Updating Teamviewer Host

Updating Windows XP teamviewer versions

Difficulty **Medium** | Duration **5 minute(s)**

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Introduction

Older versions of Teamviewer are being phased out by the Teamviewer company from September 15th 2021. The advice on the website suggests you need to upgrade to version 15. However, v15 is not compatible with the older Windows XP machines in the field.

The latest XP compatible downloadable version of the Host program is 13.2 and is available here

Regrettably, the update process on older versions is not simple, and frustratingly cannot be done remotely. It needs intervention from an operator at the machine with a small amount of technical know-how

Step 1 - Stop the running Teamviewer Host Program

1. Right click on the teamviewer icon in the taskbar (bottom right of screen)
2. Select Exit Teamviewer

Step 2 - Uninstall the old version of teamviewer

1. Go to Control Panel->Programs and features
2. Find Teamviewer Host
3. Uninstall it, but do not tick the box that says "Remove all settings"

> ...Keeping the settings means that the PC will keep the same teamviewer id

Step 3 - Download and run the new teamviewer host install

Download here

Step 4 - Contact Stuga Service

1. Stuga Service will get the system set up and set the correct password
2. Also add auto backup feature