



Forum: Trucs en vrac

Topic: Coup de gueule: TeamViewer cherche-t-il à se débarrasser de sa version gratuite?

Subject: Re: Coup de gueule: TeamViewer cherche-t-il à se débarrasser de sa version gratuite?

Publié par: Washington

Contribution le : 27/10/2020 11:08:45

Citation :

Coyotte2611 a écrit:

Un formulaire pour tenter de retrouver la gratuité de TeamViewer si vous êtes suspecté d'en faire un usage commercial.

<https://www.teamviewer.com/en/support/commercial-use-suspected/>

Bonne chance!

Merci Coyotte, j'ai utilisé le lien proposé suite à un message de TeamViewer me disant que j'étais dans un environnement commercial, ce qui était évidemment faux. J'ai alors utilisé AnyDesk 6.0.8 disponible sur gratilog, gratuitiel que j'ai bien apprécié.

Voici le message que m'a envoyé TeamViewer:

Dear TeamViewer User,

Thank you for getting in touch with us. We are happy to inform you that your TeamViewer ID has been reset to "free". After reviewing your request, we decided that your use case can be qualified as "personal".

Why was my access to TeamViewer limited?

You were asked to purchase a TeamViewer license because your usage pattern suggested that you were using TeamViewer in a commercial environment. To be able to keep a free version of TeamViewer, we must make sure that commercial users purchase a license. Unfortunately, it can happen that we detect commercial use where this is not the case.

We would like to address the most important questions of the TeamViewer community regarding commercial / personal use.

1. "Is TeamViewer cancelling the free usage of its software?"

No. TeamViewer is free for personal use, and we are committed to this remaining so. Personal use means that you are not using TeamViewer for purposes that are either directly or indirectly paid. Commercial use includes providing support to colleagues and clients, working remotely via TeamViewer, monitoring company hardware, etc. Read more about commercial use.

2. "I believe blocking personal users from using TeamViewer for free is unethical."

We believe that providing and receiving help should not be a privilege for those who pay. Therefore we offer a free version of TeamViewer with many features. Implementing a mechanism to detect commercial use is part of our commitment to this idea. We do not target personal users but unfortunately, in some cases, personal users can be affected. We apologize for the inconvenience this may have caused and promise to continue to refine this mechanism.

3. "What is the motive behind blocking free users?"

We have taken this step because commercial users should not be able to use our free version. This way, we ensure our ability to offer a free version of TeamViewer with great features, performance, and possibilities.

We would like to thank our users who use TeamViewer as intended and help us to provide a free version for our personal users. Our vision is to empower people to help people, and we will always act accordingly.

Kind regards,
Your TeamViewer Team