

FAQ about TeamViewer and ESET



(as of April 3, 2025)

What is "ESET"

The Slovenian company ESET is replacing Malwarebytes at SAR with its **virus scanner** of the same name. ESET is responsible for **protecting SAR's PCs, notebooks and servers**.

ESET also offers vulnerable software detection and patch management for many products.

Why the switch to ESET?

- Windows 11 - which we all have to switch to by the end of the year - often causes problems in the interlude between certain software and Malwarebytes
- ESET offers the user significantly more information/feedback about the status of the computer or what is "currently going on"
- Installation and maintenance of ESET are significantly better than Malwarebytes
- ESET's full scan no longer places a noticeable load on the computer and can therefore be run again during the day.

Why "TeamViewer"

The German company TeamViewer and its product of the same name will in future only be used as a remote maintenance tool and for inventory purposes.

How do I install ESET and TeamViewer and how do I see if I already have them installed?

The distribution will take place automatically from April 3, 2025, should be completed by April 11 at the latest and **requires a restart** of your computer.

If everything is installed correctly, you will see the following 2 icons in the info area at the bottom right (or possibly hidden behind the arrow symbol):  



I still (have Malwarebytes (or another virus scanner apart from ESET) installed...

If you still see a Malwarebytes icon in April 2025 -  - you should send an email to pcsupport@sar.biz .



I see TeamViewer  but no ESET  !??

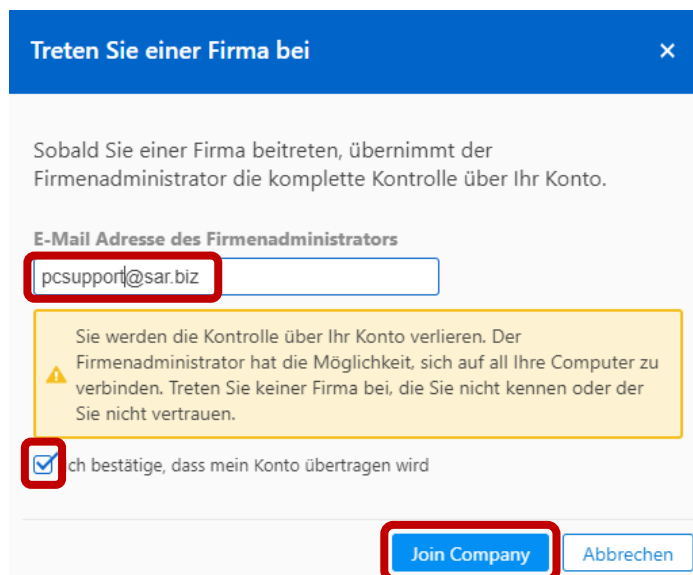
please write to . pcsupport@sar.biz

I already have TeamViewer or an account, how does that work for me?

TeamViewer will be reinstalled in the latest version and then please simply join the company as described in the question/answer below....

I would also/continue to use TeamViewer for remote maintenance with customers!

All you have to do is set up an account with your SAR e-mail address at TeamViewer and join the company with the device:



or: <https://login.teamviewer.com/nav/dialog/joincompany>

Can any internal IT employee simply connect to my device(s)?

No! The clients are set so that you are asked whether you want to allow the "remote maintainer". IT will only be able to connect to servers and e.g. conference room PCs without being asked - but never unnoticed(!).

If you have any questions, please write to pcsupport@sar.biz .

Please be patient from the start on June 30th and **wait until July 11th to ask questions**, because we are rolling out the TeamViewer+Malwarebytes package to over 500 employees worldwide.