

KB91718728: CDI - Remote Support for Esko Customer Support using Teamviewer

Description

How to start an Esko TeamViewer session for remote support on CDI? TeamViewer lets ESKO log on to one of your CDI computer to diagnose a problem or issue.

Procedure

1. Locate the TeamViewer icon on the desktop and double click on it. If it is not on the PC desktop then go to **Start > All Programs > TeamViewer**. Download for free the Esko Quick Support:
 - For Windows: <http://docs.esko.com/docs/quicksupport/EskoQuickSupport.exe>
 - For MAC: <http://docs.esko.com/docs/quicksupport/EskoQuickSupport.zip>
2. When the download is complete you will have a shortcut icon on the desktop. Double click the icon.
3. When the TeamViewer opens, it will display your ID and password. This is the ID you will give Esko support for them to remote support your CDI.

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