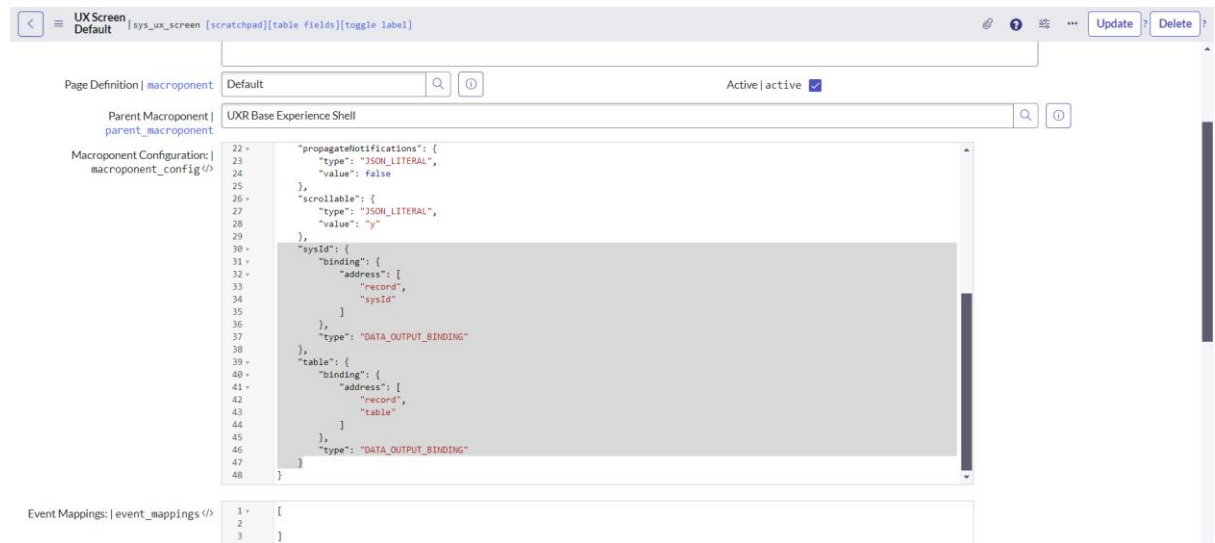
10. In the top search bar, search for "Teamviewer Control Component" and select it

11. Click Save in the top right corner

12. Open the Variant Record



13. In the field "Macrocomponent Configuration", add into the existing JSON object the following properties. Save after updating.

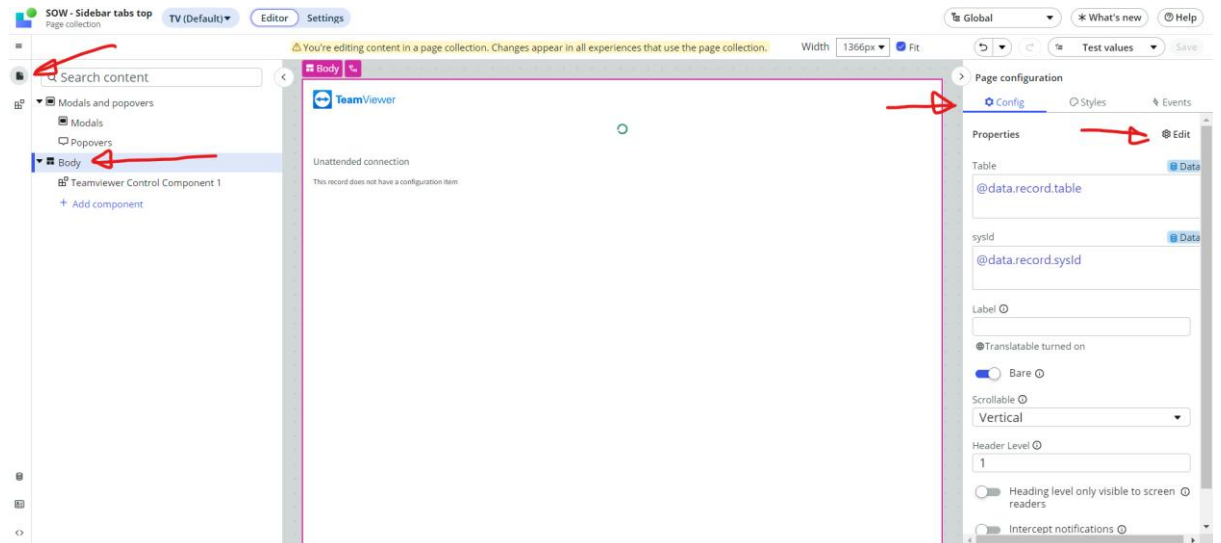


```

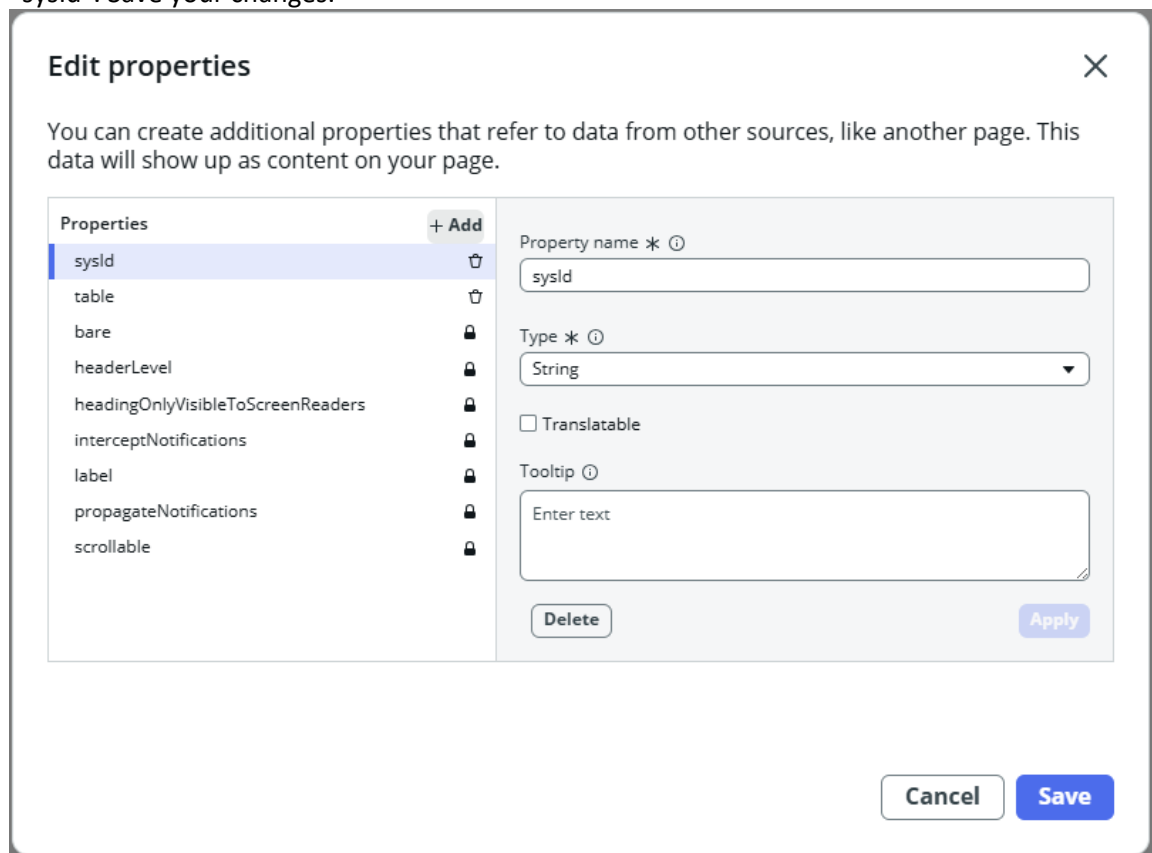
"sysId": {
  "binding": {
    "address": [
      "record",
      "sysId"
    ],
    "type": "DATA_OUTPUT_BINDING"
  },
  "table": {
    "binding": {
      "address": [
        "record",
        "table"
      ],
      "type": "DATA_OUTPUT_BINDING"
    },
    "type": "DATA_OUTPUT_BINDING"
  }
}

```

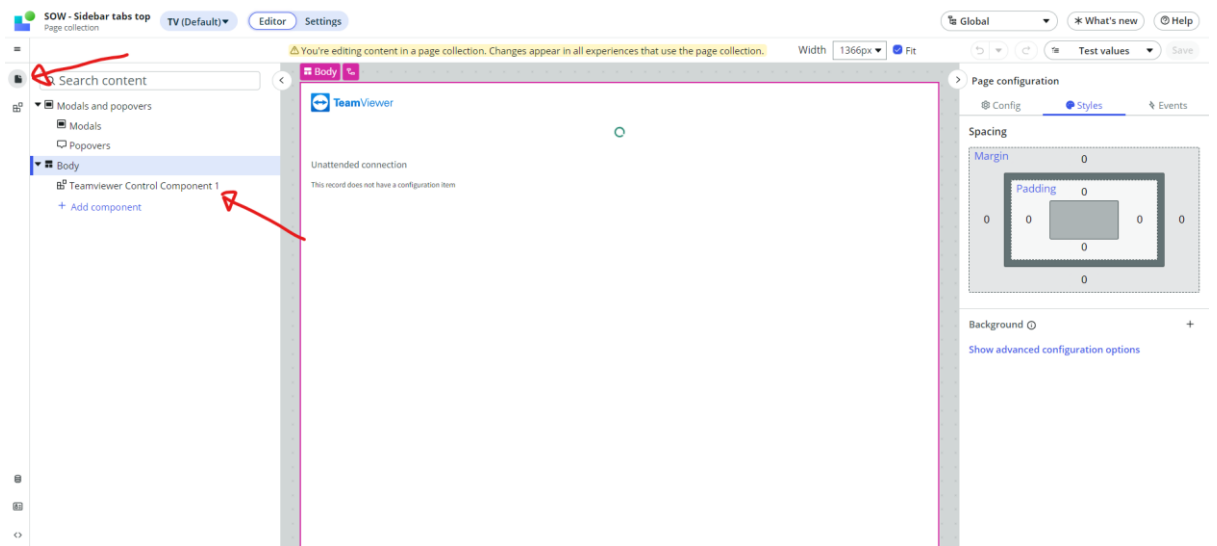
14. If there was no existing Macroponent configuration, paste the JSON above surrounded by “{}”
15. Go back to UI Builder, and in the sidebar click “Body”. Then go to the right side, make sure the tab “Config” is selected, and click on “Edit”



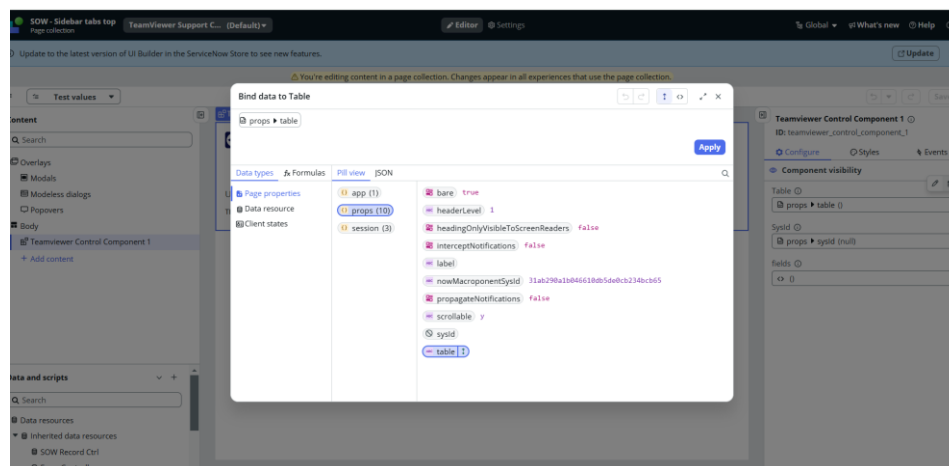
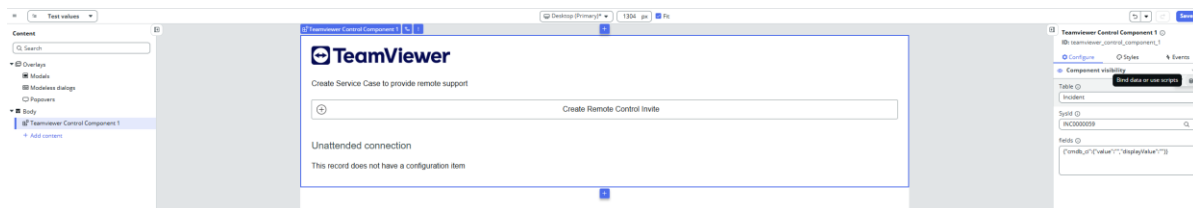
16. Now Click “Add” and Create two new properties, with the Property Names “table” and “sysId”. Save your changes.



- 17.
18. Now click on the component instance “TeamViewer Control Component 1”



19. On the right side, select field type “Data” Binding, and for the value, set for Table: “@context.props.table” and for sysId: “@context.props.sysId”



20. After version 2.3.0 you will find a new property in the Teamviewer Control Component called “fields”. Please also use the data binding to set the value on this property as well, but this time choose “Use script” as shown in the screenshot below and replace the entire script with the following script:

```
/**
 * @param {params} params
 * @param {api} params.api
 * @param {TransformApiHelpers} params.helpers
 */
function evaluateProperty({
  api,
```

```
    helpers
  }) {
    var fieldsObject = {
      cmdb_ci: {
        value: api.data.record.form.fields.cmdb_ci.value,
        displayValue: api.data.record.form.fields.cmdb_ci.displayValue
      }
    };
    return fieldsObject;
  }
}
```




Note: This script is compatible with the incident table or any other table that stores the configuration item in the cmdb_ci field. Feel free to modify it if you want to take the values from a different source.

21. Click Save in the top right.


Known issue:


With the new release there are new libraries used in the TeamViewer Controls used in the Workspaces. There might be some incompatibilities with the instance where the pages don't load. This issue is directly from ServiceNow and unrelated to the TeamViewer application. To fix or avoid this, we recommend you to look for the system property "glide.uxf.lib.asset_bundle_enabled" and set it to "false". If your instance does not have this property, please set the scope to "Global" and create the property with the name


aforementioned, set the Type to “true | false” and the value to “false” as shown below:


* Name  glide.uxf.lib.asset_bundle_enabled Application  Global 


Description



Choices 



Type true | false 

Value  </> false

Ignore cache  ☒

Private  ☐


Read roles  

Write roles  

IMPORTANT NOTICE

With this new release we are changing the application registry used for the OAuth authentication between ServiceNow and TeamViewer, ServiceNow will treat this as a “skipped change” when you upgrade the app. To avoid any issues please follow these steps:

- 1) Make sure your current scope is TeamViewer Enterprise Integration for ServiceNow
- 2) Go to the following link after you replace it with your instance name:
“https://<instance_name>.service-now.com/sys_upgrade_history_list.do?sysparm_query=to_version%3Dx_tvgh_enterprise&sysparm_view=”
- 3) Make sure that you are sorting the list by “Upgrade Started” as shown in the screenshot below:

| System Upgrades Upgrade started Search | | | | | | |
|--|---|------|-------------------|---------------------|---------------------|-----------------|
| All > To = x_tvgh_enterprise | | | | | | |
| <input type="checkbox"/> |  | From | To | Upgrade started ▼ | Upgrade finished | Changes skipped |
| | | n/a | x_tvgh_enterprise | 2025-04-03 10:07:40 | 2025-04-03 10:08:11 | 5 |
| | | n/a | x_tvgh_enterprise | 2025-02-14 01:55:25 | 2025-02-14 01:55:34 | 2 |
| | | n/a | x_tvgh_enterprise | 2025-02-12 18:58:19 | 2025-02-12 18:58:27 | 3 |
| | | n/a | x_tvgh_enterprise | 2025-02-10 22:17:25 | 2025-02-10 22:18:12 | 0 |

- 4) Open the first record, which is the one that came from your latest update; you can double check that by looking at the date of the Upgrade started column. You will see a screen

similar to the screenshot below

System Upgrades
x_hgh_enterprise

From: n/a
To: x_hgh_enterprise

Upgrade started: 2025-04-03 10:07:40
Upgrade finished: 2025-04-03 10:08:11

Upgrade History Details

Changes skipped: 5
Changes applied: 308
Changes processed: 313
Copies to review: 0
Auto resolved: 0

Review Skipped Records

- Changes skipped - The total number of records that were different from the previous upgrade and the upgrade component was not applied. To learn more, see [Skipped Changes to Review](#).
- Changes applied - The total number of changes that were applied as a part of this upgrade.
- Changes processed - The total number of records that were processed as a part of this upgrade.
- Copies to review - The total number of copied records to review whose base record has been upgraded.
- Claim outcomes to review - The total number of records impacted by claims as part of this upgrade. To learn more, see [Claim Outcomes to Review](#).
- Auto resolved - The number of records automatically resolved by upgrade plans or skipped record rules.

[Delete](#)

Skipped Changes to Review (5)

| File name | Disposition | Claim Status | Priority | Resolution | Comment | Target name | Plugin | Type | Table |
|---|-------------|--------------|------------|--------------|---------|--|------------------|------------------------|----------------|
| oauth_entity_40c27176d8f39d10a03c1f83059619a3 | Skipped | | Priority 5 | Not Reviewed | | TeamViewer Enterprise OAuth | x_hgh_enterprise | Application Registries | (empty) |
| sys_properties_4730ab1930b61810c23a066d... | Skipped | | Priority 5 | Not Reviewed | | x_hgh_enterprise.invite_options | x_hgh_enterprise | System Property | sys_properties |
| sys_properties_57694b05b76cc5094b51d2c5... | Skipped | | Priority 5 | Not Reviewed | | x_hgh_enterprise.adminToken | x_hgh_enterprise | System Property | sys_properties |
| sys_properties_966839359702ed50902d71500... | Skipped | | Priority 5 | Not Reviewed | | x_hgh_enterprise.supporter_link_type | x_hgh_enterprise | System Property | sys_properties |
| sys_properties_cdcabdb99702ed50902d71500... | Skipped | | Priority 5 | Not Reviewed | | x_hgh_enterprise.enable_logging_to_acti... | x_hgh_enterprise | System Property | sys_properties |

- Open the record that shows “TeamViewer Enterprise OAuth” under the column “Target name” and click on Resolve Conflicts

Upgrade Details
Created 2025-04-03 10:07:54

Use the following fields to track your progress in resolving skipped records:

- Priority is based on the elements contained in the record. For example, a Business Rule has a higher priority than a UI Page because it contains script, XML, and HTML fields.
- Use Resolution Status to keep track of whether the skipped record was reviewed and ignored, retained in its customized form, or reverted to the base system version.
- You can add Comments to a record to keep a log of your thoughts and actions.

File name: oauth_entity_40c27176d8f39d10a03c1f83059619a3

Priority: Priority 5

Comment:

Resolution: Not Reviewed

Disposition: Skipped

Type: Application Registries

Plugin: x_hgh_enterprise

Target name: TeamViewer Enterprise OAuth

Update set:

Table:

The Resolve Conflicts page displays a side-by-side comparison of the base system record and the corresponding customized record. Use the built-in diff editor to resolve conflicts in multi-line text fields.

[Update](#) [Resolve Conflicts](#) [Revert to Base System](#) [Delete](#)

- Then you can look for the rows with the label “Authorization URL”, and “OAuth API Script” and click on the arrow in the middle to apply the change from the “Base System”.

Authorization URL
[SN Utils Compare]

https://account.teamviewer.com/oauth2/authorize?respo > https://login.teamviewer.com/oauth2/authorize?response_type=code&display=popup

OAuth API Script
[SN Utils Compare]

OAuthCustomTeamViewerUtil >

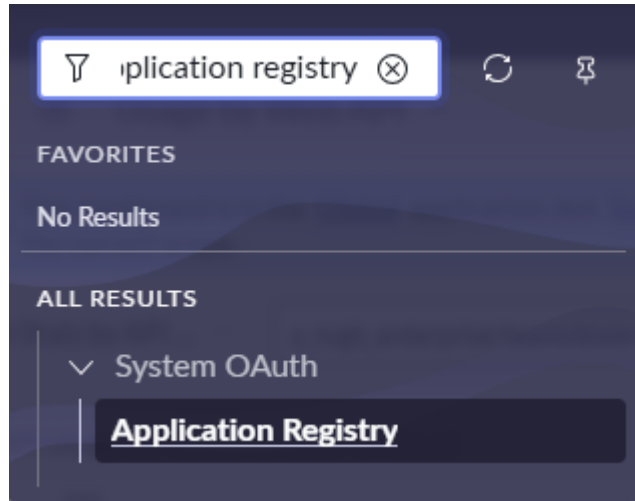
- Finally, just click on Save Merge.
- If you get an error when saving such as the one below

The following mandatory fields are not filled in: certificate_url

< Resolve Conflicts[oauth_entity]TeamViewer Enterprise OAuth

[Revert to Base System](#) [Save Merge](#)

You can open a new ServiceNow tab and type in the filter navigator: "Application registry"



- 9) Then open the record "TeamViewer Enterprise OAuth" and update the fields "Authorization URL" and "OAuth API Script" with the values shown in the previous tab under the "Base system" column (left side). You should end up with a form such as the one below

Application Registries
TeamViewer Enterprise OAuth View: OAuth Provider

h provider details.
Name: A unique name.
Client ID: Client ID of application registered in third-party OAuth server.
Client Secret: Client secret of application registered in third-party OAuth server.
Refresh Token Lifespan: Time in seconds the Refresh Token will be valid.
Authorization URL: OAuth Server's auth code flow endpoint. Required only for Authorization Code grant type.
Token URL: OAuth Server's token endpoint.
Token Revocation URL: OAuth Server's token revocation endpoint.
Redirect URL: OAuth callback endpoint. Leave it empty for auto-generation.

* Name: TeamViewer Enterprise OAuth
* Client ID: <your client id>
* Client Secret:
OAuth API Script: OAuthCustomTeamViewerUtil
Logo URL:
* Default Grant type: Authorization Code
* Refresh Token Lifespan: 1
Public Client: ☐

Application: TeamViewer Enterprise Integration fo
Accessible from: All application scopes
Active: ☒
Authorization URL: https://account.teamviewer.com/oauth2/authorize?response_type=code&display=popup
* Token URL: https://webapi.teamviewer.com/api/v1/oauth2/token
Token Revocation URL: https://webapi.teamviewer.com/api/v1/oauth2/revoke
Redirect URL: https://<your instance name>.service-now.com/oauth_redirect.do
Use mutual authentication: ☐
Send Credentials: In Request Body (Form URL-Encod
Comments: TeamViewer Enterprise OAuth authentication

- 10) It would be beneficial to make sure that the other skipped changes are not relevant. For example, in the screenshot from step 4, you can see that the other skipped changes are system properties. It makes sense that these are skipped since you customize these values on your instance. Those records can remain skipped. Any other record, especially scripts or similar configuration records, need to be "reverted to base system". You can do this by clicking on the checkbox on the top left corner of the related list to select all records under the related list, and then on "Actions on selected rows" on the top right corner of the

related list as shown in the example below

| File name | Disposition | Claim Status | Priority | Resolution | Comment | Target name | Plugin |
|---|-------------|--------------|------------|--------------|---------|---|----------|
| oauth_entity_40e27176dbf39d10e03c1f83059... | Skipped | | Priority 5 | Not Reviewed | | TeamViewer Enterprise OAuth | x_tvgh_e |
| sys_properties_4710ab191b0b1810c23e0f6cd... | Skipped | | Priority 5 | Not Reviewed | | x_tvgh_enterprise.invite_options | x_tvgh_e |
| sys_properties_57694b05db76cc50f4b1d12c5... | Skipped | | Priority 5 | Not Reviewed | | x_tvgh_enterprise.adminToken | x_tvgh_e |
| sys_properties_9f6839359702ed50902d71500... | Skipped | | Priority 5 | Not Reviewed | | x_tvgh_enterprise.supporter_link_type | x_tvgh_e |
| sys_properties_cdcabdb99702ed50902d71500... | Skipped | | Priority 5 | Not Reviewed | | x_tvgh_enterprise.enable_logging_to_acti... | x_tvgh_e |

- 11) Note that if you don't do this on records such as scripts or other configuration records, it might result in faults in the application behavior since it might try to execute things that are not present in it due to the skipped change.

END OF DOCUMENT