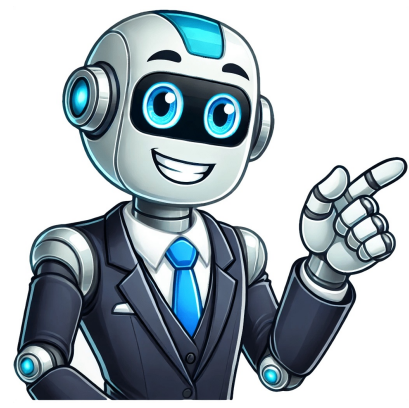


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Hi all, Request your reset here Read my Blog article to find more information about Commercial usage and the link to request the reset of your TeamViewer usage: Click here for reading the blog article Further articles: Why do I see 'Commercial use suspected' / 'Commercial use detected' What is commercial use? Please be aware that this is NOT an issue that can be resolved in the community. Posting messages about commercial usage will not help to get the reset. For getting a reset you need to fill out the form. Please be informed that the Community team is merging all posts about this topic underneath this post. We are doing this to make sure that users finding the right information quickly when using the search function. If you are using TeamViewer for your employment or in a business setting, please contact our sales department to find out how your company can benefit from using TeamViewer! See also: and best./ JeanK Readers help support Windows Report. We may get a commission if you buy through our links. Read our disclosure page to find out how can you help Windows Report sustain the editorial team. Read more Key notes The TeamViewer commercial use detected error can occur if the remote desktop software falsely suspects this type of use. You can resolve the issue by reinstalling the application. Use the below steps in that regard. Alternatively, trying changing the MAC address of your computer manually or with the help of a dedicated tool. There are other remote desktop software solutions that you can try as an alternative to TeamViewer, as discussed below. TeamViewer is a popular remote desktop software for Windows and other platforms. It is available for free for personal use and pro plans for commercial use. However, more often than not, even personal users will get the TeamViewer commercial use detected error in Windows 10. According to TeamViewer, personal use is when helping family and friends without receiving any compensation. If you use the tool for business or profession, it is considered a commercial use. In case of commercial use has been falsely detected on your TeamViewer, this article will help you solve the problem quickly. We have listed a few troubleshooting steps to help you resolve the TeamViewer commercial use detected error. Click on the Start button and select the Settings app. Click on the Apps option. Locate and select TeamViewer from the list of installed apps. Select the app and click on the Uninstall button. Press the Windows key + R to open Run. Type %appdata% and click OK. Locate and delete the TeamViewer folder. Press Windows key + R and type %temp% and click OK. Find and delete the TeamViewer folder here as well. Once you have deleted the folder, open the Registry Editor and remove the key associated with TeamViewer. Here's how to do it. Press the Windows key + R to open Run. Type regedit and click OK to open the Registry Editor. In Registry Editor, navigate to the following location: HKEY\_CURRENT\_USER\Software\TeamViewer & HKEY\_LOCAL\_MACHINE\SOFTWARE\TeamViewer. Right-click on the TeamViewer folder and choose Delete. If the TeamViewer folder does not exist, skip these steps. TeamViewer uses a MAC address to identify systems that may have had installed TeamViewer and are suspected of commercial use. To be able to reinstall TeamViewer the MAC addresses on Windows computers can be changed manually or through using the TMAC tool. We have listed both methods above. It's also a good idea to clean your registry once in a while. You can use this excellent guide to clean the Windows 10 Registry. 2.1 Change the MAC address manually. 1. Open File Explorer. 2. Right-click on This PC and select Manage. 3. Open the Device Manager tab from the left pane. 4. Expand the Network Adapters section. 5. Select and double-click on your adapter for which you want to change MAC address. This will open the Properties windows. 6. Open the Advanced tab. 7. Select Network Address under Property. 8. Select the Value and put your 12 digit hexadecimal MAC address. 9. Click OK to save the changes. You can use the Technitium MAC Address Changer Tool to generate new MAC addresses for your network. Here's how to use the tool. Download and install the Technitium MAC Address Changer tool. Launch the app. Click on the Random MAC Address button. Make sure the Automatically restart network connection to apply changes and Make new MAC address persistent option is checked. Click the Change Now button. Once done, reboot the computer and reinstall TeamViewer and check if the TeamViewer commercial use detected error is resolved. If the error persists, reach out to TeamViewer. We also have a great list of the best tools to change your MAC address so you can choose the one that fits better for your needs. While TeamViewer is an excellent remote desktop software, the consistent false detection of commercial use can be annoying for many. There are other companies that offer similar or better alternatives to TeamViewer, such as the ones suggested below. You can find many remote control tools that will surely offer great functionalities of accessing certain files or sharing data with colleagues who need your support. Hence, you can replace TeamViewer with the same or better services provided by the best remote control software. TeamViewer on its official page acknowledges the issues or users getting the commercial use suspected or commercial use detected error. If you think the commercial usage has been falsely detected on your TeamViewer ID, reach out to developers as they can help you get back your ID. The TeamViewer commercial use detected error message usually occurs if the software detects commercial use. For false detection, TeamViewer can help you restore your ID. If not, follow the steps in the article to remove and reinstall TeamViewer with a new MAC address. If you have other issues with your TeamViewer client, check out this detailed guide on how to fix TeamViewer issues on Windows 10. If you have any other suggestions or solutions that we can use to fix this problem, leave them in the dedicated comments section below. Neal Silverstein Head of Technology Customer Service at Specsavers TeamViewer is an essential tool for our IT support team at Specsavers. Thanks to its remote support functionalities, our team can connect to and service all our stores from a single point. Philipp Rummel Post Production Technical Manager at RTL Studios Thanks to TeamViewer, colleagues are now able to do their job from any location and much faster than before. Here, of course, the transmission of good image quality between the production computer and the end device of the colleague working remotely is of paramount importance to us. Daniel Burkart Team Leader IT at Ernstings family In order to be able to react quickly, we needed a remote support solution that, in addition to the usual Windows PCs at the workstations, also supported iOS of the latest generation, and in particular our app. Kris Raymer CTO at Health Point Neurodiagnostics TeamViewer remote software has quickly become the Long-Term ECG Gold Standard HIPAA compliant solution and has helped advance not only for our remote monitoring needs, but for the entire industry of Electroneurodiagnostics as a whole. Michael Schramm Head of Client Services and Network Communications at Sharp TeamViewer is just as easy and fast to install as it is to use in practice. This has convinced our service team just as quickly and sustainably as the users. Franck Racap EMEA Sales Director at Philips Professional Display Solutions Its cost efficient because you don't have to travel back and forth, its time-saving because you have immediate access to the display, and its high performance because you can change everything. Joshua Nye Applications Engineer at MPW Industrial Waters TeamViewer puts you in front of equipment that can be thousands of miles away in the blink of an eye. Its simple to use and works flawlessly. Valentin Reuter Fire Officer State Capital of Wiesbaden at Oberursel Fire Brigade When a problem occurs, I receive a message from TeamViewer and I can fix it immediately. This helps us avoid situations where a fault is only discovered and reported when it is actually too late. Pierre Nilsson Service Delivery Manager at Doro With TeamViewer, we were able to drastically reduce the time spent per support case. At the same time, our customers feel much better served and supported with the fast support. Its a win-win for everyone. Rasmus Whlander Service Owner at ATEA Trusting a remote access solution that can do just this might seem simple, but finding the right partner is easier said than done. Its why we've been with TeamViewer for more than a decade and why we look forward to continue working with them in the future. Peter Kryger Nordic Service Desk at Demant Global IT TeamViewer is being embraced by so many users at Demant because of its efficiency and simplicity. Shunsaku Kazuhisa Konica Minolta, Inc. Healthcare Business Division Handling requests remotely reduces time until recovery, since it eliminates staff travel times. Our current remote resolution rate is extremely high, and our customer satisfaction is high even in this era when people feel systems should always run smoothly. Fredrik Moen Head of Customer Service at Ganske Enkell TeamViewer enables us to execute a premium customer service all at the click of a button. Michael Barron Jr. IT Manager at Carey Paul Honda I can quickly remote in and solve their problem, so theres no downtime or lag in our customer service. Hansol Lim Team Lead Purchasing Operation Team at Unospay Customers benefit from real-time remote connectivity solutions that make it easier for our support agents to solve issues quickly rather than lose time through cumbersome workflows and processes such as explanations over the phone. Tyler Pedigo Chief Financial Offer at LobbyFox Twenty minutes worth of work by our technical team here is the equivalent of \$2,500 worth of contractor visits and days of planning, to do the exact same thing. Guo Li CEO at Shanghai Fustech Co., Ltd. We compared four to five remote control software providers by conducting extensive experiments, strict screening, and evaluation tests. We concluded that TeamViewer offers the highest bandwidth efficiency as well as stability. Georgi Avetisyan System Administrator at Armenian Software TeamViewer has become an integral asset to our customer support team, enabling us to maximize efficiencies, keep up with customer demands, and strengthen both customer and employee satisfaction. Hi, I've an problem, i use some time my Android phone under 4G (connected to my TV account), for connect to my personal PC (also connected to my TV account) and i've directly "Commercial usage detected". Why? But with another PC, i've not this problem. Not need to make request for reset my ID.... My Android phone is blacklisted ? Additionals informations: My PC is associated into TV account. My phone can't be associated into TV account (TeamViewer ask me password android device, i've not password displayed into android app...) Please know that we review every request that has been placed. Due to the large number of requests we receive, answering the requests can take some time, although we are now aiming to solve all requests within seven business days. We are sorry for the inconvenience. Hint: Please check your SPAM/junk folder for an email from us. If you have not heard anything after a week. Note: Please be aware that the unblock is valid for the TeamViewer ID you submitted via the form and not for your TeamViewer Account. Please submit both your and the remote TeamViewer ID. Additionally, connections to devices that are flagged as commercial are not possible even if your device has been reset to personal use. Hint: You might need to re-start your TeamViewer service to check whether you can use your TeamViewer again for your personal connections. We recommend the restart independently of whether you already received an email from us or not. I was reset, but I am getting the pop-up again? It is possible that the remote device you connected to triggered the new Pop-Up after you got your un-block initially. We recommend filling out the form for the remote device as well if it is not used in a commercial environment or for commercial purposes. We are already working on improvements to just show the Pop-Up to the one who is triggering the message. Can I use TeamViewer on a Server OS without a license? Yes - In case you are installing TeamViewer on or after September 17th, 2020. Starting on that day, a trial will no longer start directly during the installation if your machine runs a Windows Server operating system (e.g. Win 2008, Win 2012...). If you installed TeamViewer (Classic) prior to September 17th, 2020 and your machine runs a Windows Server operating system (e.g. Win 2008, Win 2012...), a commercial trial started automatically. A reset back to private use is not possible. Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. Seeing the "TeamViewer Commercial Use Detected" message can be frustrating, especially if you're using it for personal reasons. This message typically limits your access, disrupting your remote tasks. Understanding why this happens and how to address it can help you continue using TeamViewer without interruption. This guide explores simple steps to resolve the issue. TeamViewer is a widely used computer program that enables people to control another person's computer from a different location. The program has a free plan for personal use or non-commercial services, while commercial users have a payment program. That has created a phenomenon where some commercial users abuse the payment terms by pretending to be non-commercial users. To mitigate this situation, the program has initiated a built-in algorithm that detects when the software is being used for commercial purposes without a proper license. What Is Considered Personal Use? TeamViewer defines personal use as the software being used for non-commercial purposes, such as helping friends and family members with computer issues, accessing your own devices remotely, or using it in a non-profit organization. If you primarily use TeamViewer for personal reasons without generating any revenue, you fall under the personal use category. What Is Considered Commercial Use? On the other hand, TeamViewer considers any use of the software for generating revenue, providing services to clients, or in a commercial environment as commercial use. This includes using TeamViewer to remotely support customers, accessing work computers or servers, or using it in a for-profit organization. There are several reasons why TeamViewer detects commercial use by users. Understanding these reasons can help prevent triggering the "TeamViewer Commercial Use Detected" error. Here are the main factors that contribute to the detection: Excessive Number of Sessions If you frequently establish a large number of remote sessions using TeamViewer, the software may flag it as commercial use. This is because commercial users often need to connect to multiple devices to provide support or manage their infrastructure. If you are an individual user, try to limit the number of simultaneous sessions to avoid triggering the commercial use detection. Connections Are Active for Long Periods Another factor that triggers commercial use detection is when your TeamViewer connections remain active for extended periods. Commercial users typically require longer connection durations to perform their tasks, such as conducting remote meetings, troubleshooting, or managing systems. If you are using TeamViewer for personal use, try to keep your connection durations within reasonable limits to avoid being flagged as commercial use. Commercial Use Was Selected as the Intended Use When the Software Was Installed During the installation process, TeamViewer prompts users to select their intended use of the software. If you mistakenly selected commercial use instead of personal use, the software will consider your usage as commercial. It is crucial to ensure that you choose the correct option during installation to prevent unnecessary detection issues. If your personal use meets any of these reasons and triggers the commercial use detection, you can continue reading the next section for a solution. If it really doesn't fit your personal use and you find TeamViewer too expensive, try AirDroid Remote Support. Are you a user who has encountered an error message stating "TeamViewer Commercial Use Detected" when trying to use the software for personal use? If you are facing this issue, don't worry! This comprehensive guide will guide you on steps to fix the TeamViewer Commercial Use Detected error. Uninstall and Reinstall TeamViewer The first step in resolving the TeamViewer Commercial Use Detected error is to uninstall and reinstall the software. This process removes any corrupted files or settings. Thereafter, a fresh installation will be performed. To do this, follow these steps: Step 1: Go to the Control Panel on your computer and select "Uninstall a program." Step 2: Locate TeamViewer in the list of installed programs and click on it. Step 3: Select the option to uninstall TeamViewer and follow the on-screen instructions. Step 4: Once the uninstallation is complete, visit the official TeamViewer website and download the latest version of the software. Step 5: Run the installer and follow the prompts to reinstall TeamViewer. By performing a clean installation of TeamViewer, you can eliminate any potential issues that may have caused the Commercial Use Detected error. Change DNS Address Another method to resolve the TeamViewer Commercial Use Detected error is by changing the DNS address on your computer. This can help bypass any restrictions that may be causing the error message. Here's how you can change the DNS address: Step 1: Open the Control Panel on your computer and navigate to the Network and Sharing Center. Step 2: Click on the "Change adapter settings" option. Step 3: Right-click on the network connection you are using and select "Properties." Step 4: In the Properties window, scroll down and locate the "Internet Protocol Version 4 (TCP/IPv4)" option. Step 5: Highlight it and click on the "Properties" button. Step 6: In the new window, select the option to "Use the following DNS server addresses." Step 7: Enter the following DNS addresses: Step 8: Preferred DNS server: 8.8.8.8 Step 9: Alternate DNS server: 8.8.4.4 Step 10: Click "OK" to save the changes. Changing the DNS address can help resolve any connectivity issues that may be causing the TeamViewer Commercial Use Detected error. Check TeamViewer Account and Contact Support What happens if the above methods do not resolve the TeamViewer Commercial Use Detected error? Here, it is recommended to check your TeamViewer account settings and contact their support team for further assistance. Here are the steps to follow: Step 1: Access the Reset Page Open a web browser and visit the TeamViewer reset page at . This will open a new page where you can reset your TeamViewer ID. Step 2: Fill Out the Form and Download the PDF On the reset page, fill out the form with your details and provide a brief explanation of the Commercial Use Detected error. Click on the "Download PDF" button to generate a PDF file containing the form. Open the PDF file and follow the instructions provided to complete the reset process. Once the reset is done, restart your computer and try using TeamViewer again. If the error persists, it is recommended to contact TeamViewer support directly for further assistance. They will be able to provide you with specialized guidance to resolve the Commercial Use Detected error. To minimize the occurrence of the "TeamViewer Commercial Use Detected" error and ensure a smooth experience while using TeamViewer for personal purposes, consider the following tips: Use TeamViewer primarily for non-commercial activities, such as helping friends and family members with computer issues or accessing your devices remotely. Avoid frequent connections to multiple devices. Keep your connection durations within reasonable limits. Double-check the intended use setting during installation to prevent any potential detection issues. If you frequently encounter the "TeamViewer Commercial Use Detected" error and find it disruptive to your personal use, you may want to consider using AirDroid Remote Support as an alternative for TeamViewer. AirDroid Personal offers a reliable remote support solution tailored for individual users. With AirDroid Personal, you can enjoy seamless remote access without the hassle of commercial use detection. For teams and corporate users seeking a suitable and affordable remote control mobile devices solution, AirDroid Remote Support is an excellent alternative to TeamViewer. It offers a comprehensive set of features, including remote access, file transfer, and device management, at affordable prices. If you are currently using the free version of TeamViewer due to budget constraints but frequently encounter commercial use detection errors, consider switching to AirDroid Remote Support. With its cost-effective plans, AirDroid Remote Support provides a reliable and affordable solution for businesses of all sizes. AirDroid Remote Support has these features: Unlimited Device Number: Enjoy a remote experience for only \$199.00/Seat/Year. It is charged based on the supporter's Seats. No limits on the connected device numbers. Unattended Android Access: Under the Unattended Mode, you can connect and remote control a device without consent from the device end for maintenance purposes. AR Camera: Allows you to see through the customers' device camera and guide your customers by placing 3D markers onto real-world objects. Tutorial Gesture: Swipe or tap on the shared screen, the Tutorial Gesture will appear on your customer's device. (Only available for Android devices) Black Screen Mode under Remote Control: Black Screen Mode is a privacy-centric technology, which enables IT admins to hide the screen image of the remote device during the remote control session and a hint saying "This device is under maintenance" will be shown. Live Chat via Voice Call and Voice/Text Message: Tackle and resolve complex issues by communicating directly with real-time voice chat and screen viewing. Quick Connection with Connection Code: You can build a connection by having your customers download the AirDroid Remote Support app on the device and give you the on-screen connection code. The methods mentioned in this guide have helped many users resolve the "TeamViewer Commercial Use Detected" error. But, there can be situations where the issue persists. Worry not, for in such cases, it is recommended to contact TeamViewer support for further assistance. Consider Choosing AirDroid Remote Support as an Alternative for TeamViewer if the Error Persists. By following the suggested solutions and tips, you can ensure a smooth and uninterrupted remote access experience with TeamViewer or consider switching to AirDroid Remote Support for enhanced functionality and affordability. Empower your business with free and easy-to-use remote support software. Share copy and redistribute the material in any medium or format for any purpose, even commercially. Adapt remix, transform, and build upon the material for any purpose, even commercially. The licensor cannot revoke these freedoms as long as you follow the license terms. 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If you've encountered the TeamViewer commercial use detected warning, this guide will help you understand why it happens and how to fix it effectively. Discover practical solutions to bypass restrictions and explore the best free alternative to TeamViewer. Why TeamViewer Detects Commercial Use TeamViewer is a commercial software application that offers free usage for personal users only. However, TeamViewers system sometimes flags personal users as commercial users based on usage patterns, such as frequent use, IP addresses, or other factors. This can be frustrating, especially if you're certain that your usage is non-commercial. Message You May See: As you're using TeamViewer to support friends or family, you might suddenly encounter an unexpected message: "Your license limits the maximum session duration to a partner, immediate reconnects are blocked. Please try later or upgrade your license. Connections to this partner will be blocked until (a time)." This is often the first sign of an issue that can arise even when you're using TeamViewer as usual to help others. Connections to this partner will be blocked until... If you've been flagged for suspected commercial use, you might see the following message: We are sorry for the interruption. Unfortunately, we will have to limit your usage of TeamViewer because the usage pattern suggests that you have been supporting others professionally. To continue using TeamViewer, please subscribe to a license plan." Below are common reasons this message may appear: Supporting Clients or Customers: If you use TeamViewer frequently to assist clients or for work-related purposes, even if unpaid, TeamViewers system may flag this as commercial usage. Receiving Payment for Support: Using TeamViewer to provide technical support or assistance in exchange for payment is considered commercial use and will almost always result in a restriction. Frequent or High-Volume Use: Using TeamViewer with a high frequency, especially to connect to multiple devices, may also trigger commercial use detection. Corporate or Business Use: TeamViewer is free for personal use but requires a paid license for businesses or organizational use. Using it in a company setting will trigger restrictions. Solutions to Fix TeamViewer Commercial Use Detected In the past, some users tried to bypass this restriction by changing their computers MAC address, uninstalling TeamViewer, or deleting certain folders. However, these methods are outdated and generally no longer work with TeamViewers updated systems. Attempting these may not be effective and can be a waste of time. If you continue facing this issue, here are some recommended approaches: Uninstall and Reinstall TeamViewer: Sometimes, simply uninstalling and reinstalling TeamViewer can help reset usage settings, especially if the issue is due to past connection data. Remember to delete any leftover TeamViewer folders after uninstalling. Submit a Reset Request to TeamViewer and Contact Support: TeamViewer provides a reset form for personal users who have been incorrectly flagged. Fill out the request form on TeamViewers support page, explaining that you're a personal user. You may need to wait for a response, but it's a reliable way to remove restrictions. Limit Your TeamViewer Connections: If you've been using TeamViewer to connect with a high frequency, try limiting your sessions and only connecting to a select few devices to reduce the likelihood of being flagged. Consider Alternative Software: If you find that restrictions are persistent, even after troubleshooting, it might be time to consider a TeamViewer alternative. Tips to Prevent "TeamViewer Commercial Use Detected" Issues To avoid being flagged by TeamViewer in the future, follow these best practices: Use TeamViewer Only for Personal Support: Stick to helping friends or family members with technical issues to avoid being classified as a commercial user. Limit the Frequency of Connections: Avoid connecting to multiple devices repeatedly within a short timeframe. Connect to a Small Number of Devices: Keep your device list manageable to avoid being flagged for frequent or high-volume usage. UltraViewer: The Best Free Alternative to TeamViewer If TeamViewers restrictions are too limiting or if you need a more budget-friendly option, UltraViewer may be the ideal free alternative to TeamViewer. What is UltraViewer? UltraViewer is a remote desktop software similar to TeamViewer that allows users to connect to and control remote devices. Unlike TeamViewer, UltraViewer offers free access for both personal and commercial use, making it an excellent alternative for users who want flexibility without high costs. Why Choose UltraViewer? Here are some key advantages of UltraViewer compared to TeamViewer: Free for All Use: UltraViewer is free for both personal and professional purposes, eliminating the need to purchase a commercial license. No Connection Restrictions: UltraViewer does not display commercial use warnings, allowing you to connect without interruptions or time limits. Unlimited Usage: Enjoy unrestricted session time and the ability to manage unlimited remote connections. Affordable Licensing Options: If you choose to upgrade, UltraViewers licensing fees are more affordable than TeamViewer, making it ideal for small businesses and individuals. Easy to Install and Use: UltraViewers interface is user-friendly and intuitive, making setup and operation simple even for beginners. If you only need remote access occasionally or for basic personal use, consider UltraViewer. UltraViewer offers similar features to TeamViewer and is entirely free for personal users. This option can be an effective solution without the high costs associated with a TeamViewer commercial license, which can be as high as \$749 for a single-user license in the United States. Switching to UltraViewer may help you avoid issues related to commercial usage detection altogether, and you can still enjoy essential remote desktop functionality without any interruptions. While TeamViewer is a powerful tool, the commercial use restriction can be inconvenient for personal users. Although there are some tricks to bypass TeamViewer commercial use detected, submitting a reset request or switching to an alternative like UltraViewer are more reliable solutions that can help you regain access to remote support without the cost of a commercial license. Download here for free! Want to give your brand videos a cinematic edge? Join our visual experts and special guests for an info-packed hour of insights to elevate your next video project. Tune in on June 24 at 11am ET. Register Now How can financial brands set themselves apart through visual storytelling? Our experts explain how. Learn More The Motorsport Images Collections captures events from 1895 to today's most recent coverage. Discover The Collection Want to give your brand videos a cinematic edge? Join our visual experts and special guests for an info-packed hour of insights to elevate your next video project. Tune in on June 24 at 11am ET. Register Now How can financial brands set themselves apart through visual storytelling? Our experts explain how. Learn More The Motorsport Images Collections captures events from 1895 to today's most recent coverage. Discover The Collection Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy.

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