TSplus Remote Support Documentation



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Product Overview

What is TSplus Remote Support?

TSplus Remote Support enables screen sharing and remote control for your support team so they can provide instant remote assistance to your teams or clients anywhere. With Remote Support, agents and maintenance teams can provide instant attended or unattended access to remote Windows PCs. TSplus Remote Support is a solution for IT professionals to deliver internal maintenance and for customer support teams to assist remote clients.

How does it work?



Security and Servers

TSplus Remote Support enables Windows Desktop Session Sharing. It uses end-to-end encrypted connections for both support agents and end-users. Connections are facilitated by the TSplus Remote Support relay servers and require no installation for agents or end-users.

TSplus Remote Support relay servers are distributed all around the globe to ensure the better performance and experience. Relay servers are maintained directly by the TSplus development team.

Every Remote Support connection is secured using modern TLS encryption.

With this protocol in place on Remote Support, you can make session sharing with Remote Support with peace of mind.

Two Access Modes Available

Two access modes are available:

- "Remote Control" allows you to take control of the remote session using your mouse and keyboard, while displaying the screen of the distant session.
- "Command Line" allows you to display a command prompt in the context of the remote session.*

* "Command Line" mode is only available if the remote computer have enabled unattended access.

Remote Control

🚱 TSplus Remote Support				- 🗆 X
Resyster Bla				
Marcoll Edge		– Login / Ro	TSplus Remote Support - X	
Google Ca.	Sessions Computers		(11:51 AM) This program is running in a remote RDP session. To allow the Support Agent to connect and control the session, even when you minimize it, please	
CA Remaining	Share your Scree	Remote ID: v	follow these steps: <u>https://docs.dl-</u> files.com/remote-support-v3/share-inside-an-rdp- session (11:51 AM) Establishing connection (11:51 AM) Connected to relay server.	Collapse Menu 🖒 Settings 🚺
	My Password:		(11:51 AM) has joined the room. (11:51 AM) has joined the room.	Send command
			Type your message here	Change monitor displayed
	Secure connection ready	No active subscripti	Session is currently being shared Language •	Disable clipboard synchronization 📄
				Show remote computer information (j)
				Show Participants
P Type here to search	o h 💽 🧿 📓 🖬	🖻 🧰 🚺	団 ^ Ģ 및 40) d ⁶ FRA 11/4/2022 号	Upload file 🖍 Show Chat 🗐

Command Line

Command Prompt	-	\times
Microsoft Mindows [Version 10.0.19043.2130] (c) Microsoft Corporation. All rights reserved. C:\Windows\system32>		
C:\Windows\system32>		

Prerequisites

Hardware Requirements

TSplus Remote Support supports 32-bit and 64-bit architectures.

Operating System

The TSplus Remote Support connection client is compatible with the following Microsoft Windows and macOS versions:

- Windows
 - 7 Service Pack 1
 - o **8/8.1**
 - 10 Home & Pro
 - 11 Home & Pro
 - Server 2008 R2 Service Pack 1
 - Server 2012 or 2012 R2
 - Server 2016
 - Server 2019
 - Server 2022
- macOS
 - Monterey 12.3 or later

Software Requirements

The required framework is .NET version 4.5.2 or later for all supported Windows versions.

Network Requirements

TSplus Remote Support requires an Internet connection.

Depending on the location of the agent and remote computers, and to ensure the best performance, multiple relay servers may be contacted by the Remote Support program. For networks with restrictive network policies, please allow outgoing connections to domain name ***.tsplus-remotesupport.com** from the agent and the remote computer.

For End-users: Get Started in a Few Clicks

Share your screen

To share your screen with a Remote Support agent, simply run TSplus-RemoteSupport.exe on your Windows machine.

Note that the Lite version of TSplus Remote Support is intended for end-users. It must be provided by a Remote Support agent (see <u>Customize Remote Support</u>)

Remote Support doesn't require any installation or configuration by the end-user. When you run the executable, it will launch the lite end-user interface. It provides an ID and password. The password can be changed by the end-user at any time.

🔒 TSplus Remote Support	– 🗆 X
Share your So	reen
My ID:	838-882 738
My Password:	C7998. 🗘
	Copy Access Details
Secure connection ready	

You will need internet access. The dot at the bottom left will light up green once your connection is ready.

Send your ID and password to your Remote Support agent. They need it to establish remote control of your computer.

You can easily copy your information with the Copy Access Details button.

Your remote support agent will use your user ID and password to establish the connection. Once connected, the TSplus Remote Support Chat Box will appear on your screen. With this chat box, you can communicate with your remote support agent.

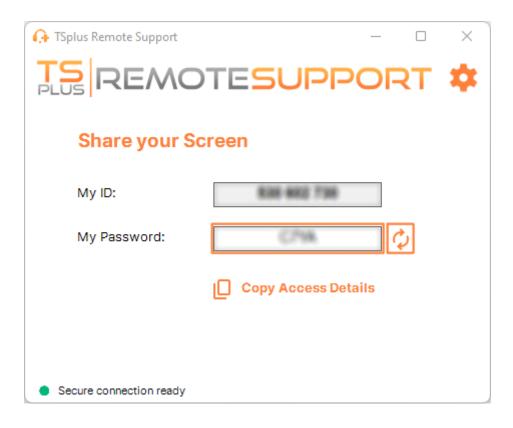
🕞 TSplus Remote Support 🛛 — 🗆 🗙
 (18:09) Establishing connection (18:09) Connected to relay server. (18:09) support@tsplus.net has joined the room.
(18:10) has joined the room.
Type your message here
Session is currently being shared Language 🗸

The chat box also enables file sharing between the agent and end-user PCs.

Please note that closing the chat box will end the Remote Support Session.

Change your password

You can change your password at any time. Simply enter a new password of your choice, or click on the **Refresh** button to have a new password generated automatically.



Configure Settings

Click on the **Settings** button to open the settings page.

🔒 TSplus Remote Support	– 🗆 X
Share your So	creen
My ID:	838 882 738
My Password:	CPMA 🗘
	Copy Access Details
Secure connection ready	

Choose your display name and preferred language

🔒 TSplus Remote Support	– 🗆 X
	SUPPORT 🌣
< Settings	
Your display name:	
Language:	English ~
Your version: 0.0.0.0	
A new version is available.	Update to 3.10.10.11
🗹 Install new updates automati	cally
Secure connection ready	

Here you can enter the name that will be displayed during your remote sessions. Your computer ID is the name used by default.

You can also change the language of the interface.

Keep TSplus Remote Support up-to-date

If a new version is available, an **Update** button will be displayed, enabling one click updates for the connection client.

You can enable or disable the automatic updates. Enabling automatic updates will allow you to always use the latest version of the software, with all its new features and improvements.

Check "Install new updates automatically". When a new version is available, the software will automatically update itself when started.

Share inside an RDP session

How to keep sharing inside minimized RDP session

By default, once minimized an RDP session stops displaying the screen. As a result, when the Remote Support client is started in an RDP session, minimizing it will prevent anyone from controlling the screen until it is maximized again.

To allow screen control even if the RDP session is minimized you will need to follow theses steps:

- Step 1: Close the Remote Support Client on the RDP session you are in as well as the RDP session itself.
- Step 2: On your workstation, download and run this reg file available <u>here</u>. It will create the DWORD registry key RemoteDesktop_SuppressWhenMinimized in HKEY_CURRENT_USER\Software\Microsoft\Terminal Server Client and assign the value 2.
- Step 3: On your workstation, open a new RDP session in which you want to share the screen, then start the Remote Support Client inside the RDP session.

You will now be able to minimize the shared RDP session without interfering with the person currently controlling the screen of the RDP session.

Get Started with TSplus Remote Support

Download and launch TSplus Remote Support

The latest release of TSplus Remote Support is always available for download here: <u>https://dl-files.com/remotesupportv3/RemoteSupport.exe</u>.

To get started, download RemoteSupport.exe and run it on your Windows PC.

The main TSplus Remote Support interface will open, enabling you to:

- 1. Take remote control of a Windows PC
- 2. Share your screen with others

G TSplus Remote Support				– 🗆 X
	TESUF	PORT		Login / Register 🝳
	Sessions	Computers	Advanced	License
Share your S	creen	1	Remote C	Computer Access
My ID:	\$30.6827	340	Remote ID:	~
My Password:	13PG	¢	Mode:	
	Copy Access	Details		Connect
		I		
Secure connection ready			Your trial period has e	expired. You are still able to share your screen. Buy Now

Internet access is required. The green dot at the bottom left will indicate if your connection is ready.

TSplus Remote Support does not require any setup and no reboot will be required.

Please refer to the Prerequisites for more information about technical requirements.

Initiate a Remote Support Session

Via the interface

The **Remote Computer Access** section located on the right side is where a Support Agent initiates a new Remote Support Session.

Remote Computer Access

Remote ID:		~
Mode:	₽ Remote Control	≻
	Connect	

To connect to a remote session, the agent will need the end-user's access details (ID and password). Please refer to the documentation section <u>Share your screen</u> for more information on sharing Access Details.

Enter the provided ID in the Remote ID input box. Then, click on the Connect button.

Via command line

If needed, you can also initiate a connection to a remote session via a command line directly, by specifying the end-user ID and password in the following command line:

RemoteSupport.exe /id <end-user-id> /password <end-user-password>

Access modes

Two access modes are available:

- "Remote Control" allows you to take control of the end-user's PC. This mode gives Support Agents control of the end-user's mouse, keyboard and other accesories and streams the session to the Agent's display.
- "Command Line" allows you to display a command prompt in the context of the remote session.*

* "Command Line" mode is only available if the remote computer have enabled unattended access.

Enter the password provided by the end-user and click **Connect** to initiate a Remote Control session.

Password:	
••••	0

Once the connection is established, the remote computer's active session will appear on the support agent's screen.

The menu on the right gives agents access to critical information about the end-user PC, as well as a chatbox to communicate with the end-user, file sharing, and other helpful support functions.

For more information on how to interact with a remote session, please read Interact with the Remote Session.

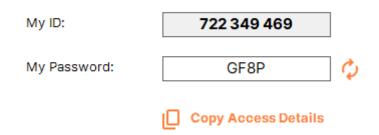
🕞 TSplus Remote Support		– 🗆 X
alian and a second		
Merosoft Bige	Typics Remote Support - Graphic Remote Support - - Control Contro Control Control Con	
Sauje di.	Sessions Computers Advanced License (1151 AM This program is running in a remote 150 Passion. Share your Screek, Remote Computer Access	
Leonatestu.	Ive If second metal segarch 30 Ahart inside an endpoint segarch 30 Ahart	Collapse Menu > Settings 🏩
	Connect	Send command ∰→ Change monitor displayed ↔
	Secure connection ready No active subscript Feiror is currently being shared. Lunguage -	Disable clipboard synchronization
		Show remote computer information (i)
F Dype here to search	O 바 🕐 😨 📓 📾 💼 🚱 🚺 📷 🚱 💿 🕫 가 한 다 아 👉 PA 1155AM 📢	Show Participants 🗳 Upload file 👔
		Show Chat

TSplus Remote Support is available as a free, fully featured 15-day trial. The trial begins when the first remote session is initiated. Please do not hesitate to <u>contact us</u> for any techincal assistance during your discovery of TSplus Remote Support.

Share your screen

The **Share your Screen** section located on the left contains the ID and Password that support agents need to intiate a Remote Support session. The **Copy Access Details** button makes it easy for end-users to share their connection information with a support agent.

Share your Screen

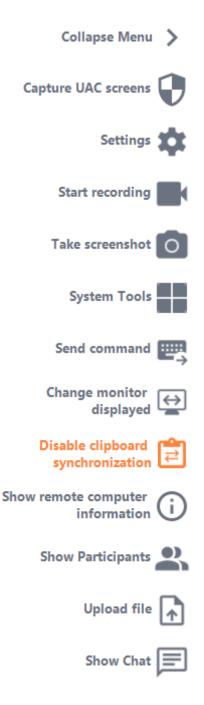


Please refer to the documentation section Share your screen for more information about sharing your screen.

Interact with the Remote Session

While connected to a remote session using the "Remote Control" access mode, information and administration tools are available on the right side of the shared screen.

A quick breakdown of the tools available to support agents:



Capture UAC Screens

Request a remote client restart as an Administrator to capture future UAC screens.



You will be asked first to provide Administrator credentials.

Important: the user sharing his session will then need to allow the application to be restarted as an Administrator through an UAC prompt.

please note that you won't be able to allow the application yourself. Only the user sharing his session can authorize it through the UAC prompt in this situation.

es the remote ent and capture

More information on UAC screens is available on this page.

Settings

Give the Support Agent the ability to change settings such as the current Remote Support client language.



Start Recording

Capture and save video of the Remote Support session.



Take Screenshot

Capture and save screenshots within the Remote Support session.

System Tools

This section contains quick links to the remote computer's Task Manager, Services Manager, Control Panel, System Configuration, Registry Editor, Command Prompt and Windows PowerShell.

Send Command

Multi-monitor access

Enables the Support Agent to send the ctrl+alt+del keyboard command or start Task Manager on the Remote Computer. Blocking End-User inputs is also possible from this menu **if the End-User has started his Remote Support client as an administrator.**

Enable/Disable Clipboard Synchronization

Controls the Remote Agent's ability enable or disable clipboard functionality between the Agent and End-User PCs.

Displays OS, Hardware and User Account data from the Remote PC, as configured in Advanced Administrator Settings



Quickly scroll through available displays if the Remote Computer uses a multi-monitor configuration.











19

Participants

Show the participant list of the current session.

Upload File

Enables the Support Agent to move files from his support environment to the Remote PC for troubleshooting or repairs.

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Show Chat

Brings the Chat Box back to the main chat window.



(i)



Activate your subscription

TSplus Remote Support licensing

The 15 day free trial of Remote Support starts when the first outbound connection is initiated.

Once the trial period has ended, a subscription to TSplus Remote Support is required to take control of a remote session.

A subscription provides the capability for licensed agents to take control of a remote Windows session. For example, if your support team has 20 members but only 15 agents are staffed each day, then a subscription for 15 agents is required. All 20 agents are able to have registered accounts, but only 15 may be active simultaneously.

Sharing your screen with TSplus Remote Support does not require a subscription. Your clients to seek help from your customer support team without registering or subscribing.

How to subscribe

A subscription for Remote Support can be purchased directly from the home screen of the software, by simply clicking on the 'Buy Now' button on the bottome right.

🚱 TSplus Remote Support				– 🗆 X
	TESUF	PORT		Login / Register 🝳
	Sessions	Computers	Advanced	License
Share your Screen			Remote C	Computer Access
My ID:	530-6827	30	Remote ID:	~
My Password:	1346	¢	Mode:	₹ Remote Control
	Copy Access	Details		Connect
		I		
Secure connection ready			Your trial period has e	expired. You are still able to share your screen. Buy Now

Your subscription key will be sent to the email address provided during the purchase. A valid subscription key looks like follows: "S-0123-ABCD-4567-EFGH".

Please visit TSplus Remote Support Pricing website for pricing information.

Activate your subscription

To activate your subscription, run TSplus Remote Support program on an agent computer and then click on the **License** menu to navigate to the licensing tab.

G TSplus Remote Support - v.3.10.10.11	- 0	×
	Login / Regist	er 😩
Sessions Computers Advanced License		
ENTER YOUR SUBSCRIPTION KEY HERE		
Euy Now		
() This product is currently using a trial license expiring in 15 days.		
Secure connection ready This product is currently using a trial license	e expiring in 15 days.	Buy Now

The **License** tab is the place where agents can:

- Activate a subscription by typing a subscription key and then clicking on Activate Key button
- Purchase a subscription by clicking on **Buy Now** button
- Review the current license status

There, enter your subscription key and click on **Activate Key** button. Following the activation, the license status will be updated:

A TSplus Remote Support - v.3.10.10.12	– 🗆 X
	Login / Register 🝳
Sessions Computers Advanced License	
S-0123-ABCD-4567-EFGH Crack Key	
Eu Now	
Your subscription is active and allows remote control for 20 agents.	
Your subscription expires: 2023/10/13	
Secure connection ready Your subscription is active and allow	ws remote control for 20 agents.

The license status is refreshed following each activation and every time TSplus Remote Support program starts.

Managing your subscription

To manage your subscription, connect to our Licensing Portal and enter your Email Address and your Order Number to connect.

Download the Customer Portal User Guide for more information.

Contact our support team

Please do not hesitate to <u>contact us</u> if you need any assistance using Remote Support or purchasing Remote Support Licenses.

Register to Save your Configuration

While registration is not mandatory to use Remote Support as an agent or to share your screen, we recommend you to register. Registering enables you to retrieve your configuration from different computers.

Create an account

Click on the **Register** button at the top right corner to register:

🚱 TSplus Remote Support				– – ×
	TESUP	PORT		Login / Register 😩
	Sessions	Computers	Advanced	License
Share your S	creen	1	Remote C	Computer Access
My ID:	530-6027	30	Remote ID:	~
My Password:	13P5	<i>\langle</i>	Mode:	₹ Remote Control
	Copy Access	Details		Connect
Secure connection ready				
• Secure connection ready			Your trial period has e	xpired. You are still able to share your screen. Buy Now
G TSplus Remote Support - v.0.0				- 🗆 X
	TESUP	PORT		Login / Register 🝳
	Sessions	Computers	Advanced	License
		Login	Register	_
	Ema	ail		
	Pas	sword:	(
		🗸 I have a subs	cription key	
	Sub	scription Key:		
		Regis	iter	
Secure connection ready				xpired. You are still able to share your screen. Buy Now

- 1. Enter your e-mail address
- 2. Choose a secure password
- 3. If you have a subscription key, check the **I have a subscription key** checkbox and enter it in the subscription key field to associate your account with your subscription

Log in to your account

Click on the **Login** button at the top right corner:

🚱 TSplus Remote Support				–
	TESUF	PORT		Login / Register 🥥
	Sessions	Computers	Advanced	License
Share your Screen			Remote C	Computer Access
My ID:	\$30.6827	30	Remote ID:	~
My Password:	1340	¢	Mode:	₽ Remote Control
	Copy Access	Details		Connect
Secure connection ready			Your trial period has e	expired. You are still able to share your screen. Buy Now

G TSplus Remote Support - v.0.0.0).0			- 0	\times			
PLUS REMOTESUPPORT								
	Sessions	Computers	Advanced	License				
	_	Login	Register					
	Email							
	Pas	sword:	(
		Forgot pa	assword?					
		Log						
Secure connection ready			Your trial period has e	xpired. You are still able to share your screen.	Buy Now			

Enter your e-mail and password to log in to your account.

Retrieve your password

If you forgot your password, click on the Forgot password? link.

G TSplus Remote Support - v.0.	0.0.0			- 0	×					
TS REMOTESUPPORT Login / Regist										
	Sessions	Computers	Advanced	License						
Forgot password?										
	Email			Send reset password token						
	Token recei	ved								
	New passwo	ord								
	Confirm pas	sword								
		Change pa	assword							
Secure connection ready			Your trial period ha	as expired. You are still able to share your screen. B	uy Now					

Enter your email and click on the **Send reset password token** button. You will receive an email containing a token. Enter the received token and choose a new password. Enter your new password again to confirm.

Administration Console

Introduction

The Administration Console has been introduced for our subscription's users. The Administration Console fosters teamwork by allowing administrators to grant access to specific folders containing computers, promoting efficient collaboration among subscription's users.

With this feature, administrators can efficiently manage computers in one central location and share access to specific folders, ultimately improving collaboration and resource organization within their subscription.

The feature's folder-based access control ensures that sensitive data and resources are securely shared only with authorized teams, enhancing data protection and privacy.

Note: for subscriptions created before the release of the Administration Console, the default administration is the first email user which has joined the subscription.

Multiple people can be an administrator and manage the accounts. As soon as the customer is connected with his administrator account, he can make these modifications himself.

Key Features

- Centralized computer management: Administrators gain the ability to oversee and manage all computers within the subscription. This includes tasks such as adding, editing, and removing saved computers for all users.
- **Collaboration through teams:** The Administration Console enables administrators to share access to folders containing computers with specific teams formed from the subscription's users. By sharing these folders, administrators can facilitate collaborative work among team members.
- **Structured organization using folders:** To maintain a structured organization, every computer within the subscription must be located within a folder. This requirement encourages administrators to categorize and manage computers efficiently.
- **Transparency by-design:** Folders located at the root level of the subscription will automatically be visible to all members of the subscription by default. This ensures transparency and ease of access to essential resources.
- **Permission inheritance:** Folders located within another folder will inherit the permissions of their parent folder. This hierarchy simplifies access control and ensures consistency in folder accessibility across the subscription.
- Security policies: To enhance the security of your organization, enable rules that provide robust protection against unauthorized access or potential threats.

Open Administration Console

First, to access the Administration Console, click on the "Administration" menu. You must be an administrator of your subscription.

♣ TSplus Remote Support - v.0.0.0.	.0				_		×
		admin@tsplus.ne	e 😩	[→			
Sessions	Computers	Administration		Advanced	License		
Share your Sci	reen		Remot	te Computer /	\ccess		
My ID:	580 811 751		Remote IE	D:	~		
My Password:	THBG	¢	Mode:	₽ Rer	note Control 🗾		
	Copy Access Details				Connect		
Secure connection ready		Your subs	scription is active and	d allows remote contr	ol for 50 concurrent	connec	tion(s).

Users

In the Users tab of the Administration console, you can add new members to your subscription and assign them to teams.

The team "All users" includes all the members of the subscription.

Click on the "Add" button of the Teams section to create a new team.

	UPPORT			
	Users Co	mputers	Permissions	
ou can add new teams and create ne	w users. To add a user in a t	eam, select the de	sired team and check your user(s).	
eams	+ A	^{dd} Use	rs	+ Ad
Administrators		~ × 4	Admin (TSplus) (admin@tsplus.net)	
All Users				

Choose a name for your team and click "Save" to create it. The team's name must differ from the other teams.

G TSplus Remote Support - Administration Cons	ole - v.0.0.0.0				-	×
	JPPORT	Γ				
	Users C	Computers	Permissions			
	Add a nev	v team to your s	ubscription			
	Name	Name]		
	Cance	i i	Save			

You can edit or delete a team after selecting it.

You can also create a user by clicking "Add" in the Users section.

Splus Remote Support - Ad	dministration Cons	ole - v.0.0.0.0			- 0
	DTES	JPPC	RT		
		Users		rs Permissions	
'ou can add new teams	and create new	/ users. To add a	user in a team, sele	t the desired team and check your user(s).	
Teams	+ Add	🖋 Edit	🛍 Delete	Users	+ Add
Administrators			^	Admin (TSplus) (admin@tsplus.net)	1
All Users					
Support Team					
			\sim		

Fill the "E-mail" and "Password" fields and click "Save" to add a new user to your subscription.

🚯 TSplus Remote Support - Administration Cons	sole - v.0.0.0.0					-		\times		
	JPPOI	RT								
	Users	Compute	ers	Permissions	5					
Add a new user to your subscription										
	E-mail		john.doe@e	xample.com						
	Password									
	Display Name		John Doe							
		ancel		Save						
		ancei		Save						

You can edit or delete an user after selecting it. You cannot delete yourself from the subscription.

For users to be part of a team, select the team and check the users you want to be members of this team.

🔒 TSplus Remote Support -	- Administration Co	nsole - v.0.0.0.0					- 🗆 ×
	OTES	UPPC	DRT				
		Users	Comput	ters Per	rmissions		
You can add new tea	ms and create ne	w users. To add	a user in a team, se	lect the desired tear	n and check your user(s).	
Teams	+ Add	🖋 Edit	📋 Delete	Users	+ Add	🖋 Edit	🛍 Delete
Administrators			^	Admin (TS	plus) (admin@tsplus.nei	t)	^
All Users				Marie (mar	rie@tsplus.net)		
Support Team							
			~				\sim

To promote a regular user to an administrator, add this user to the "Administrators" team.

Computers

This tab allows you to organize computers in folders.

You can start by clicking "Add folder" to create a new folder.

🔒 TSplus Remote Support - Administration Console - v.0.0.0.0	_	\times
Users Computers Permissions		
Create folders to organize your computers.		
+ Add folder		
Start by creating a folder.		
~		

Choose a name for your folder and click "Save" to create it. The folder's name must differ from the other folders.

Folders located at the root will be visible by all the members of the subscription by default. You can change this later in the permission tab.

Folders inside another folder will inherit the permissions of its parent folder.

G TSplus Remote Support - Administration Console - v.0.0.0.0	_	×
Users Computers Permissions		
Add a new folder to your subscription		
Name Name		
This folder will be visible by all the members of your subscription.		
Cancel Save		

Select the folder in which you wish to add a computer and click "Add computer".

- 🗆 X
ermissions
er
You can now add a new computer.

Fill the computers information and click "Save" to add it to your list of computers. Only the Remote Support ID is mandatory to add a computer.

Ռ TSplus Remote Support - Administration Console - v.0.0.0.			_	×
	PORT			
User	s Comput	ers Permissions		
Ad	ld a new compute	r to your subscription		
Name		Name		
Remote	Support ID	000 000 000		
Password	d			
Descripti	ion	Enter a description here		
	Cancel	Save		

Your computer now appears in the tree.

Select it to display or edit its properties.

🔒 TSplus Remote Support - Administration Cor	nsole - v.0.0.0.0			- 🗆 X
	UPPORT			
	Users Con	nputers Per	rmissions	
Create folders to organize your compo				
	+ Add compu	ter + Add folde	r -	
▲ 🗅 World			Select a computer to	display its details.
😐 Client 1				
			\checkmark	

You can edit the selected computer's properties directly in the corresponding fields and click "Save" to save your modifications or "Delete" to delete it from your list.

🔒 TSplus Remote Support - Administration Cons	sole - v.0.0.0.0			- D >
	UPPORT			
		ers Permis	sions	
Create folders to organize your comput	ters.			
	+ Add computer	+ Add folder		
▲ □ World		~	Client 1	
😐 Client 1			ID: 000 000 001	
			Password:	۲
				~
				~
			📋 Delete	🖺 Save
		\sim		
L				

Folders and computers can be moved in the tree structure with drag and drop.

Permissions

Here you can manage the permissions of each folder.

Select a team and check the folders you want the members of this team to have access to.

The members of the team will see the folder and its content in the "Computers" tab of the Remote Support client.

	SUPPO			
	Users	Computers	Permissions	
elect a team to choose which	computers' folders are ad	ccessible by its users.		
eams		Fold	lers	
All Users		~	🗅 World	
Support Team				

Here the folder named "World" and its computer will be accessible by all the members of the subscription.

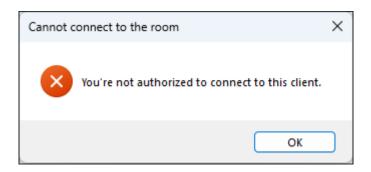
Security

This tab allows you to enhance your security protection level.

🔒 TSplus Remote Support	Administration Console - v.0.0.0.	D				-		×
	OTESUPF	PORT						
	Users	Computers	Permissions	Security				
Restrict computer	access							
This option enhance se	ecurity by restricting compute	er access to users assign	ed to the same subscript	ion.				
Restrict computer	access to subscription mem	bers only						
	access t external users from attachi access to configured users o		key.					
Two Factor Auther	ntication							
This option set the	period of time a code obtain will need to request a new o		app will be valid. Once t	his limit expires, the 2	PFA code will no	longer	be	
10 Code lifesp	oan (in minutes). Default is 5.							
This option set the	period of time a user will be	asked to signin again u	sing 2FA after this time s	ince last login.				
50 Connection	n lifespan (in hours). Default	is 96.						

Enhance security by rsetricting computer access

This feature protect all computers (not unattended) from being connected with a user not in the same subscription. When a such user try to connect, an error message will raise to indicate the connection is unauthorized.



Two-Factor Authentification (2FA)

Two-factor authentication adds an extra layer of security and prevents access to your session even if someone knows your password.

For more information, refer to the dedicated 2FA section

Two-Factor Authentication (2FA)

The Two-Factor Authentication has been introduced for our subscription's users.

Overview

Two-factor authentication adds an extra layer of security and **prevents access to your users' session even if someone knows their password**.

A combination of two different factors is used to achieve a greater level of security:

1) something they know, a password.

2) something they have, a device - such as a smartphone - with an authentication app installed.

You can use one of the following authenticator apps to proceed. These apps are available across a wide range of platforms:

- <u>Authy</u>
- Google Authenticator
- Microsoft Authenticator

Each time a user sign in to its remote session it will need its password and a verification code available from its mobile phone. Once configured, the authenticator app will display a verification code to allow him or her to log in any time. It works even if its device is offline.

The 2FA codes generated are TOTP (time-based one time password), and therefore are for single use.

Therefore, it is not possible to reuse a 2FA code that has already been used. This prevents the theft and then the use of a 2FA code by observing the user while he enters his code.

Open Administration Console

First, to access the Administration Console, click on the "Administration" menu. You must be an administrator of your subscription.

♣ TSplus Remote Support - v.0.0.0.	0				_		×
	DRT			admin@tsplus.ne	t 😩	[→	
Sessions	Computers	Admi	inistration	Advanced	License		
Share your Scr	een		Remot	te Computer A	ccess		
My ID:	580 811 751		Remote II	D:	~		
My Password:	THBG	¢	Mode:	₽ Ren	note Control 💽		
	Copy Access Details				Connect		
 Secure connection ready 		Your sub	l	d allows remote contra	ol for 50 concurrent	connec	tion(s).

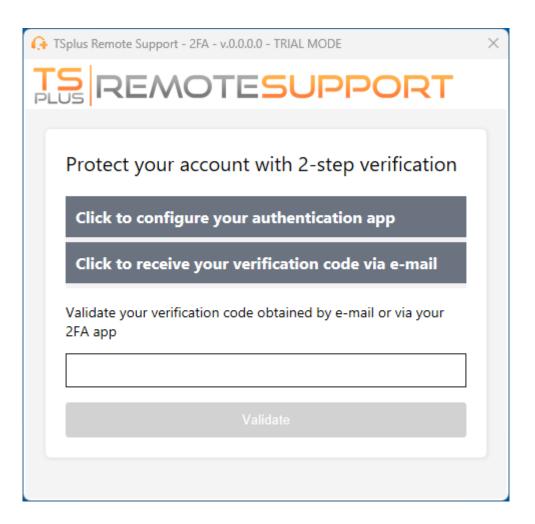
Security

By enabling the 2FA in the Security tab, each user assigned to the same subscription will be able to login using 2FA.

🔒 TSplus Remote Support - Administra	tion Console - v.0.0.0	.0			_		×		
	SUPF	PORT							
	Users	Computers	Permissions	Security					
Restrict computer access									
This option enhance security by	restricting comput	er access to users assigi	ned to the same subscript	tion.					
□ Restrict computer access to subscription members only									
Limit subscription access		-	key.						
Limit subscription access to Two Factor Authentication	-	only							
☑ Enable 2FA									
This option set the period of accepted and users will need			app will be valid. Once t	this limit expires, the 2FA coo	le will no longer i	be			
10 Code lifespan (in mi	10 Code lifespan (in minutes). Default is 5.								
This option set the period of	time a user will be	asked to signin again u	ising 2FA after this time s	since last login.					
50 Connection lifespan	(in hours). Default	is 96.							

Login using Two-factor Authentication

Once a user has signined with login and password, he or she will be able to configure it's 2FA using one of the available provider, by app or Email.



Time Synchronization

2FA require both Remote Support server and client application share the same time. That's why Client devices should have time synchronization.

If an authentication request comes from a Device whose date and time are not synchronized this request may be rejected by Remote Support server.

The validation of information between the Device and the server relates to UTC time.

In the Two-Factor Authentication section, the **code lifespan** parameter is used to manage the period of validity of the code, in minutes.

🔒 TSplus Remote Support - Administra	tion Console - v.0.0.0	0.0			-		×
	SUP	PORT					
	Users	Computers	Permissions	Security			
Restrict computer access							
This option enhance security by	restricting comput	er access to users assign	ned to the same subscripti	on.			
Restrict computer access to	subscription men	nbers only					
Limit subscription access							
This option will prevent external	users from attach	ing on this subscription	key.				
□ Limit subscription access to	configured users	only					
Two Factor Authentication	n						
Enable 2FA							
This option set the period of accepted and users will need			app will be valid. Once th	his limit expires, the 2FA c	ode will no longer	be	
10 Code lifespan (in mi	nutes). Default is s	5.					
This option set the period of	time a user will be	e asked to signin again u	ising 2FA after this time si	ince last login.			
50 Connection lifespan	(in hours). Defaul	t is 96.					

Validity since last session

The **connection lifespan** lets you define the duration of a 2FA session in hours. After this time period elapses, user will be required to signin again using their 2FA if he or she want to connect to a computer.

🔒 TSplus Remote Support - Administ	tration Console - v.0.0.0	.0				-		×
	ESUPF	PORT						
	Users	Computers	Permissions	Security				
Restrict computer acces	5							
This option enhance security b	y restricting comput	er access to users assigr	ned to the same subscript	ion.				
Restrict computer access	to subscription mem	bers only						
Limit subscription acces This option will prevent extern Limit subscription access	al users from attach	- ·	key.					
Two Factor Authenticati	on							
☑ Enable 2FA								
This option set the period of accepted and users will ne			app will be valid. Once t	his limit expires, the 2F	A code will no	longer	be	
10 Code lifespan (in r	ninutes). Default is 5							
This option set the period of	of time a user will be	asked to signin again u	ising 2FA after this time s	ince last login.				
50 Connection lifespa	an (in hours). Default	is 96.						

Configure Advanced Features

The Advanced tab enables the configuration of several settings of your TSplus Remote Support client.

🕞 TSplus Remote Support			- 0	×
	FESUPPORT		Hi support@tsplus.net 🝳	C →
	Sessions Computers	Advanced Lic	cense	
General	Your display name:			
Unattended	Language:	English ~		
Reporting	Your version: 0.0.0.0			
Reporting	A new version is available.	Update to 3.10.10.11		
Computer Information				
Customization	🗌 Install new updates automa	ically		
Secure connection ready	-	Your subscription	is active and allows remote control for 20 age	ents.

Each feature is detailed in a dedicated section of the documentation:

- Configure Settings
- Access Saved Remote Computers
- Allow Unattended Access
- Allow Wake-on-LAN
- Review Session Logs
- Customize Computer Informations
- Customize Remote Support

Note: The general settings are also available in Lite Mode and are detailled in the <u>Configure Settings</u> chapter of this documentation.

Access Saved Remote Computers

Each agent can save their own list of remote computers so they are easy to find later.

Add a computer

G TSplus Remote Support			– 🗆 X
	PORT		Hi support@tsplus.net 🝳 🕞
Sessions	Computers	Advanced	License
		۹ 🖒	
D No computers found.			
		C	
Secure connection ready		Your subsc	ription is active and allows remote control for 20 agents.

Click on the **add** button to add a new computer to your list.

더 Add a computer	– 🗆 X
ID:	
Name:	
Password:	0
Custom Note:	
Cancel	Save

Only the computer ID is necessary to add a new computer.

Additionnaly, you can provide a custom name for the computer. If no name is entered it will default to the computer ID.

If you have unattended access to this computer, you can also store the computer's Remote Support password.

Agents can keep notes about each PC in the Remote Computer list.

Manage computers

Sessions	Computers	Admin	nistration	Advanced	License
Create folders to organize your	computers.				
Search computer	+ Add a	computer	+ Add folder		
▲ C Support Global			^	Select a comp	uter to display its details
Support EMEA				Science a comp	ater to aspiay its details
🗷 Support Reque	st #1236				
Support APAC					
🗷 Support Reque	st #1234				
Visible By All					
Test Server			10000		

You can search a computer in your list using the search bar.

You can edit your computer information at any time. Just click on the computer you want to edit. Its information will appear on the right of the screen. Edit your information directly and it will be saved automatically.

The **Connect** button enables agents to start a remote session to the selected computer in one click.

Enable Unattended Access

End-users can configure remote computers to be accessible at any time and without needing to be in front of it.

To keep unattended acces to their PC secure, end-users must:

- Choose an Unattended Access password (the main password in the <u>Session tab</u> will still be valid to allow temporary access)
- Click on the Enable Unttended Access button

🚯 TSplus Remote Support - v.3.3	0.418.1751		-		-		×
	TESUF	PORT			admin@tsplus.net	٢	[→
	Sessions	Computers	Advanced	License			
General	• Your co	omputer will be accessible	e at anytime once star	ted.			
Unattended	Password:			0			
Reporting	Enabl	e Unattended Acces	s				
Computer Information	🕑 Enable v	vake-on-lan (
Customization							
 Secure connection ready 		Your subscri	iption is active and allo	ws remote contro	ol for 50 concurrent of	connect	tion(s).

End users then share their Remote Support ID and unattended access password with support agents.

End users can disable unattended access or change the password at any time.

Important: enabling unattended access requires admin privileges.

Command line usage

Unattended access can also be configured directly using command line in an admin command prompt.

The arguments to use are the following (arguments must be separated by a space):

- /enable-unattended
- */unattended-password [the-computer-unattended-password]* The unattended password is optional if it has already been configured.
- /computer-name [the-computer-name-entry-to-be-created]
- /owner-email [the-computer-entry-owner-email]
- */folder-name [the-folder-name-in-which-the-computer-entry-will-be]* The folder name is optional.

If specified, it must exist and be available to the owner specified. If multiple folder have the same name, the first folder found will be used

A complete example: to enable unattended access with password

"myoverlynotcomplicatedbutlongpasswordsothatnoonefindit" for the current computer and associate it to the user "john.doe@mycompany.com", which will create a new computer entry named "John computer" in the folder "Unattended computers" you may use:

RemoteSupport.exe /enable-unattended /unattended-password "myoverlynotcomplicatedbutlongpasswordsothatnoonefindit" /computer-name "John computer" /owner-email "john.doe@mycompany.com" /folder-name "MyCompany computers"

Wake-on-Lan

End-users can configure remote computers to be woken up at any time and without needing to be in front of it. These remote computers must have unattended access enabled for wake-on-lan to be available.

When unattended access is enabled, you can enable Wake-on-LAN on the same interface:

r				-
G TSplus Remote Support - v.3.3	0.418.1751	-		×
	TESUPPORT	admin@tsplus.net	٢	[→
	Sessions Computers Advanced Licens	se		
General	• Your computer is accessible at anytime once started.			
Unattended	Password: 💿			
Reporting	Disable Unattended Access			
Computer Information	🛛 Enable wake-on-lan (j			
Customization				
 Secure connection ready 	Your subscription is active and allows remote co	ntrol for 50 concurrent	connec	tion(s).

There are several requirements for Wake-on-Lan to work on the target computer:

- the computer must be connected to a power source
- the computer must be connected to the Internet via Ethernet
- the computer must have been properly shut down or put to sleep/hibernation
- the computer's network card must support Wake-on-lan

If these requirements are met, you can then configure Wake-On-Lan on this computer

Configuring Wake-on-Lan

There are several steps to configure Wake-on-lan on the target computer:

Enable Wake-on-lan on BIOS

To access the BIOS settings, restart your computer and press the key specified by your computer manufacturer (usually F2, F10, or Del) to enter the BIOS setup utility.

Look for a setting related to Wake-on-LAN, such as "Wake-on-LAN from power off" or "Wake-on-LAN from S5." Enable this setting, save your changes, and exit the BIOS setup utility.

Some motherboards do not have this setting, but Wake-on-LAN may still work.

Configure the network card

In addition to enabling Wake-on-LAN in your computer's BIOS settings, you need to activate it on your network adapter.

To do this, open the Device Manager (search for "Device Manager" in the Start menu), expand the "Network adapters" category, and right-click on your network adapter.

Select "Properties" from the context menu, click on the "Power Management" tab, and check the box next to "Allow this device to wake the computer" and "Only allow a magic packet to wake the computer."

Click "OK" to save your changes.

Disable Fast-startup

Fast startup is a feature in Windows that can interfere with Wake-on-LAN.

To disable fast startup, go to the Power Options in the Control Panel, click on "Choose what the power buttons do," and then click on "Change settings that are currently unavailable."

Scroll down to the "Shutdown settings" section and uncheck the "Turn on fast startup" option.

Configure the router

To send the magic packet to your computer from another device on the same network, configure your router to allow Wake-on-LAN traffic.

Please consult your router's user manual or online documentation for instructions on how to set up port forwarding.

This involves creating a port forwarding rule that forwards UDP traffic on a port (usually 9) to the MAC address of your computer's network adapter.

Using Wake-on-Lan to connect to a remote computer

In Computers section, click on the computer you want to wake up.

If the computer checks the following conditions: - the computer is not currently connected - the computer has unattended access & Wake-on-Lan enabled - the computer's public IP address has not changed since the last time it was on

Instead of a disabled "Connect" button, you should see a "Wake up" button.

🚱 TSplus Remote Support - v.3.30.418.1751			– 🗆 X
	PORT		admin@tsplus.net 😩 🕞
Sessions	Computers	Advanced	License
Remote Computers Directo	ry		
C	🗘 🧔 Refresh		PC2 Customer1
Africa	_	1	ID: 000 000 002
🗋 America			Password:
🗋 Asia			Only available to me
Y Europe			
🗸 🗁 Customer1			Custom note
PC1 Customer1	- shared	I	
● 🛄 PC2 Customer1			
• Co root			Computer offline Wake up
 Secure connection ready 	Your subsc	ription is active and allow	s remote control for 50 concurrent connection(s).

When clicked, it opens a new window, waiting for the computer to start and join the Remote Support session.



TSplus Remote Support - DESKTOP-EPDMGMV	>
Your computer is waking up	
Attempt 1/10 to connect	*
	6
	:
	E
	[
	6
	(
	2
	[
	ļ

Command line usage

Like unattended access, Wake-On-LAN can also be enabled and disabled directly using command line in an admin command prompt, instead of checking "Wake-On-LAN" checkbox in Advanced settings.

The arguments to use are the following (arguments must be separated by a space):

- $\bullet \ / enable \text{-} wake on lan$
- /disable-wakeonlan

Review Session Logs

Remote Support sessions are logged and available for review in the **Reporting** section.

Connection Overview

🚱 TSplus Remote Support				– 🗆 X
	resur	PORT		Hi support@tsplus.net 🝳 🗗
	Sessions	Computers	Advanced	License
General	Subscri	otion connections	overview	
			in the last 7 days	in the last 30 days
Unattended	Connecti	on time:	8,93 min	8,93 min
Reporting	Number	of sessions:	4	4
Computer Information				Access full report
Customization				
Secure connection ready			Your sub	scription is active and allows remote control for 20 agents.

This section gives you an overview of your sessions or the sessions of the team associated with your subscription.

You can find the total connection time and the number of sessions for the last 7 and 30 days.

The Access full report button opens a new window giving you details about your sessions.

Full Report

User / Id	Started at	Ended at	Duration	Machine Id	Comment	
27	05/10/2022 08:42:11	05/10/2022 08:43:17	1,1 min	530 602 730	ø	
27	06/10/2022 10:33:20		0,05 min	530 602 730	comment	
27	07/10/2022 13:46:20	07/10/2022 13:46:31	0,18 min	530 602 730	ľ	
Mana pace@rsplus	11/10/2022 16:10:30	11/10/2022 16:11:12	0,7 min	530 602 730	ø	

Here you can see a list of all your sessions and details about each of them:

- The **name or ID** of the user(s) connected to the session. If several users were connected in the same session, a + button will appear on the left column. Click on this button to see the details associated to each user's connection.
- The **Start** and **End time** of the session
- The **total duration** of the session
- The ID of the machine with which the connection was established
- You can add a **comment** about the session

The report can be exported to csv using the **Export to CSV** button.

You can choose the date range of the sessions displayed in your report and the number of session per page.

Define Computer Informations

The Computer Information section provides a customizable template for TSplus Remote Support to gather critial Hardware, OS and Software data from the Remote Computer. View all relevant technical information at a glance.

🚯 TSplus Remote Support	X	Preview			
	Computer Windows Version Windows 10 Pro 22000 978 RDP Version 10.022000.1 (WinBuild.160101				
	Sessions Computers Advanced License	Computer Name Resolution 3200x1344			
		Number of Screens 2			
General	Define a template of information retrieved from the Remote Computer. This information will be available during remote control sessions.	Full UserName			
Unattended	Remote Computer Information Template [Computer] Windows Version = {Registry HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\Currer RDP Version = {FileVersion}"C:\Windows\Sysnative\termsrv.dll*				
Reporting	Computer Name = {Environment MachineName} Resolution = {Environment PrimaryScreenWidth}x{Environment PrimaryScreenHeight} Number of Screens = {Environment}ScreensCount}				
Computer Information	Full UserName = {Environment userdomain)\{ Environment username}				
Customization					
Secure connection ready	Your subscription is active and allows remote control for 20 agents.				

This feature has been designed for experienced users only. If you are unsure of how to customize the template, please use the comprehensive default template provided.

Defining sections

Each section is described by a string of characters in brackets.

For example:

[Computer]

Defining an entry for a Registry Value

To dispay a registry value, separate the registry key full path and the registry value name with a pipe.

Note that multiple values can be displayed, each separated by a space between the brackets.

For example:

```
Windows Version = {Registry|HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows
NT\CurrentVersion|ProductName}
{Registry|HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows
NT\CurrentVersion|CurrentBuild}
```

Defining an entry for a File Version

To dispay a version of a file, indicate the full path of the file as follow.

For example:

RDP Version = {FileVersion|"C:\Windows\Sysnative\termsrv.dll"}

Defining an entry for an Environment Value

To dispay the value of an environment variable, indicate the name of the variable as follow.

Hint: Utilize the set command on Command Prompt to list all the environment variables.

For example:

Computer Name= {Environment | MachineName }

Defining an entry for a File Line

To dispay a line from a file, indicate the line number and the full path of the file as follow.

For example:

Client Version = {FileLine | 1 | RemoteSupport-version.txt}

Capture UAC Screens

The UAC (User Account Control) screen prompts for authorization when performing actions that require administrative privileges.

As a result, these screens can only be captured if the remote client is running as an Administrator.

User Account Control	>	×		
Do you want to allow this changes to your device?	app to make			
河 Notepad				
Verified publisher: Microsoft Windows				
Show more details				
To continue, enter an admin user name and password.				
Password				
rassword				
V	N-			
Yes	No			

To capture these UAC screens, you have a few options:

- Request the user to start the Remote Support client as an Administrator directly.
- During the session, ask the user to restart the remote client as an Administrator using the <u>Capture UAC Screens</u> button.
- Enable unattended access beforehand and use the unattended access password to establish a connection.

Customize Remote Support

Customize TSplus Remote Support with your own company name and logo.

TSplus Remote Support	TESUPPOR	- 🛛	× Grisplus Remote Support - Preview - C × C × C × C × C × C × C × C × C × C
	Sessions Compute	ers Advanced License	Share your Screen
General	Logo:	us-logo-rectangle-gray-solid-270x1500.png Browse 🕤	We are here to help you!
Unattended	Product name: Color:	TSplus Remote Support Choose	My ID: -
Reporting	Mode: Subtitle (optional):	Expert mode Expert mode We are here to help you!	My Password: - 🏷
Computer Information	Password: Generate Client	Length: 8 🖨 characters 🖉 Persistent	Copy Access Details
Customization			• Connection
Secure connection ready	Your	subscription is active and allows remote control for 30 concurrent connect	ion(s).

The customization of your TSplus Remote Support client includes:

- Your logo
- Your product or company name
- Choose if the new file will launch your client in lite mode or in expert mode
- Set the generated password length
- Change the generated password behaviour to make it persist once generated the first time (by default it is regenerated each time the client stats)

*Expert mode corresponds to the full Remote Support client. Lite mode is intended for end-users and includes only the information necessary to share their screen and enable unattended access.

• With the lite mode, you can choose to add a subtitle

Your customizations will be displayed in the preview window in real time.

Click on the Generate Client button to generate your customized executable file.

You can distribute this file to your users.

Embedding Remote Support in your own Software

Embed Remote Support in your own software: with a few lines of code, add one-click remote assistance to your product and improve your customers' experience.

Overview

Embedding TSplus Remote Support in your software only requires a few steps:

- 1. Generate a customized TSplus Remote Support client file
- 2. Distribute this file with your software
- 3. Execute this file when the user needs remote assistance

Generate a customized TSplus Remote Support client file

We recommend beginning by <u>customizing TSplus Remote Support with your own company name and logo</u> and that you choose the "lite mode".

This ensures TSplus Remote Support is in its minimal state when launched, allowing only the sharing of your customer's screen, and the display of your name and corporate branding.

Distribute the customized client file with your software

Once you have generated your customized executable file (example given: "custom-remote-support.exe"), you must distribute this executable file with your software.

Generally, this requires you to add it as a new file in your setup configuration, or to embed it as an external resource in your own program.

The result must be that after installing/updating your software, the Remote Support client executable file is available on your customer's disk.

Execute the customized client when the user needs remote assistance

Finally, add a button, menu entry, or link in your User Interface which when clicked, will execute the file.

Executing the file should only require a couple of lines of code, depending on your development environment/technology. For instance in C#:

System.Diagnostics.Process.Start("custom-remote-support.exe", "",);

Development support, tighter integration, new sessions alerts, additional features...

We are a software developers ourselves. We know what it means and we are eager to help you succeed in embedding TSplus Remote Support in your own software.

Should you want to discuss feature requests, configure a webhook to be alerted whenever a customer starts a Remote Support session, or simply get support from our developers to embed TSplus Remote Support in your own software: please contact us at support@tsplus.net and specify that you would like to reach our development team regarding TSplus Remote Support Integration..