

Support by Internet

In case of problems with our software or in the case of application problems it might be of great help to have a specialist from GretagMacbeth at your side. In such cases there are several solutions to service you via an internet connection:

- Modem connection via pcAnywhere
- Remote data transmission
- NEW: remote maintenance with Netviewer (www.netviewer.net)

The remote maintenance with Netviewer is a simple solution to support you in case of software problems. For this your computer has to have internet access and a tiny program (about 900 kB) which needs not even be installed, i.e. no administrative access rights are required. In this procedure your computer actively accesses an external server, so there will be no problems with your IT department or the firewall of your company. Only when you start Netviewer and enter a session number, only then can we access your computer. This makes this procedure so safe to use.

Direct Download: [Netviewer Client](#)