

# 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.

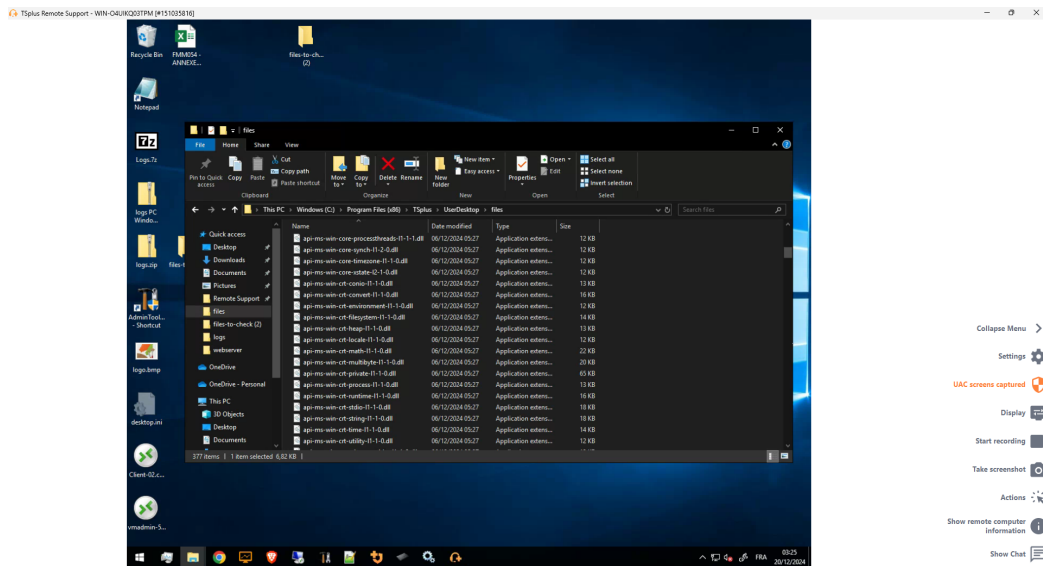
## Two Access Modes Available

Two access modes are available:

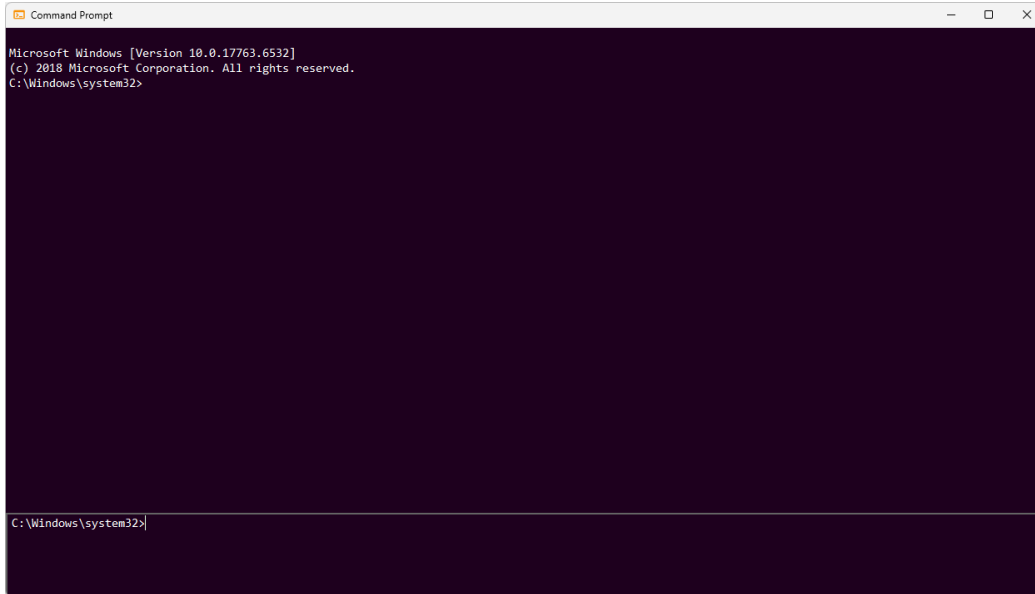
- "Remote Control" allows you to take control of the remote session using your mouse and keyboard, while displaying the screen of the distant session.
- "Command Line" allows you to display a command prompt in the context of the remote session.\*

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

### Remote Control



### Command Line



# Prerequisites

## Common 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.

## Platform Requirements

### Windows

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

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

- **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**

The required framework is **.NET version 4.5.2 or later**.

### MacOS

The TSplus Remote Support connection client is compatible with the following MacOS version :

- **Monterey 12.3 or later**

### Android

The TSplus Remote Support connection client is compatible with the following Android devices :

- **Marshmallow 6.0 (2015) or later**
- Smartphone, Tablet, AndroidTV

For remote control functionality, no specific permissions are required.

However, to use the **sharing feature**, the following permissions need to be enabled :

- Capture Service: Allows sharing of your screen.
- Accessibility Service: Grants control over your device.

# Get Started

## On Windows

TSplus Remote Support for Windows is available on <https://api.tsplus-remotesupport.com/client/tsplus-windows>.

## On MacOS

TSplus Remote Support for MacOS is available on <https://api.tsplus-remotesupport.com/client/macos>.

## On Android

TSplus Remote Support for Android is available on the Google Play Store.



or flash this QrCode to download it directly from your device



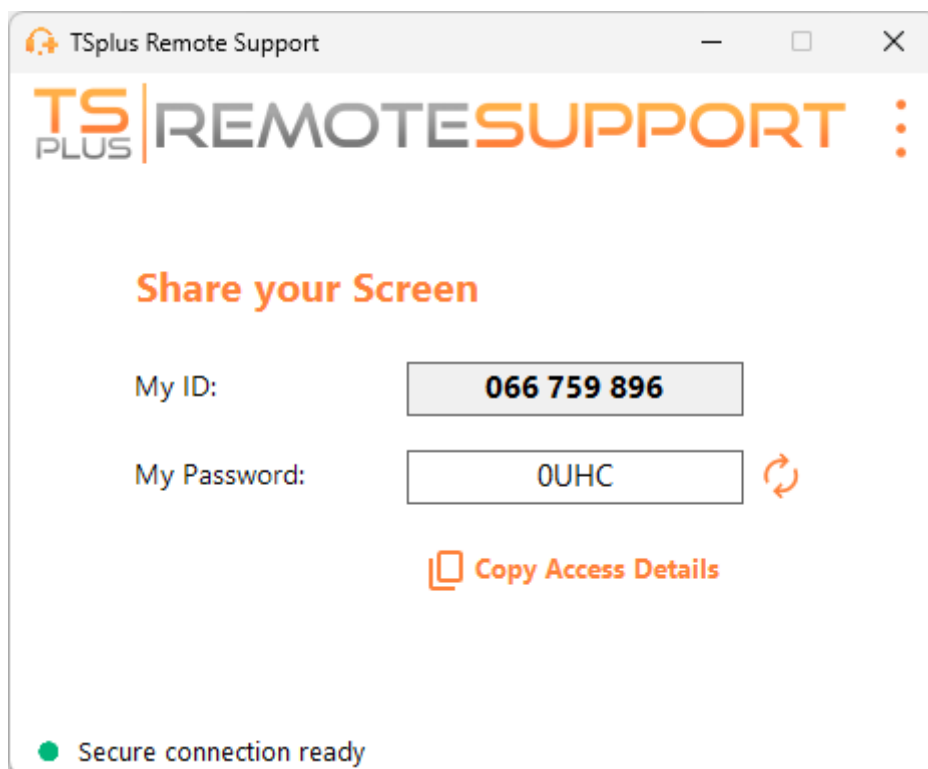
# For End-users: Get Started in a Few Clicks

## 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 [Customize Remote Support](#))*

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.



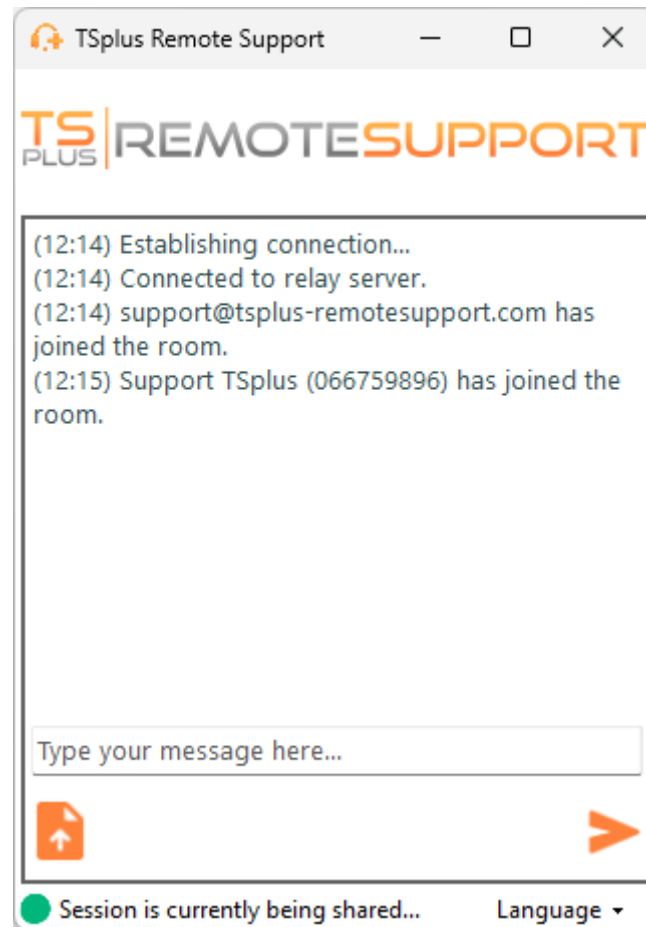
You will need internet access. The dot at the bottom left will light up green once your connection is ready.

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.



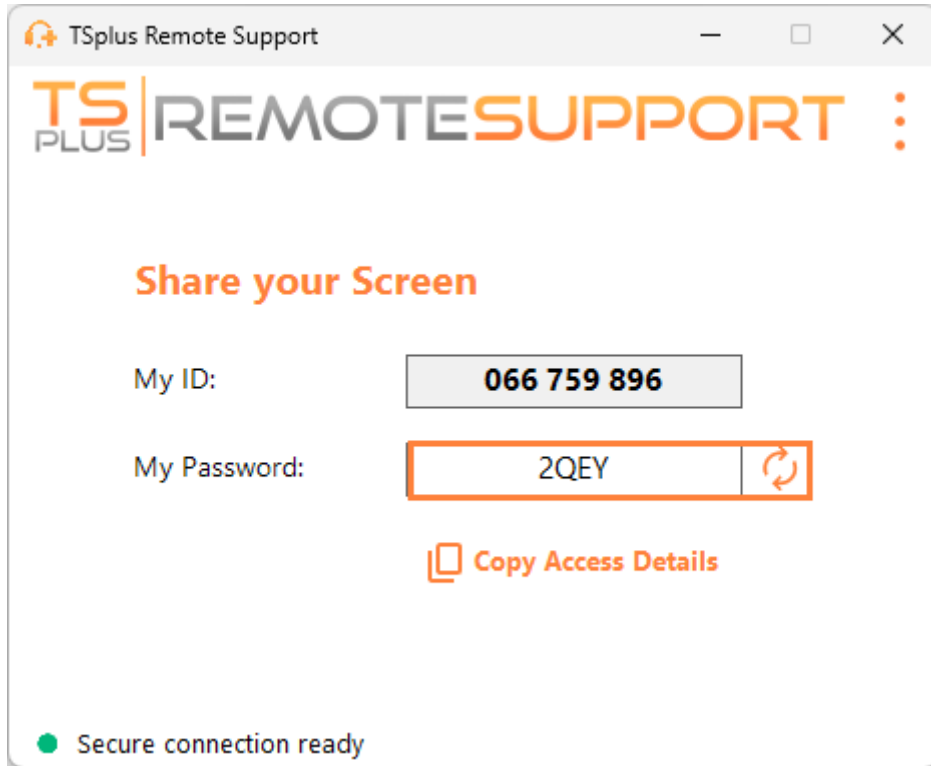


The chat box also enables file sharing between the agent and end-user PCs.

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

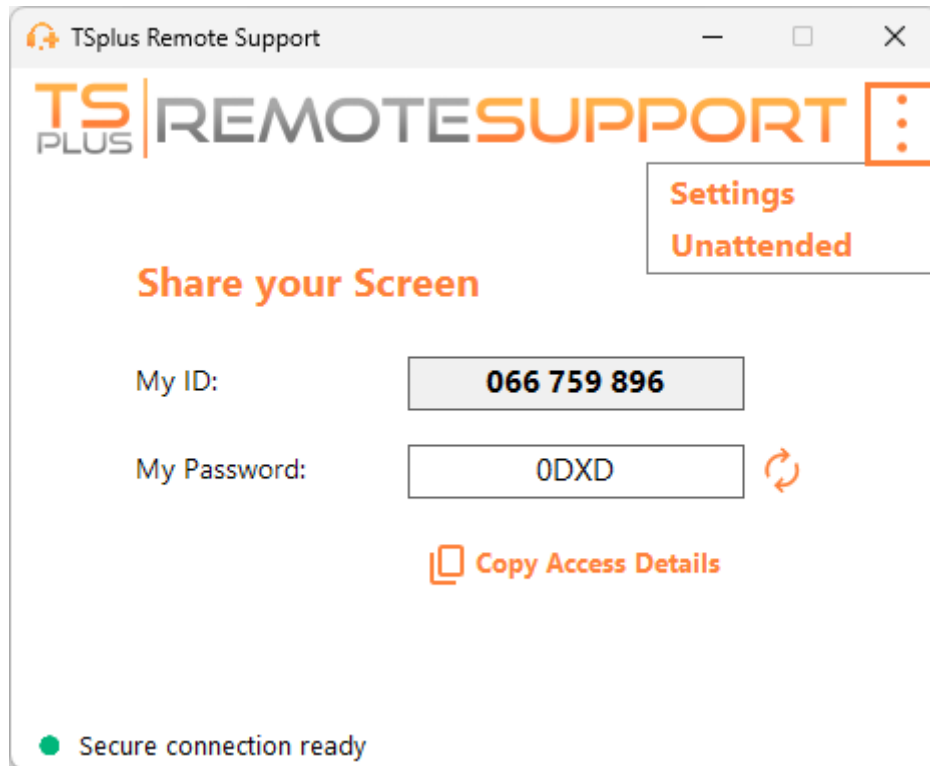
## Change your password

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.

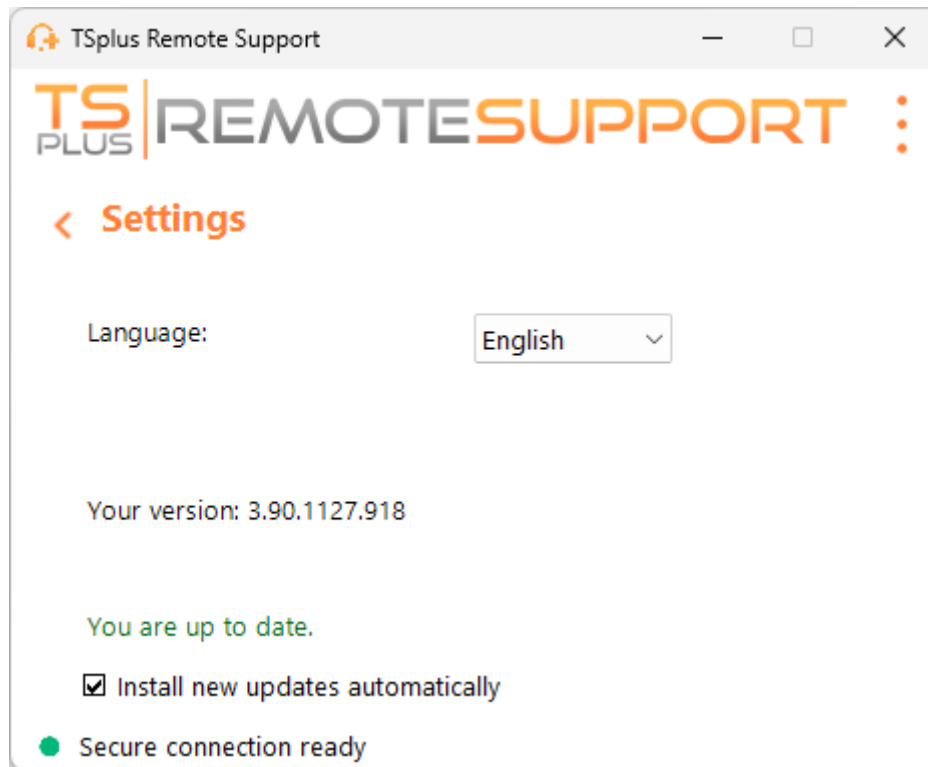


# Configure Settings

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



Choose your display name and preferred language



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 these 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 [here](#).  
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

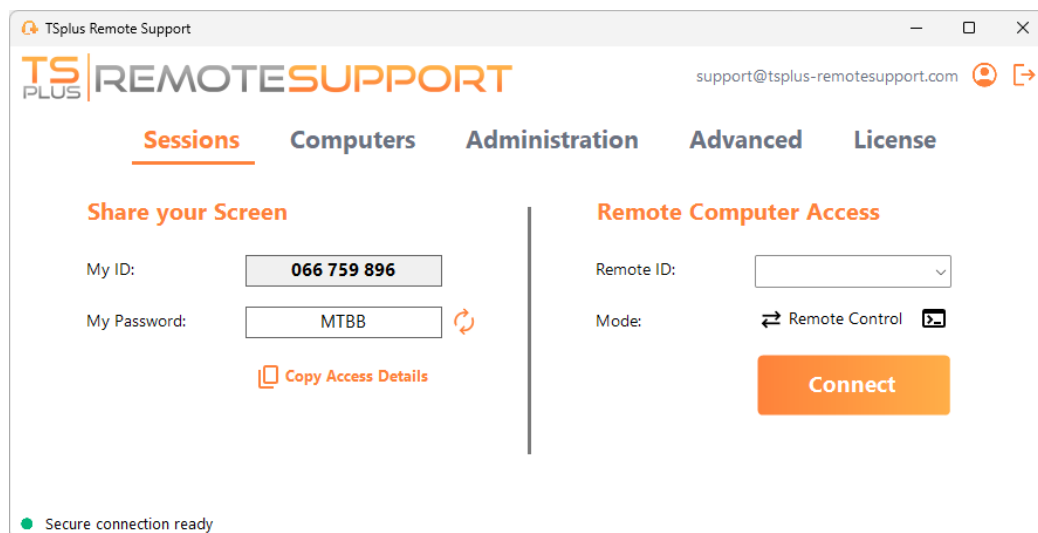
## Download and launch TSplus Remote Support

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

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



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

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 [Share your screen](#) 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>
```

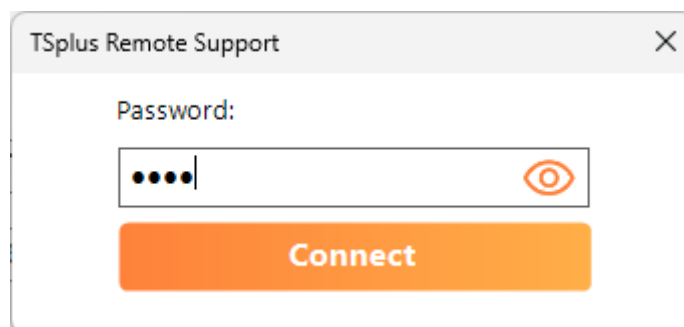
## Access modes

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 accessories 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.

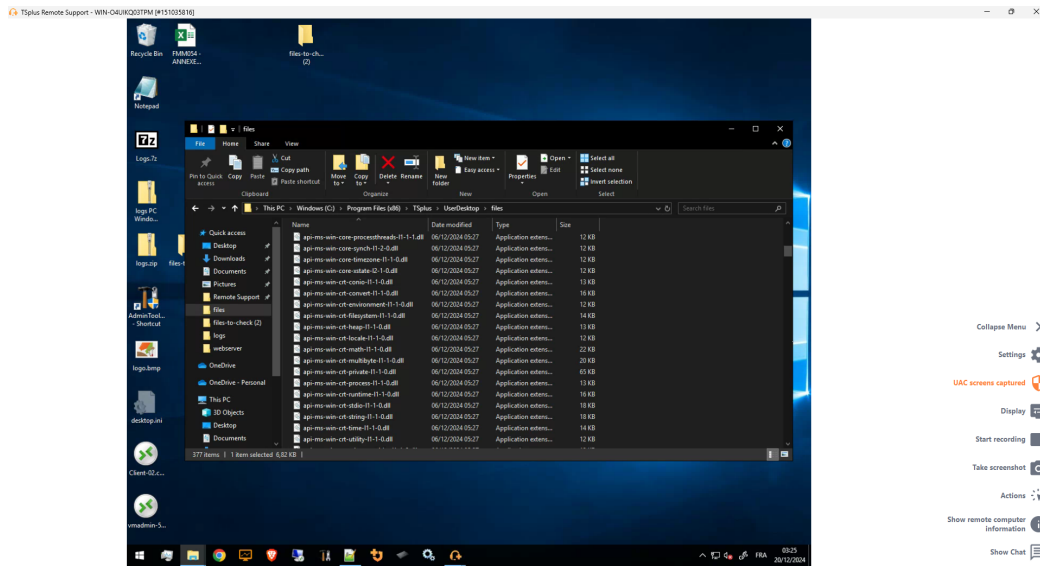
Enter the password provided by the end-user and click **Connect** to initiate a Remote Control session.



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 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 [contact us](#) for any technical 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 initiate 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

My ID:

066 759 896

My Password:

I8HP



 Copy Access Details

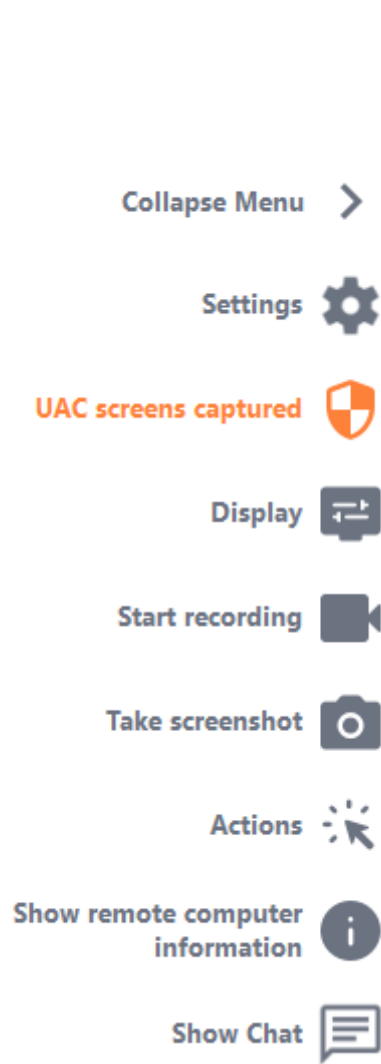
Please refer to the documentation section [Share your screen](#) for more information about sharing your screen.



# 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.

If you don't know the Administrator credentials, you can instead ask the end-user instead to provide them by ticking the checkbox "Ask for end-user to enter admin credentials". The Administrator credentials will then be requested on their side instead during the UAC prompt.

**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.

TSplus Remote Support ×

## Capture UAC screens

Capturing UAC (User Account Control) screens requires the remote client to be started as an administrator.  
Enter the administrator's credentials to restart the client and capture future UAC screens.

**Admin username**

**Admin password**

Ask for end-user to enter admin credentials

**Restart as admin**

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

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.**



## Multi-monitor access

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



## Enable/Disable Clipboard Synchronization

Controls the Remote Agent's ability enable or disable clipboard functionality between the Agent and End-User PCs. Once enabled, the Remote Agent allows copying text, files, folders, and image from the local computer to the End-User PC using Ctrl+C/Cmd+C locally and Ctrl+V/Cmd+V remotely. The process works in reverse as well.



## Remote Computer Information

Displays OS, Hardware and User Account data from the Remote PC, as configured in [Advanced Administrator Settings](#)

**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.

**Show Chat**

Brings the Chat Box back to the main chat window.



# Activate your subscription

## TSplus Remote Support licensing

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

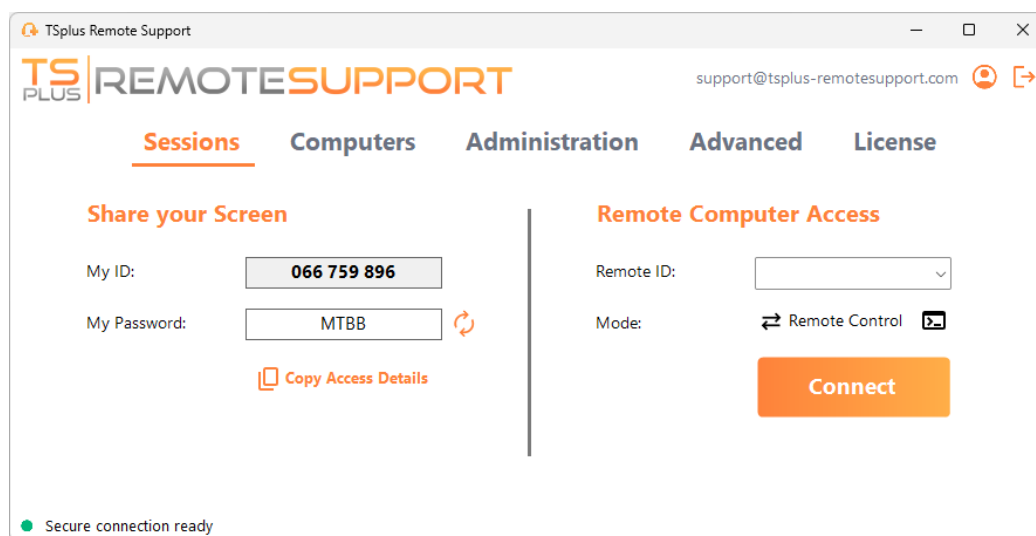
Once the trial period has ended, a subscription to TSplus Remote Support is required to take control of a remote session.

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 bottom right.

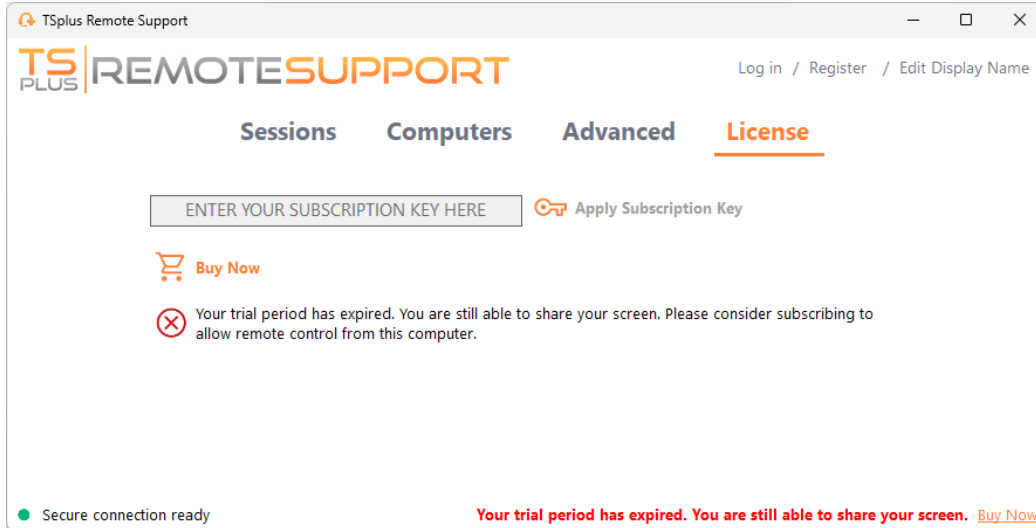


Your subscription key will be sent to the email address provided during the purchase. A valid subscription key looks like follows: "S-0123-ABCD-4567-EFGH".

Please visit [TSplus Remote Support Pricing](#) website for pricing information.

## Activate your subscription

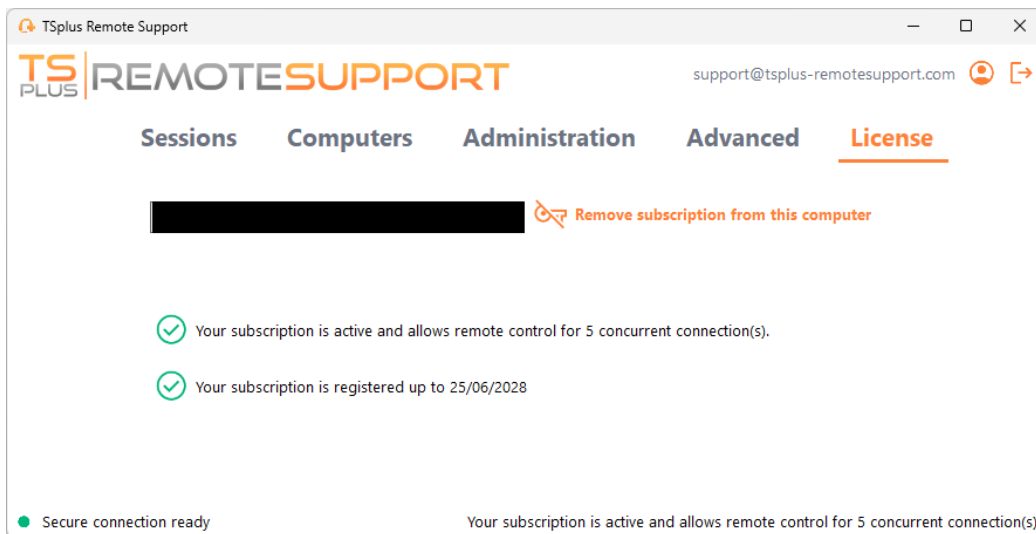
To activate your subscription, run TSplus Remote Support program on an agent computer and then click on the **License** menu to navigate to the licensing tab.



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:



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

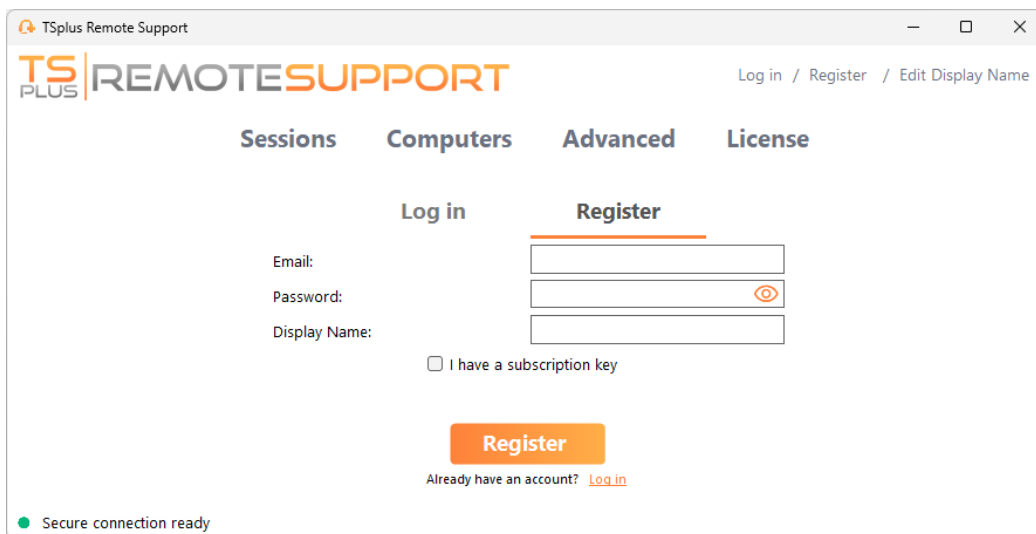
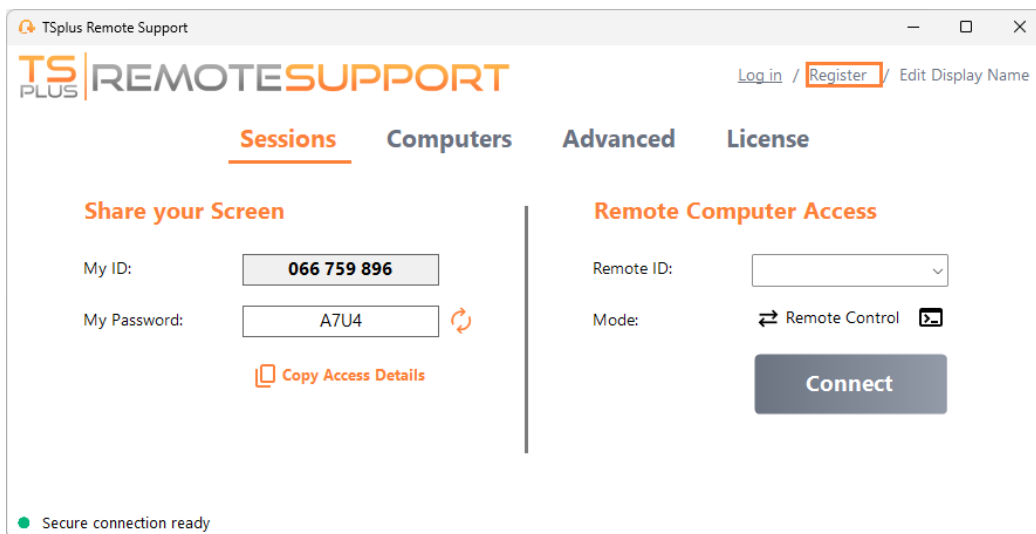
Please do not hesitate to [contact us](#) if you need any assistance using Remote Support or purchasing Remote Support Licenses.

# 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:

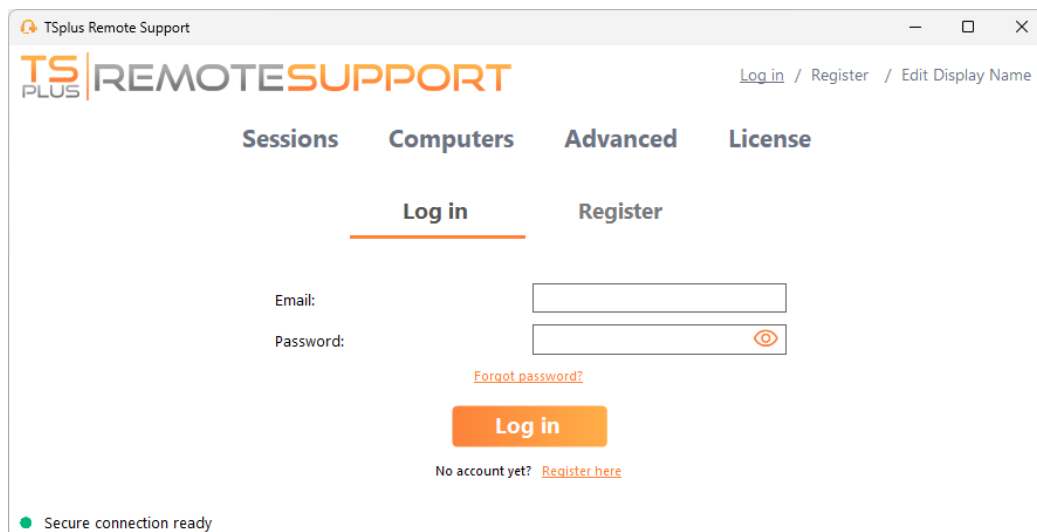
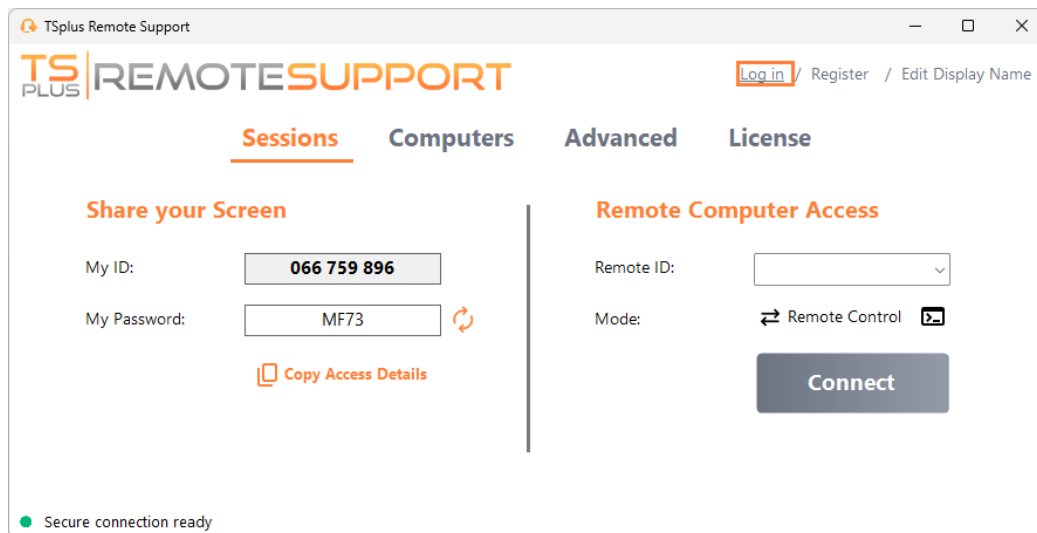


1. Enter your **e-mail address**
2. Choose a secure password
3. If you have a subscription key, check the **I have a subscription key** checkbox and enter it in the subscription key field to associate your account with your subscription



## Log in to your account

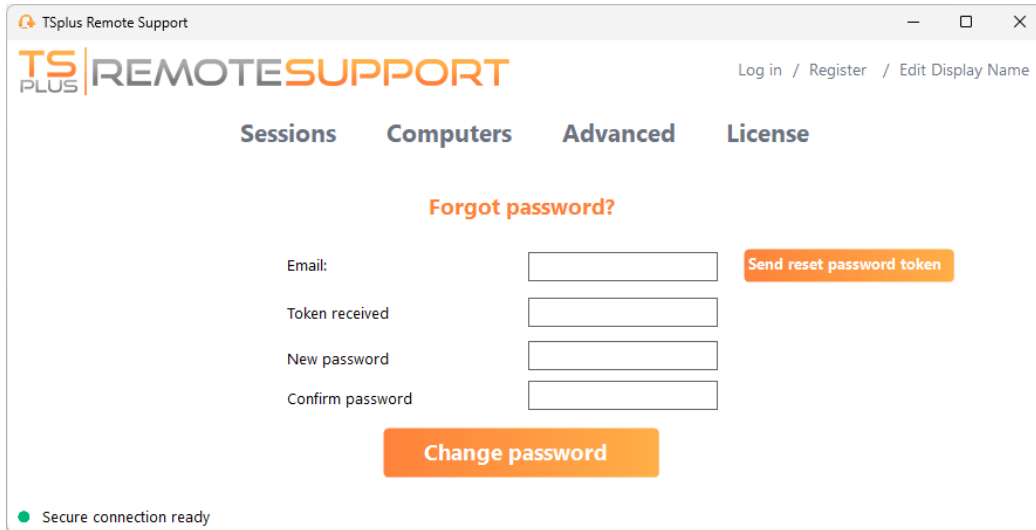
Click on the **Login** button at the top right corner:



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.



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.

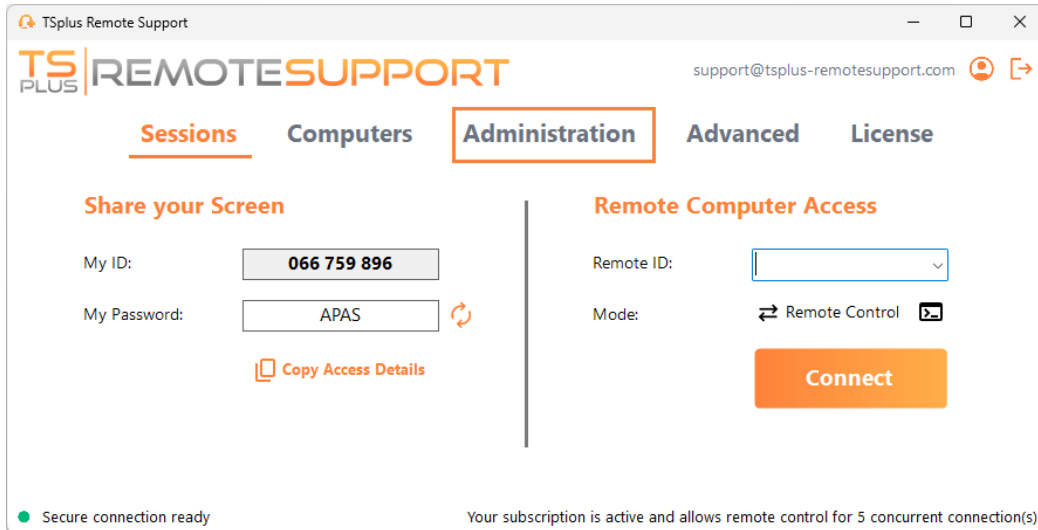
As soon as the customer is connected with his administrator account, he can make these modifications himself.

## 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.

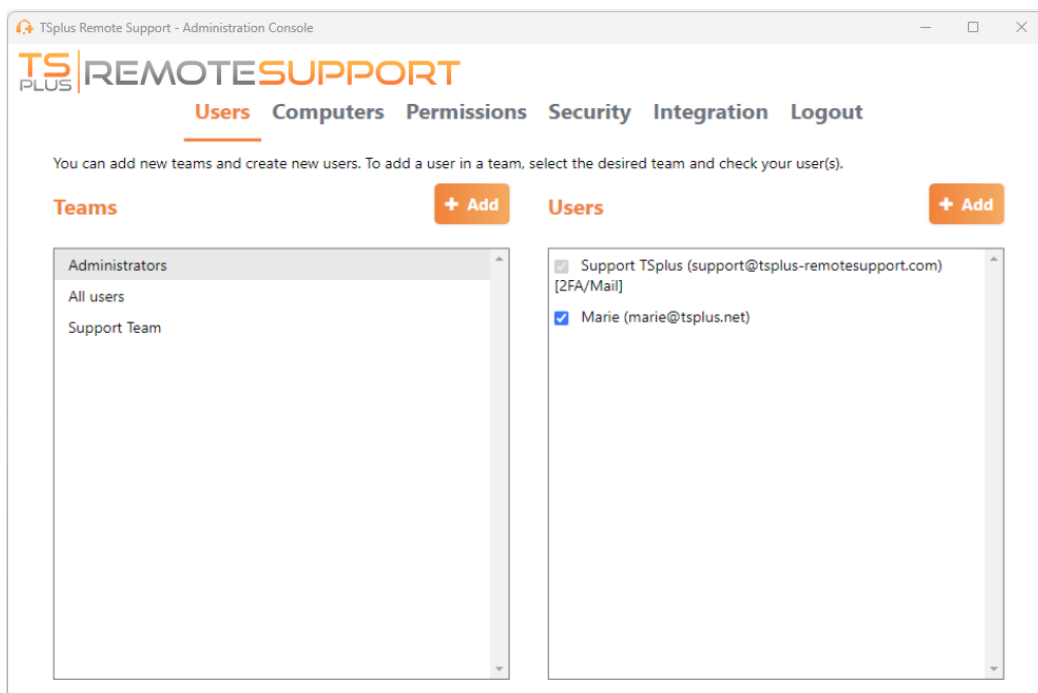
## Open Administration Console

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

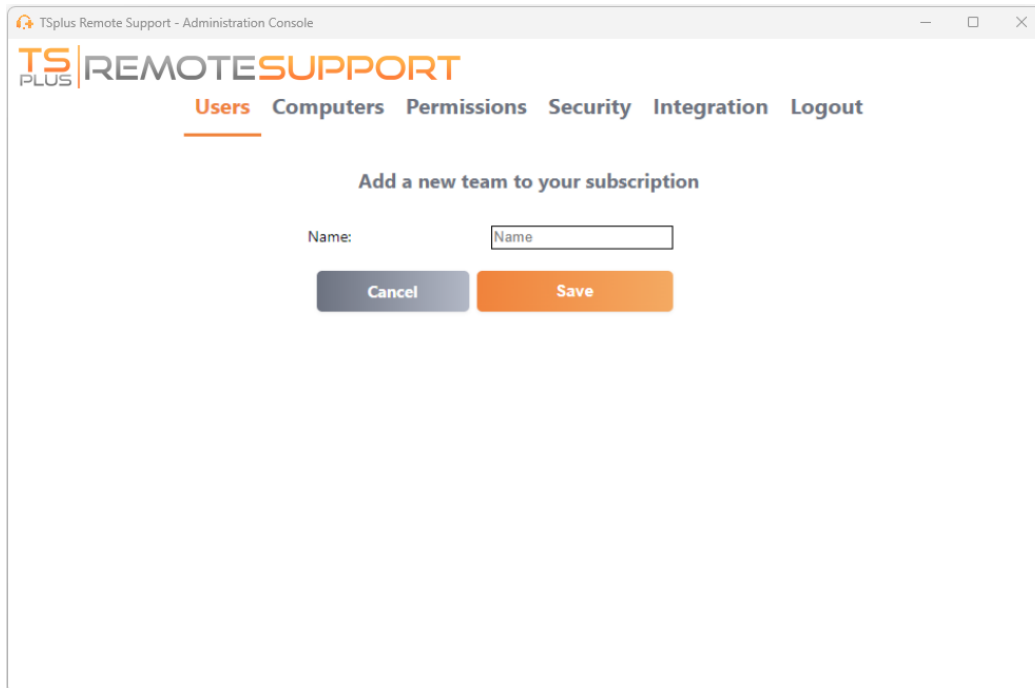


## Users

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.

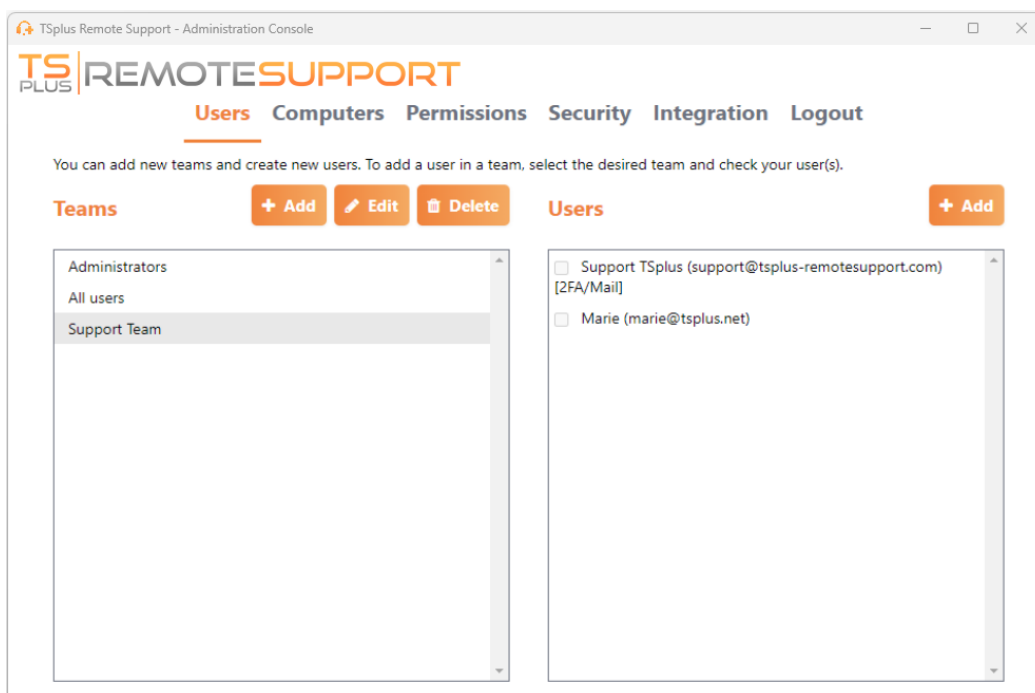


Choose a name for your team and click "Save" to create it. The team's name must differ from the other teams.

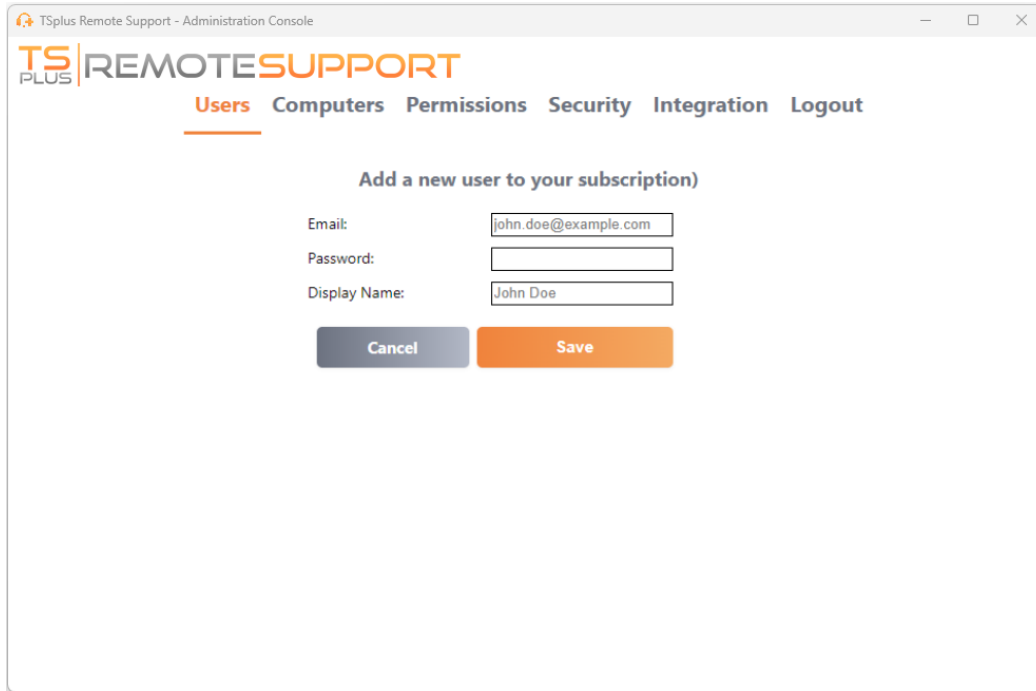


You can edit or delete a team after selecting it.

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

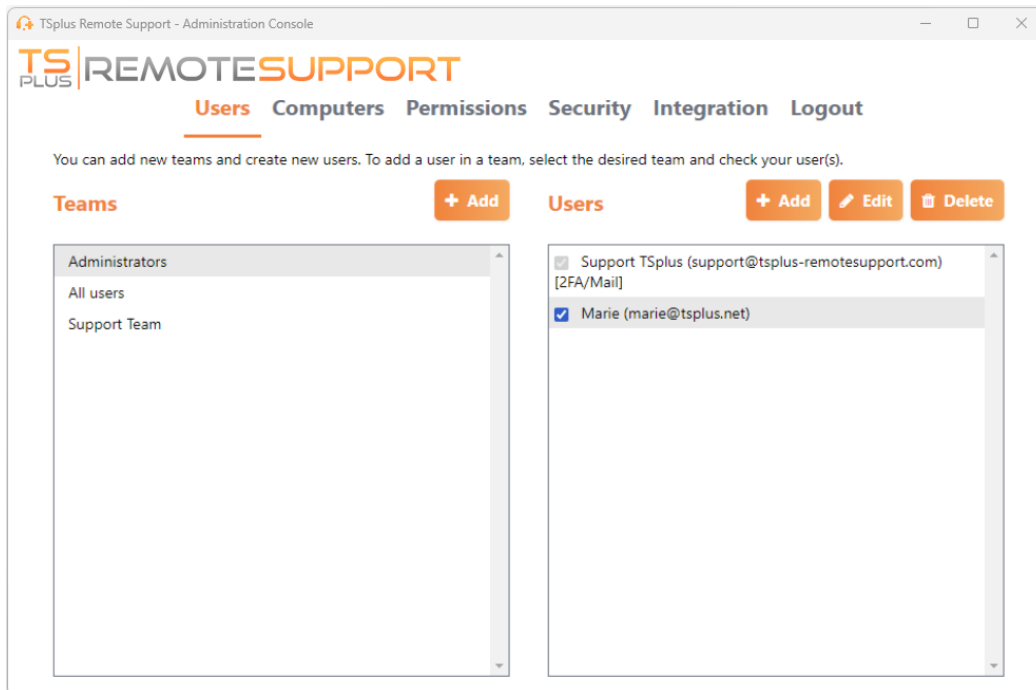


Fill the "E-mail" and "Password" fields and click "Save" to add a new user to your subscription.



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.



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

## Computers

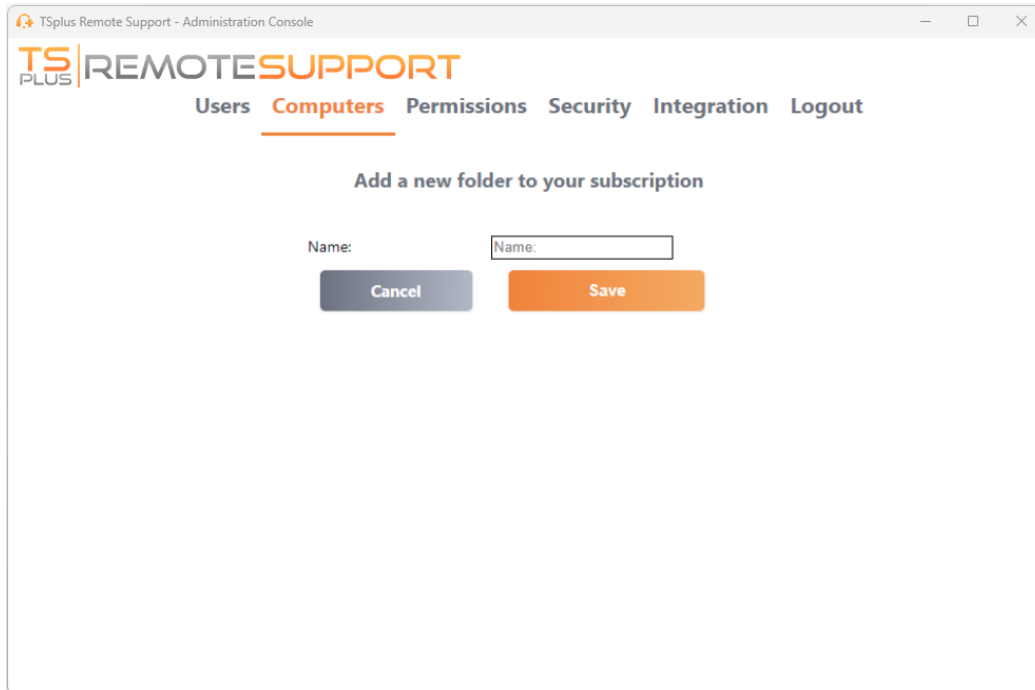
This tab allows you to organize computers in folders.

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

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

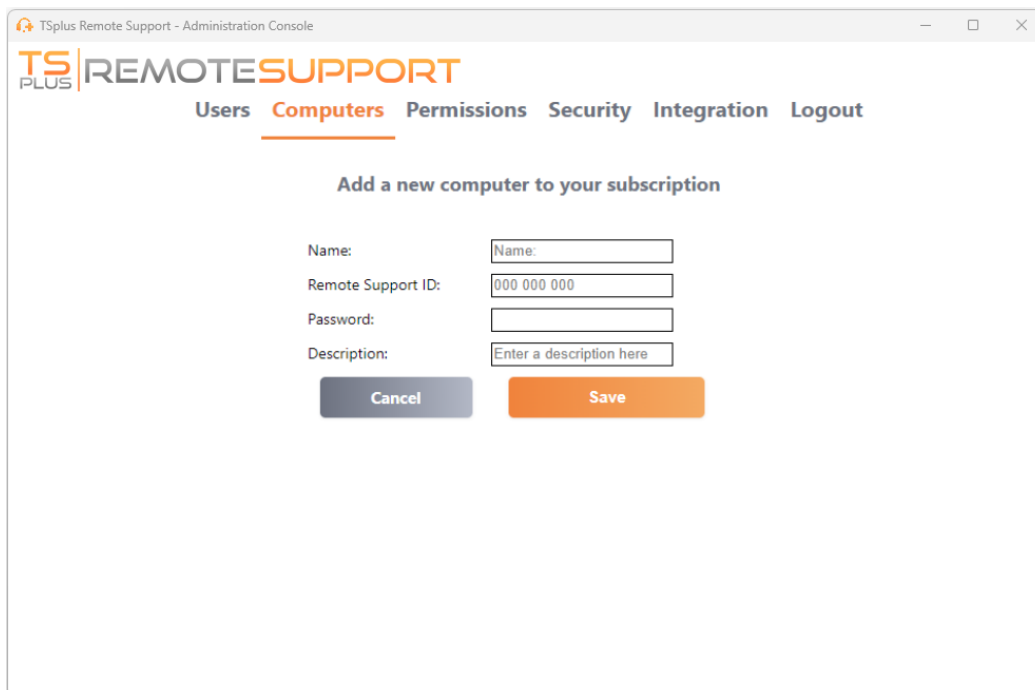
Folders located at the root will be visible by all the members of the subscription by default. You can change this later in the permission tab.

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



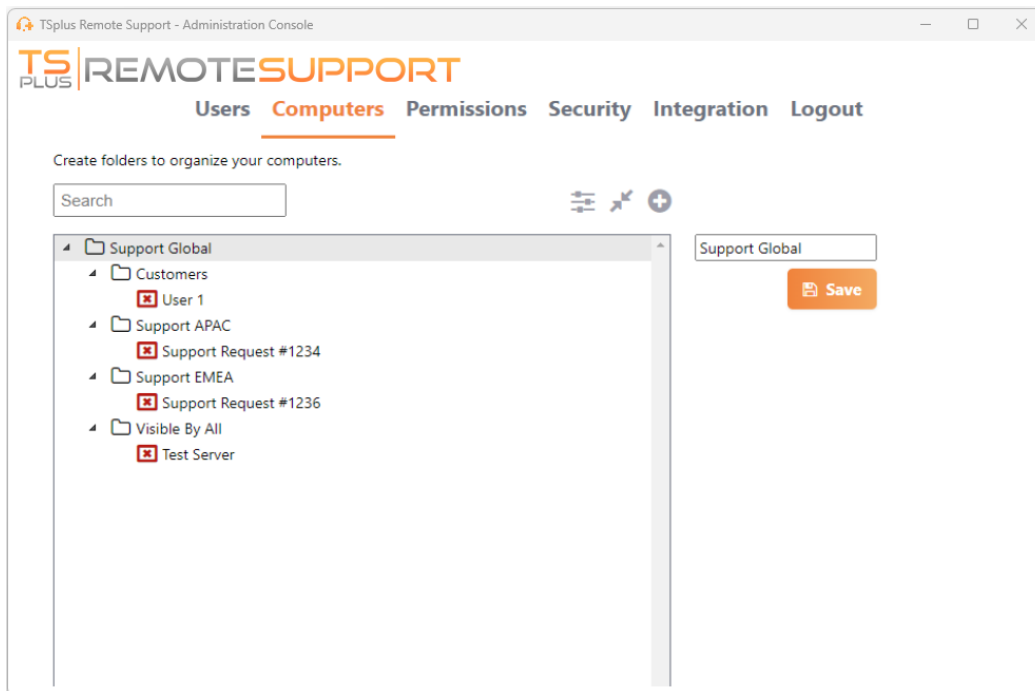
Select the folder in which you wish to add a computer and click "Add computer".

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.

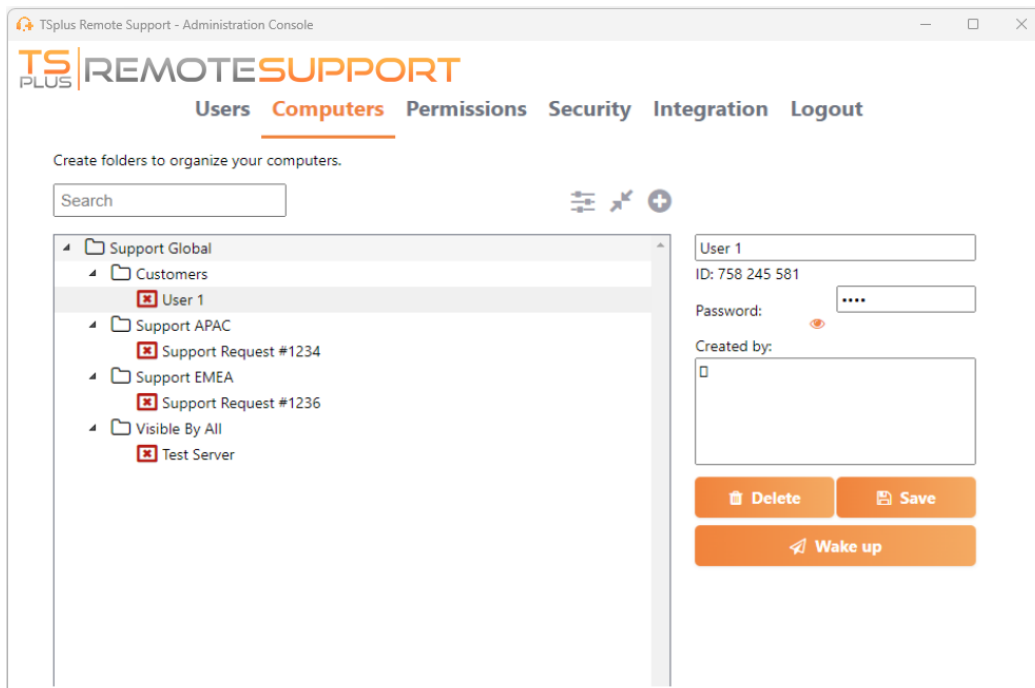


Your computer now appears in the tree.

Select it to display or edit its properties.



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.



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

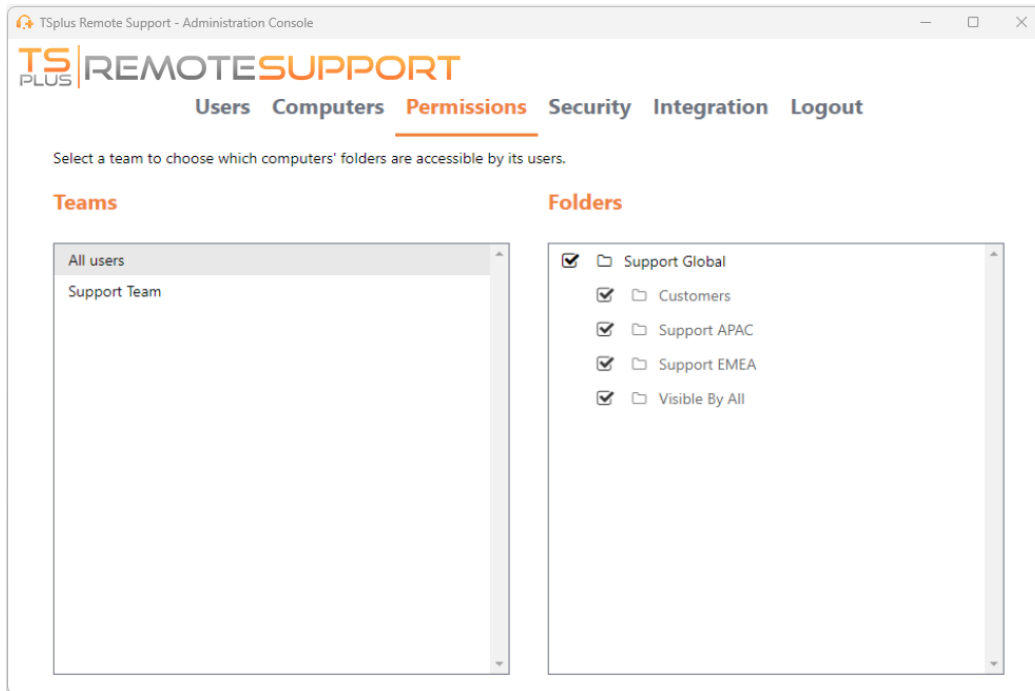
## Permissions

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.



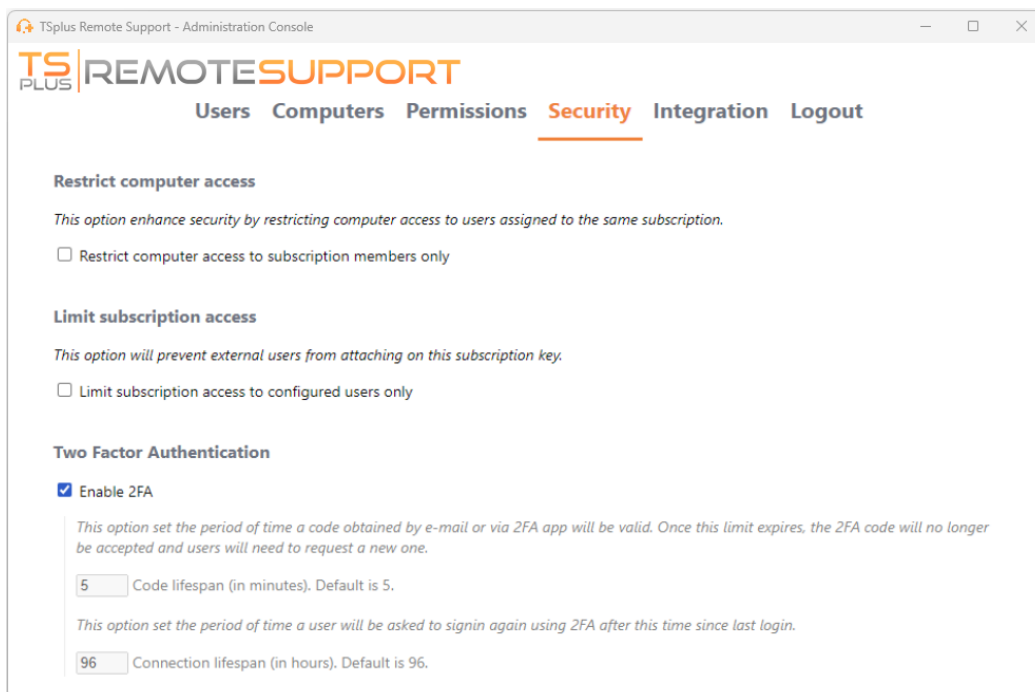
The members of the team will see the folder and its content in the "Computers" tab of the Remote Support client.



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

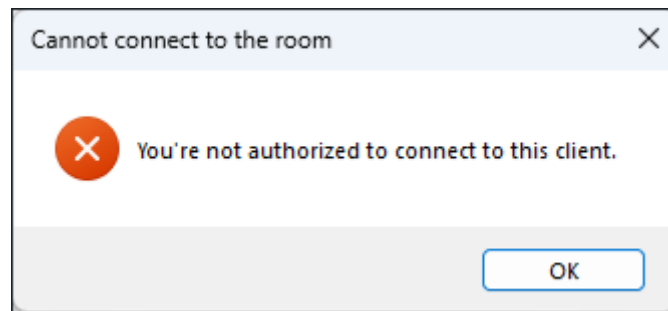
## Security

This tab allows you to enhance your security protection level.



### Enhance security by restricting 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 Authentication (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](#)

## **Integration**

This section lets you to integrate with other solutions (e.g helpdesks) to enhance your support experience.

[For more information, refer to the dedicated Helpdesk 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:

- [Authy](#)
- [Google Authenticator](#)
- [Microsoft Authenticator](#)

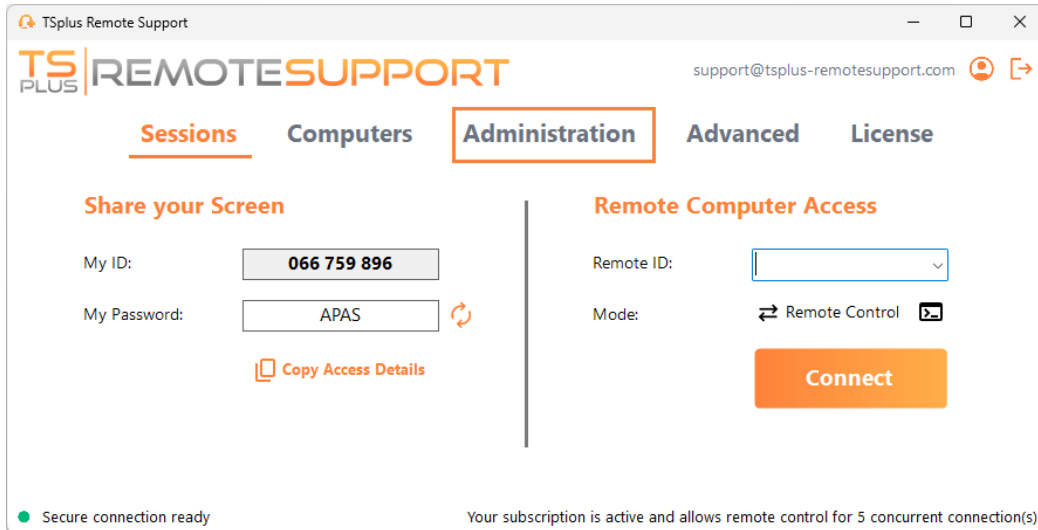
Each time a user sign in to its remote session it will need its password and a verification code available from its mobile phone. Once configured, the authenticator app will display a verification code to allow him or her to log in any time. It works even if its device is offline.

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.

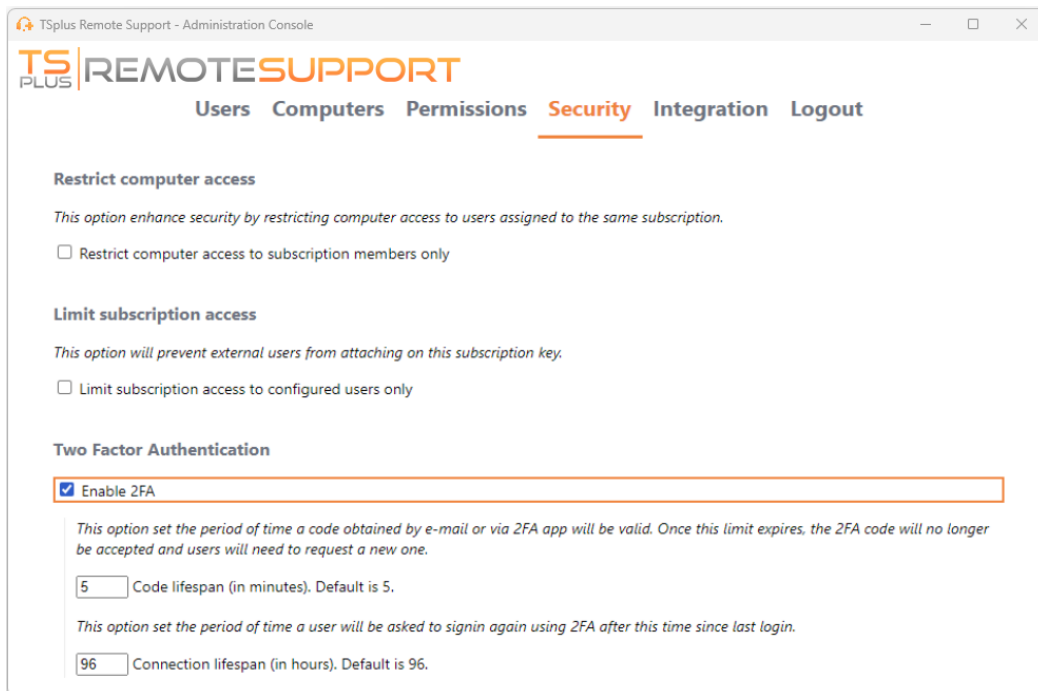
## Open Administration Console

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



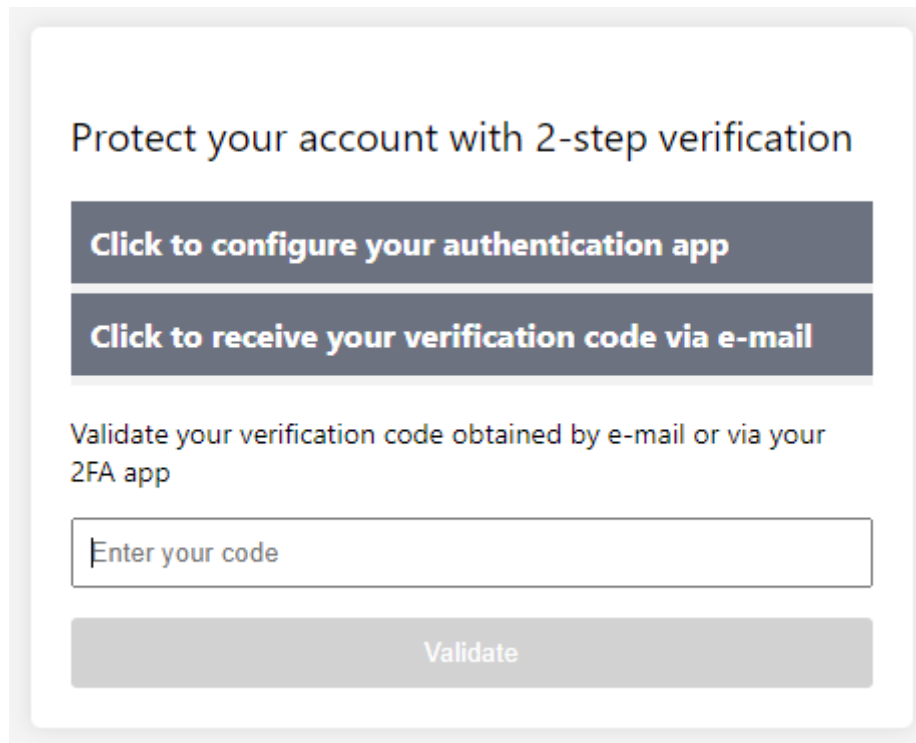
## Security

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



## Login using Two-factor Authentication

Once a user has signed 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.



Protect your account with 2-step verification

[Click to configure your authentication app](#)

[Click to receive your verification code via e-mail](#)

Validate your verification code obtained by e-mail or via your 2FA app

Validate

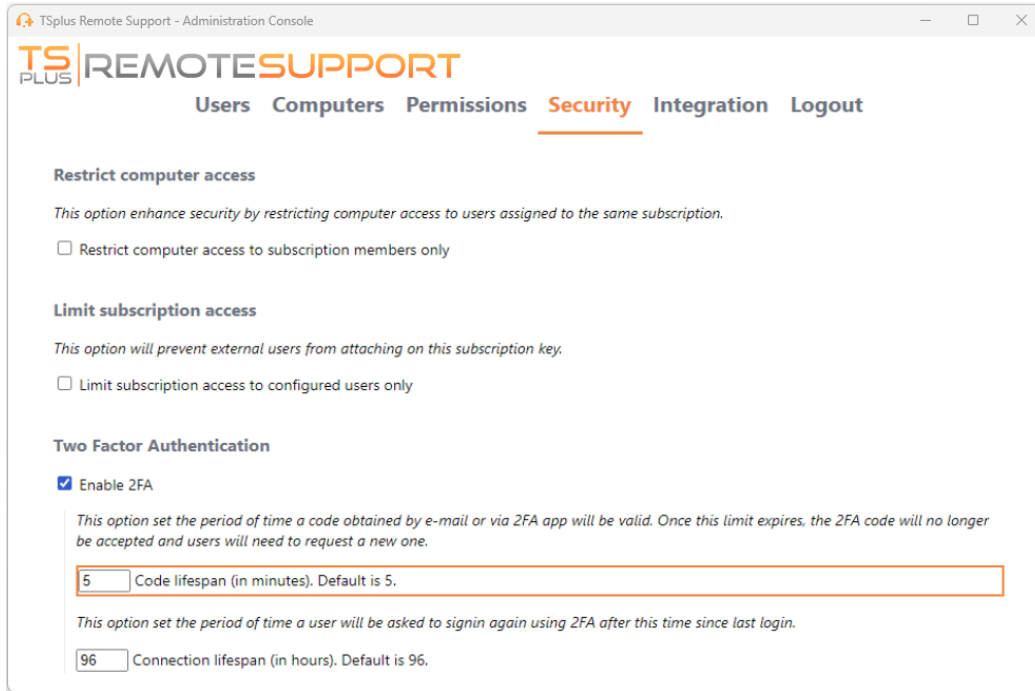
## Time Synchronization

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.

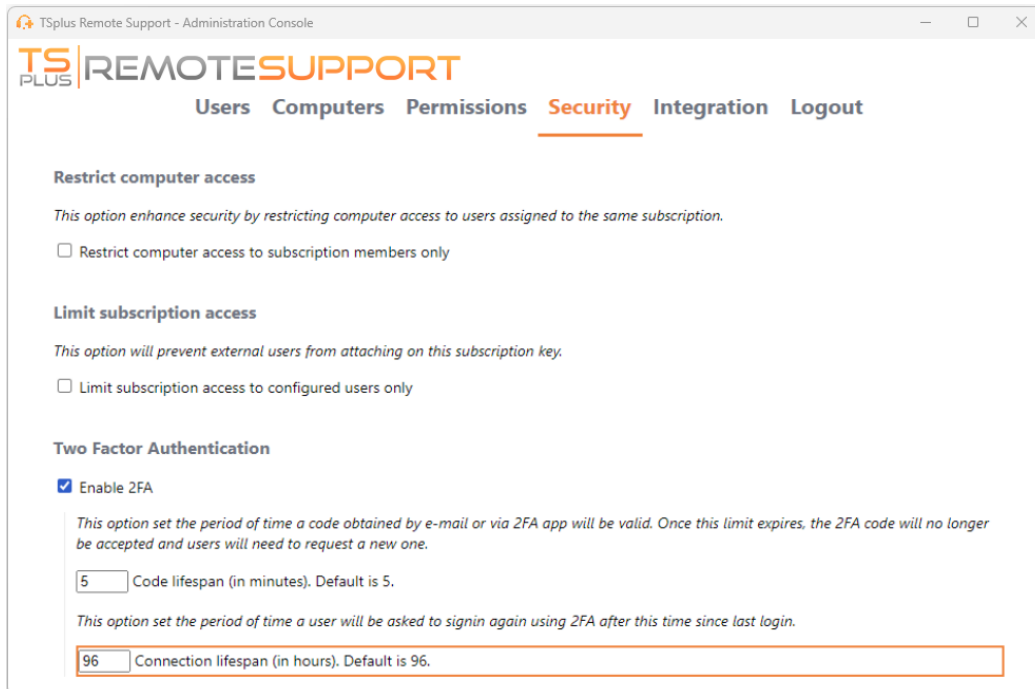
The validation of information between the Device and the server relates to UTC time.

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



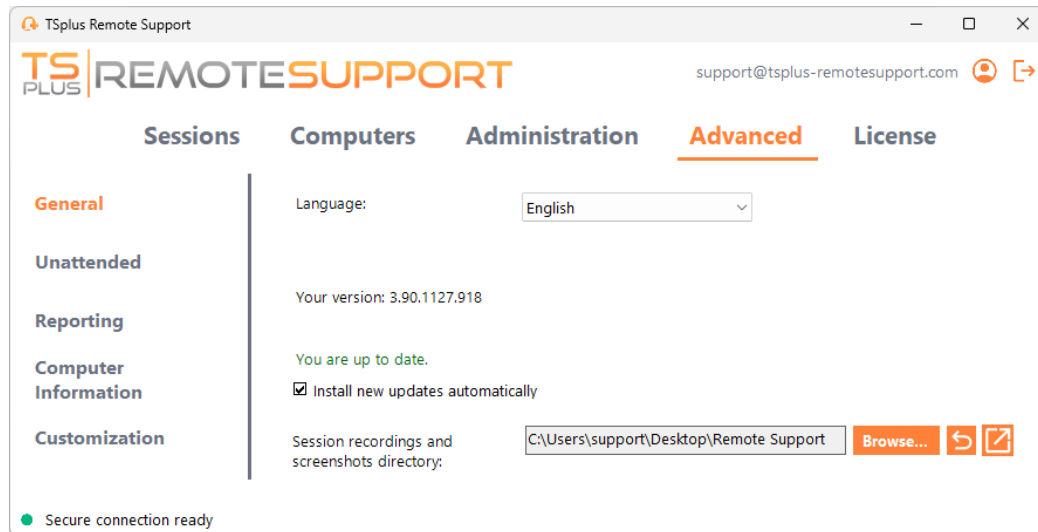
## Validity since last session

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



# Configure Advanced Features

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



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](#)

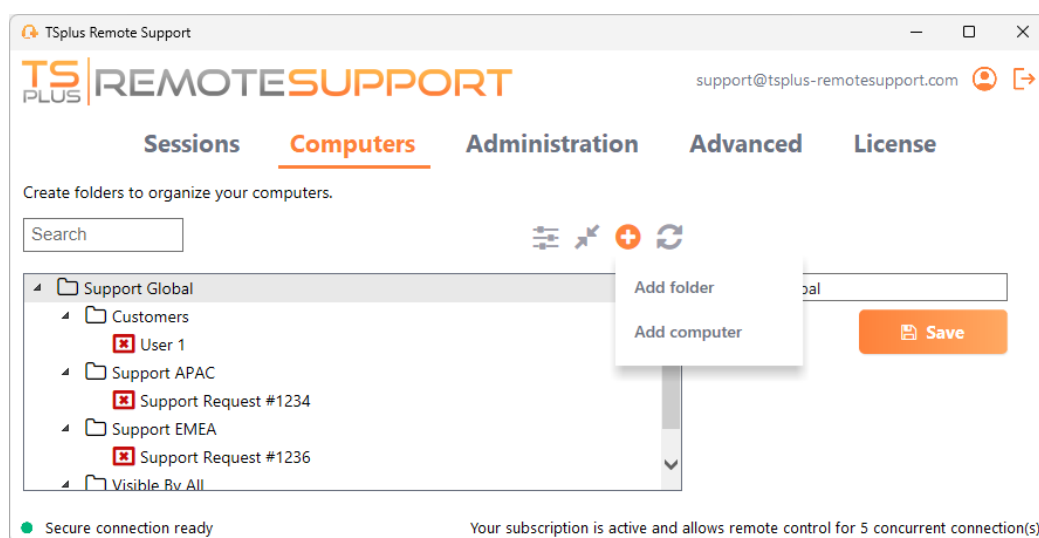
Note: The general settings are also available in Lite Mode and are detailed in the [Configure Settings](#) chapter of this documentation.

# Access Saved Remote Computers

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

## Add a computer

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



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

Additionally, 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

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.

**Notes** : on Windows Server you need to disable the IE Enhanced Security Configuration to render this page correctly. Follow this [Microsoft guide](#) to fix icons loading issue.

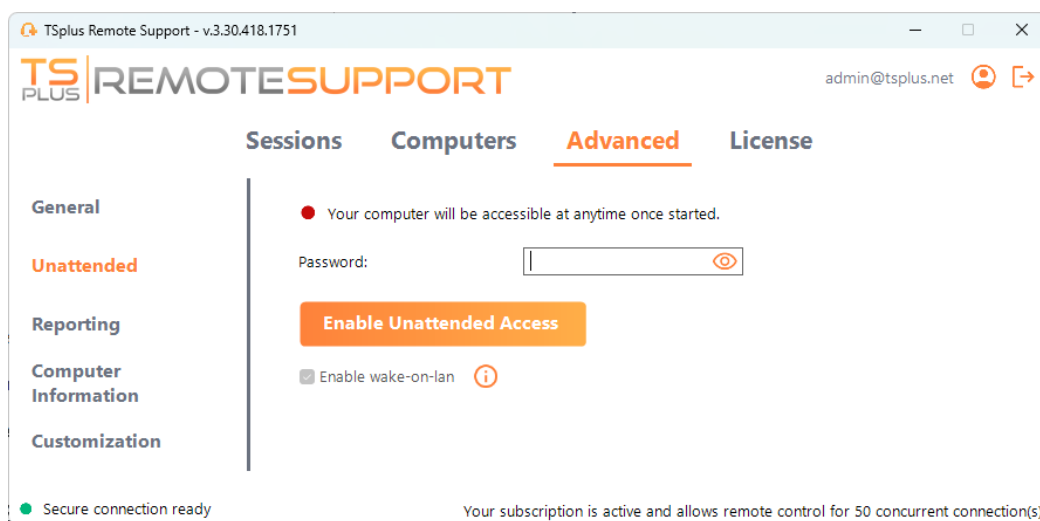


# Enable Unattended Access

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

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

- Choose an Unattended Access password (the main password in the [Session tab](#) will still be valid to allow temporary access)
- Click on the **Enable Unattended Access** button



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 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

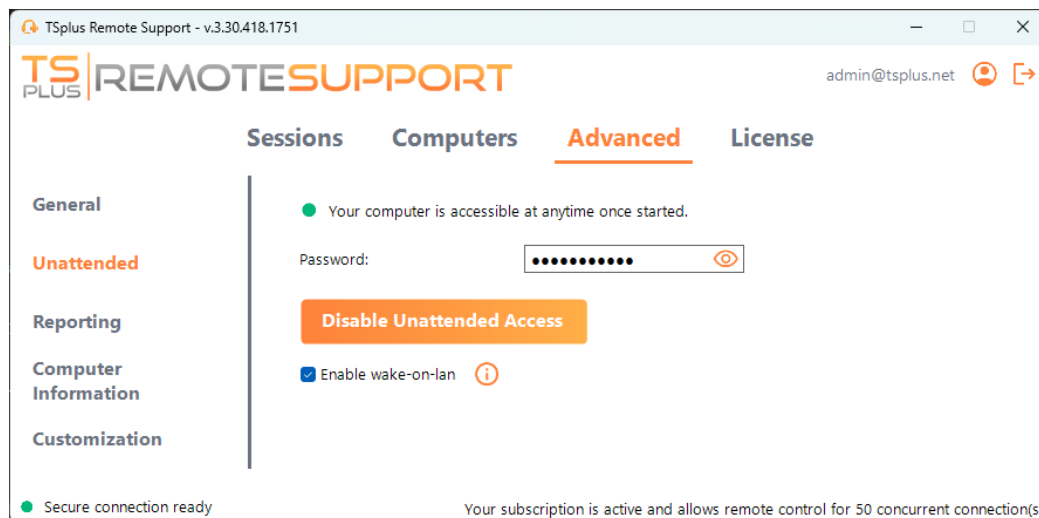
"myoverlynotcomplicatedbutlongpasswordsothatnoonefindit" for the current computer and associate it to the user "john.doe@mycompany.com", which will create a new computer entry named "John computer" in the folder "Unattended computers" you may use:

```
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:



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.

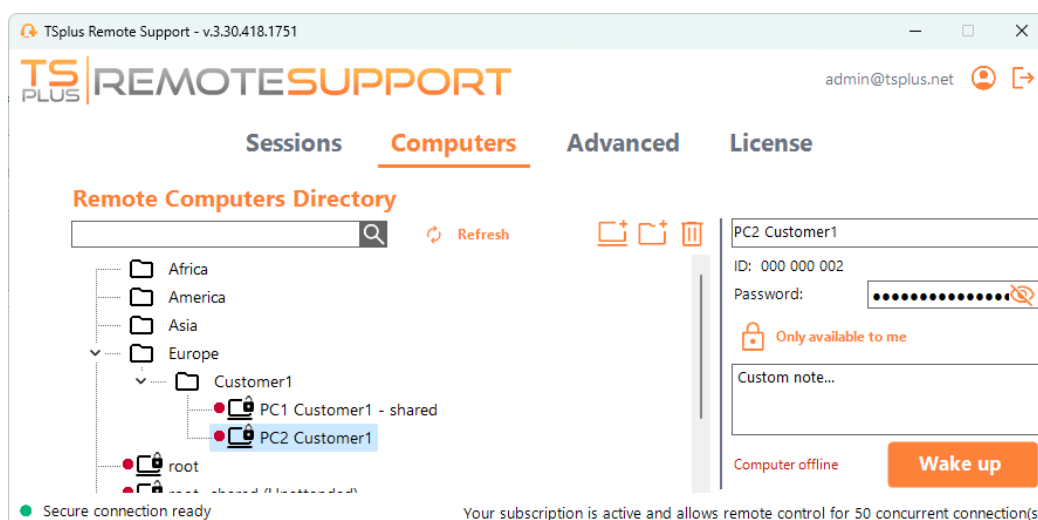
This involves creating a port forwarding rule that forwards UDP traffic on a port (usually 9) to the MAC address of your computer's network adapter.

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

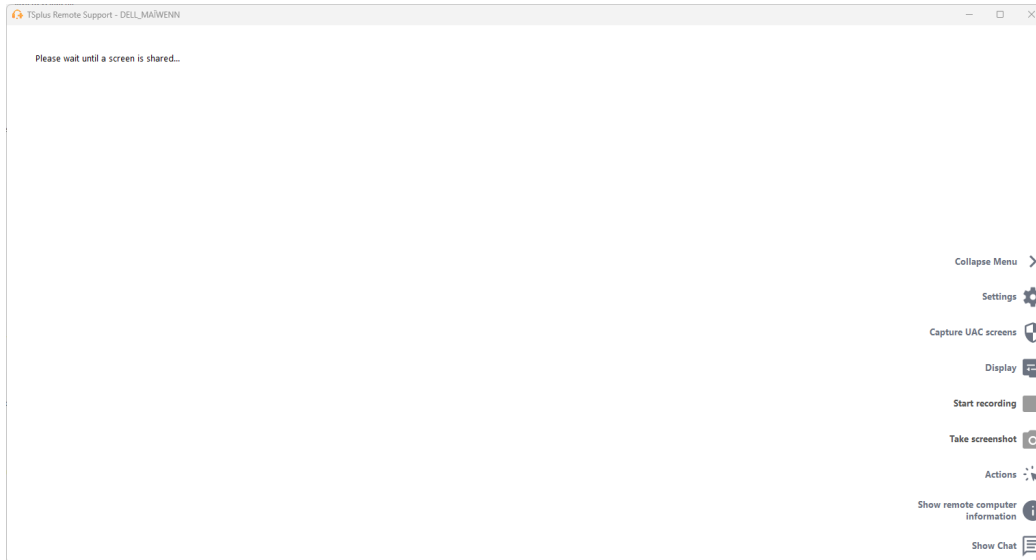
In **Computers** section, click on the computer you want to wake up.

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.



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



## 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.

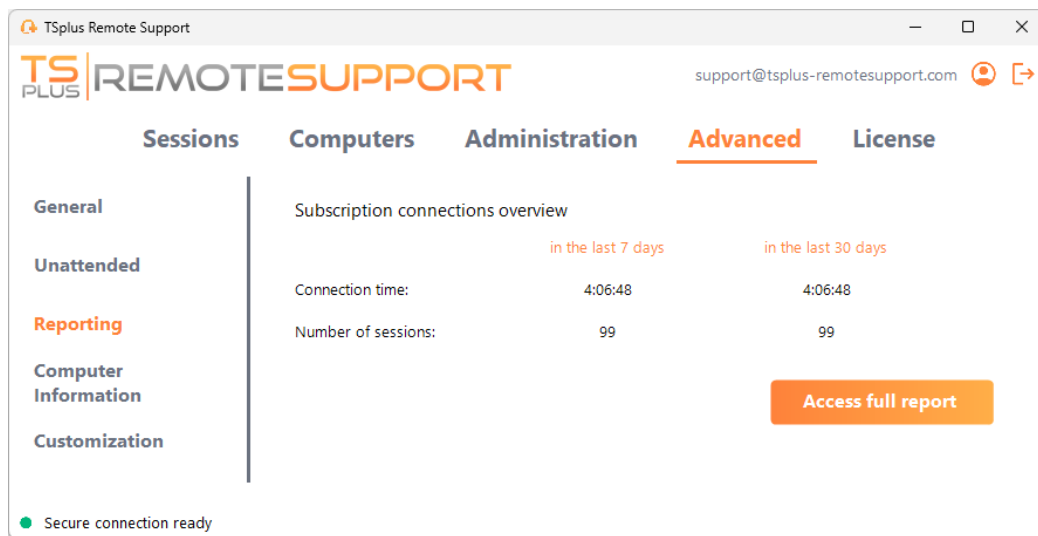
The arguments to use are the following (arguments must be separated by a space):

- */enable-wakeonlan*
- */disable-wakeonlan*

# Review Session Logs

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

## Connection Overview



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

Connections report

Date range: 10/11/2024 - 10/12/2024 Export to CSV

User(s)	Started at	Ended at	Duration	Computer	Comment
support@tsplus-remotesupport.com	10/12/2024 08:14	10/12/2024 08:38	0:24:12	482 815 085	
support@tsplus-remotesupport.com	09/12/2024 19:49	09/12/2024 19:56	0:07:00	482 815 085	
support@tsplus-remotesupport.com	09/12/2024 16:16	09/12/2024 16:17	0:00:42	151 035 816	
support@tsplus-remotesupport.com	09/12/2024 16:14	09/12/2024 16:16	0:02:06	151 035 816	
support@tsplus-remotesupport.com	09/12/2024 16:14	09/12/2024 16:14	0:00:06	151 035 816	
support@tsplus-remotesupport.com	09/12/2024 16:12	09/12/2024 16:14	0:01:48	151 035 816	
support@tsplus-remotesupport.com	09/12/2024 16:04	09/12/2024 16:04	0:00:42	106 959 687	
support@tsplus-remotesupport.com	09/12/2024 15:29	09/12/2024 15:33	0:04:30	106 959 687	
support@tsplus-remotesupport.com	09/12/2024 15:28	09/12/2024 15:28	0:00:00	106 959 687	
support@tsplus-remotesupport.com	09/12/2024 15:28	09/12/2024 15:28	0:00:00	106 959 687	

Sessions per page: 10 < 1 / 10 >

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

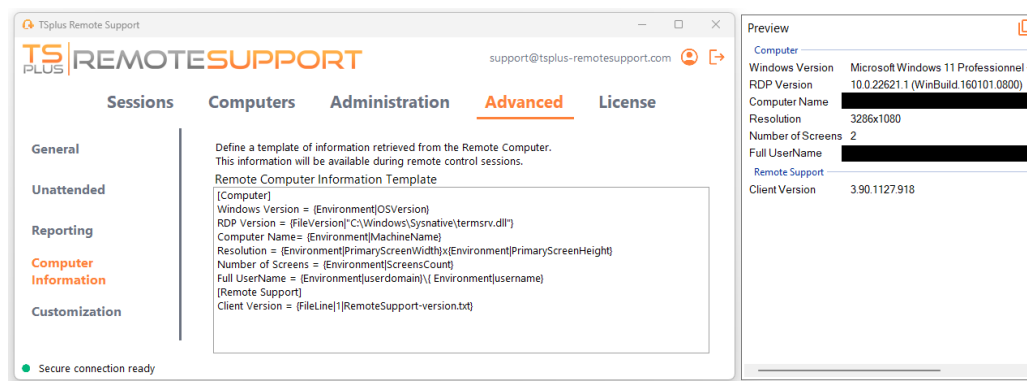
- The **name or ID** of the user(s) connected to the session. If several users were connected in the same session, a + button will appear on the left column. Click on this button to see the details associated to each user's connection.
- The **Start and End time** of the session
- The **total duration** 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 critical Hardware, OS and Software data from the Remote Computer. View all relevant technical information at a glance.



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

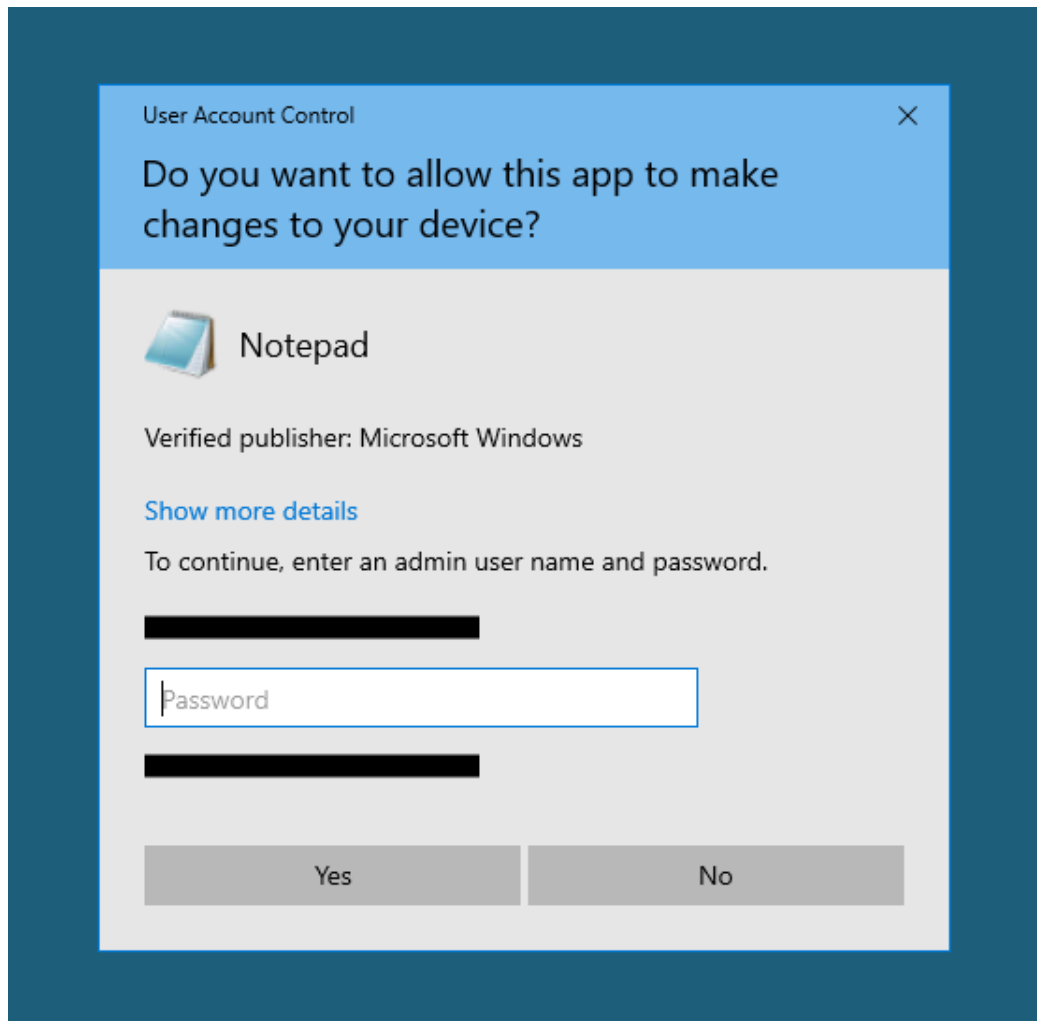
For example:

```
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.**

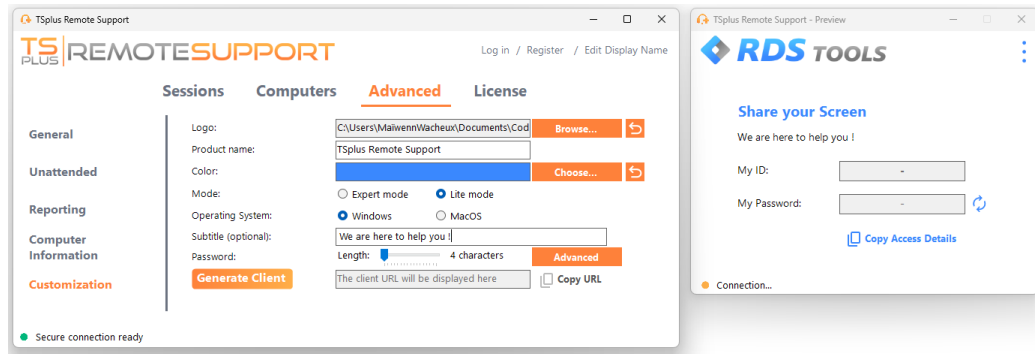


To capture these UAC screens, you have a few options:

- 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 [Capture UAC Screens](#) 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.



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 starts)

\*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 [customizing TSplus Remote Support with your own company name and logo](#) 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...

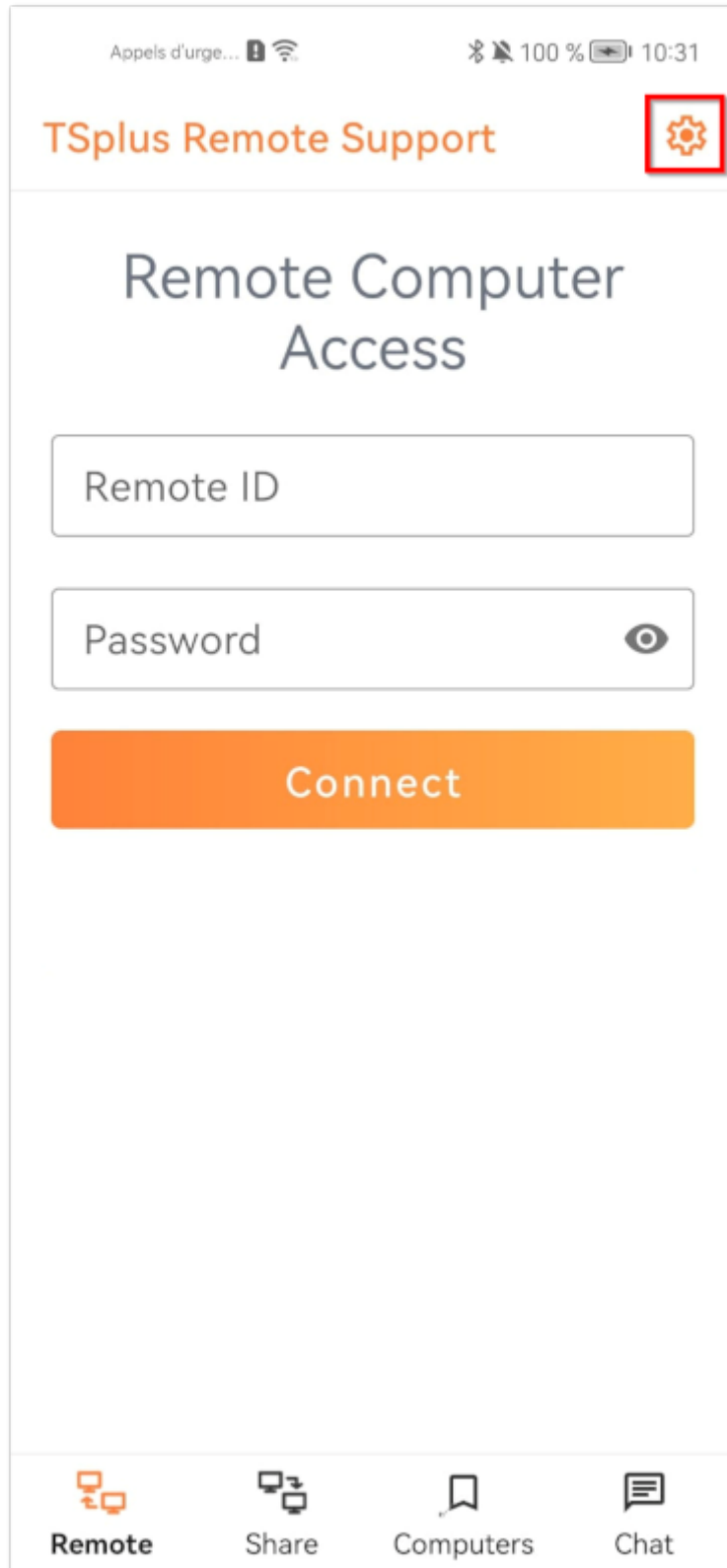
We are a software developers ourselves. We know what it means and we are eager to help you succeed in embedding TSplus Remote Support in your own software.

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:

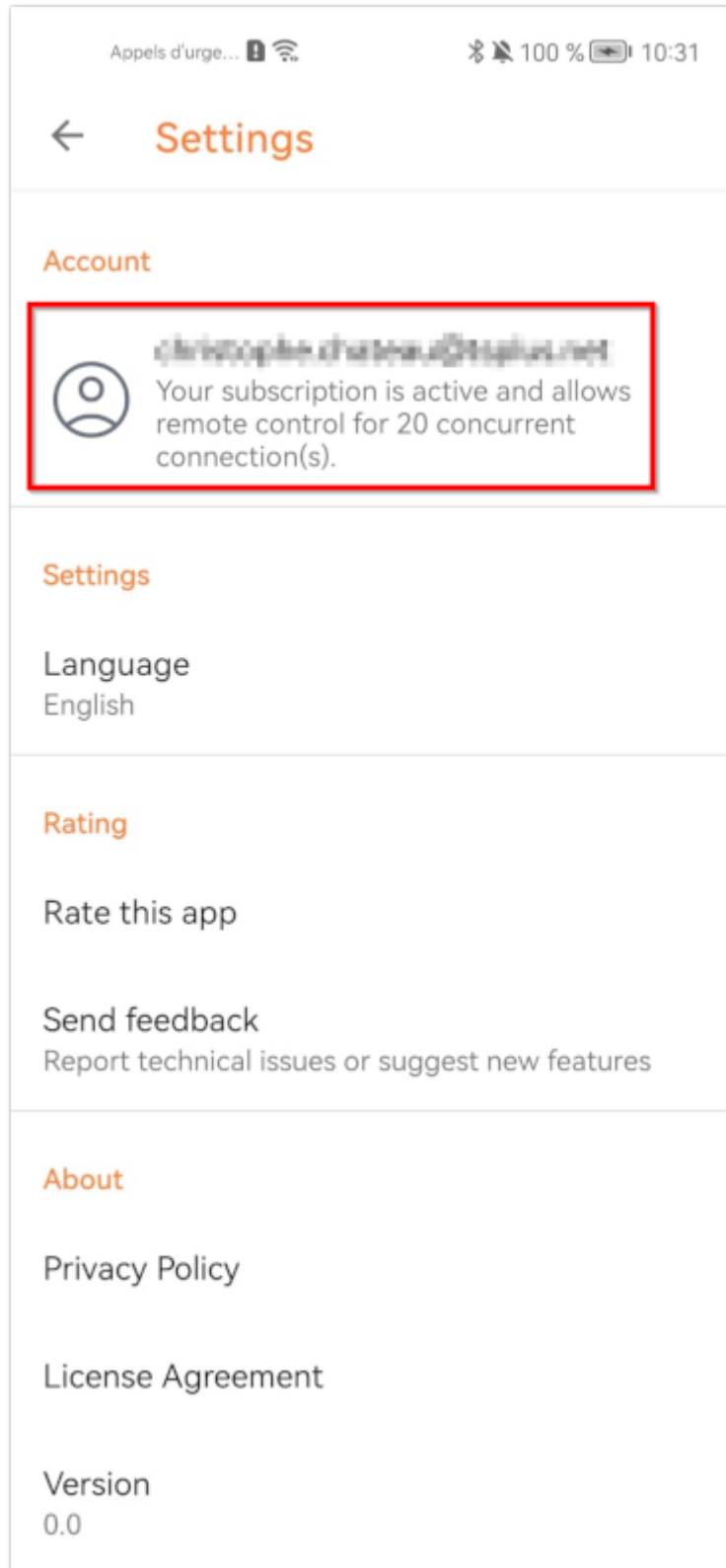
please contact us at [support@tsplus.net](mailto:support@tsplus.net) and specify that you would like to reach our development team regarding TSplus Remote Support Integration..

# Delete Account From TSplus Remote Support Android

To delete your account from the TSplus Remote Support application go to your settings

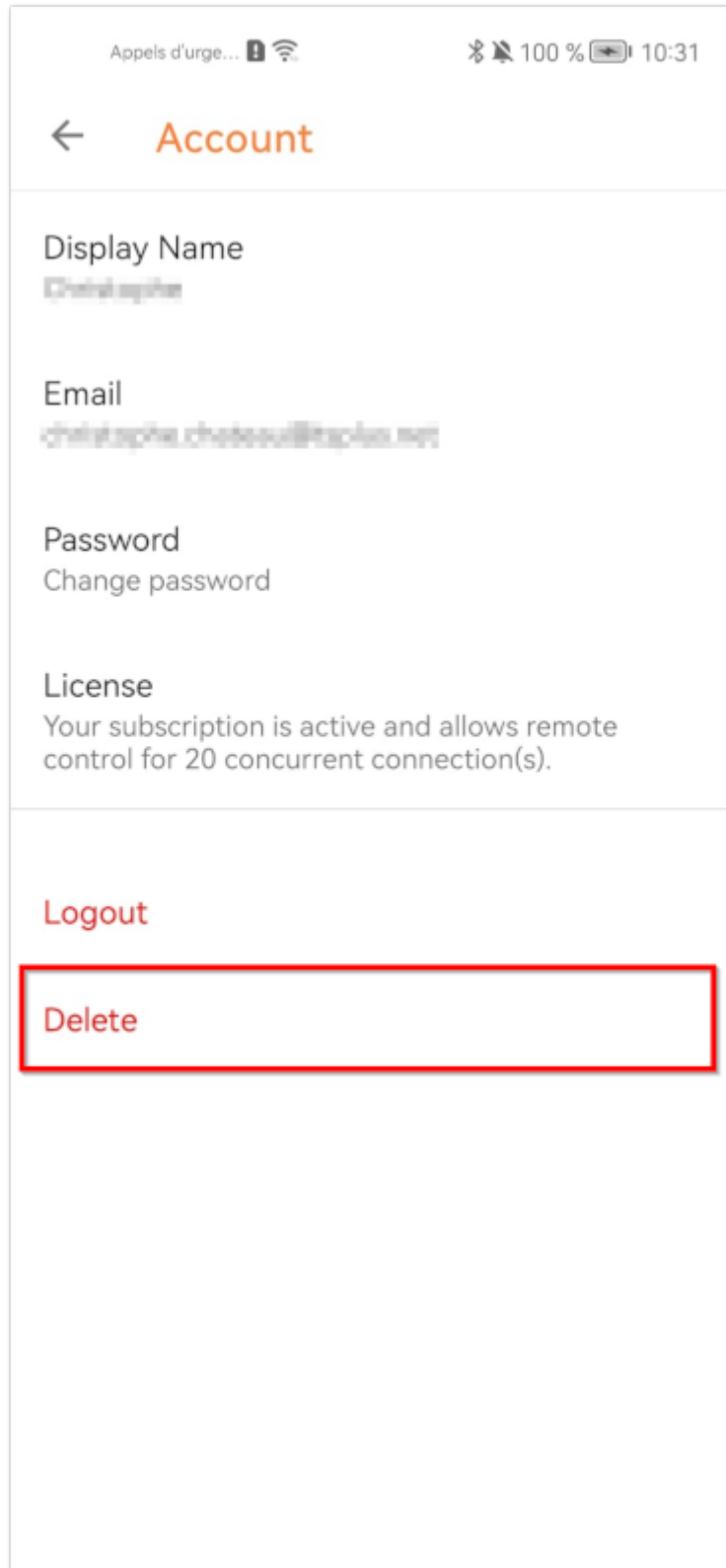


Then go to your account



And click on the "Delete" menu





Note: all your informations including (email, computers, sessions, settings) will be permanently deleted without any possible recover.

# Helpdesk Integration with TSplus Remote Support

## Freshdesk

### Pre-requisites

With this feature, you will be able to link remote support sessions with Freshdesk tickets, streamlining your support workflow.

To begin using this integration, make sure you have:

- A Freshdesk account with API access.
- A dedicated Freshdesk user with permission to create and update tickets.
- TSplus Remote Support version v3.90.1029 or higher.

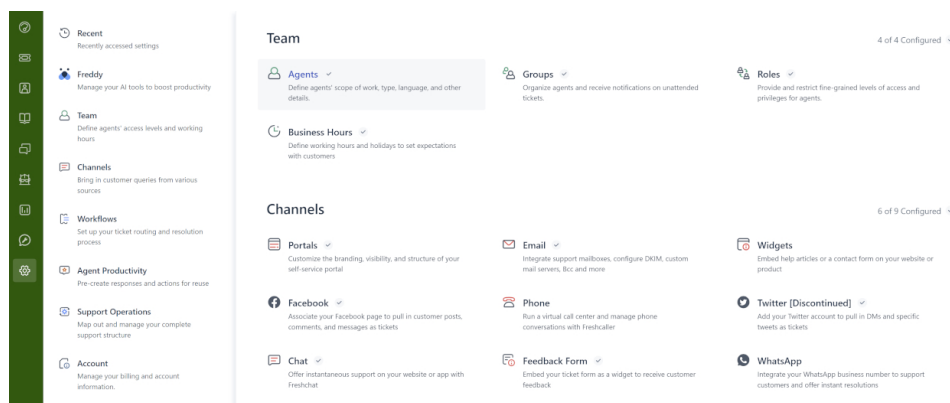
**Important:** The API key should be generated by a user with appropriate ticketing permissions, and we recommend using a non-personal user account for this purpose.

For that, it would be best to create an agent with **"Ticket collaborator" role** :

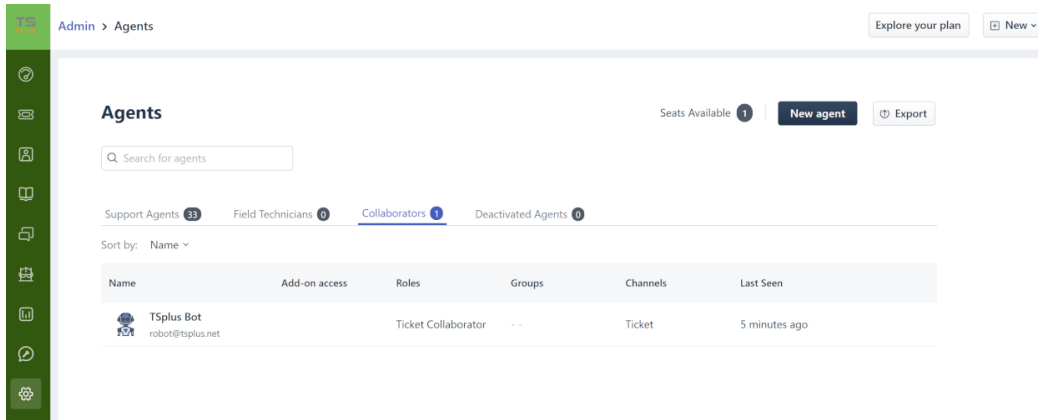
- It has just enough permissions for this feature (write private notes)
- it does not cost money, as support agent role would

To create this type of agent in Freshdesk:

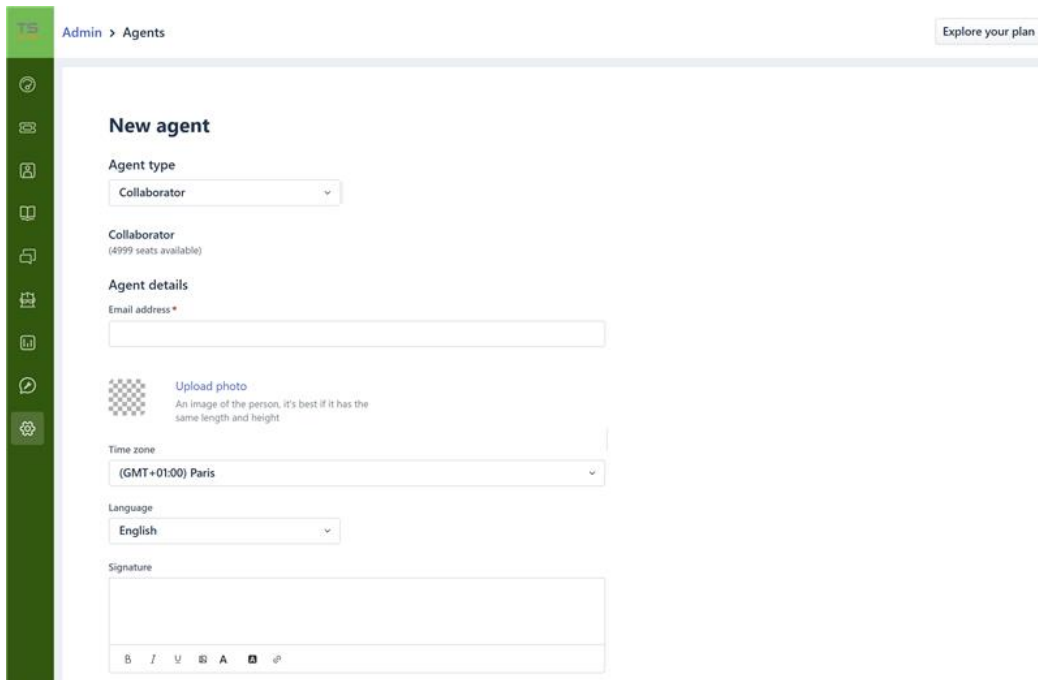
1. Go to settings and click on Agents.

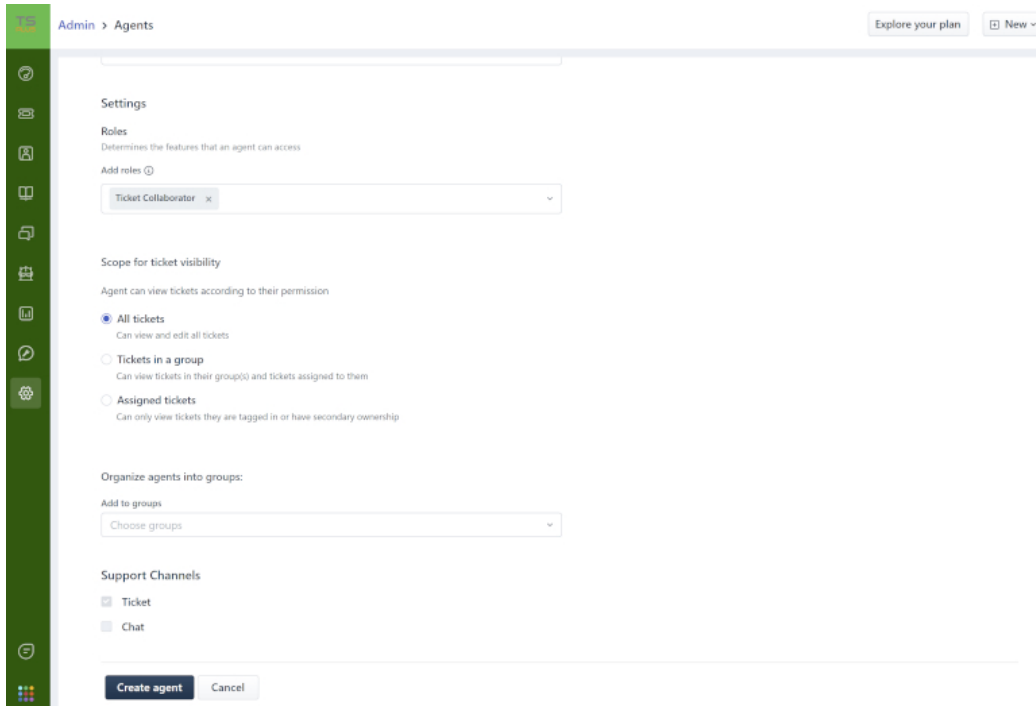


2. Create a new agent.

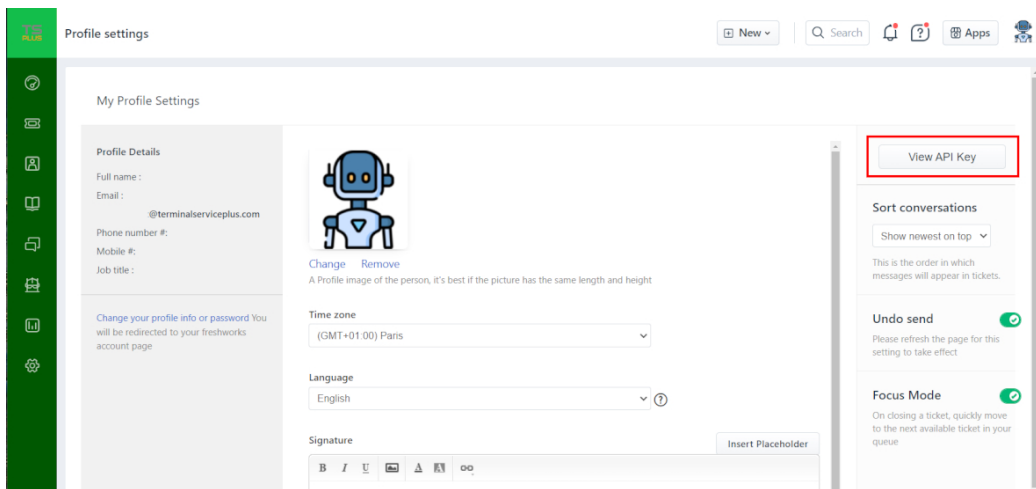


1. Fill the following information.



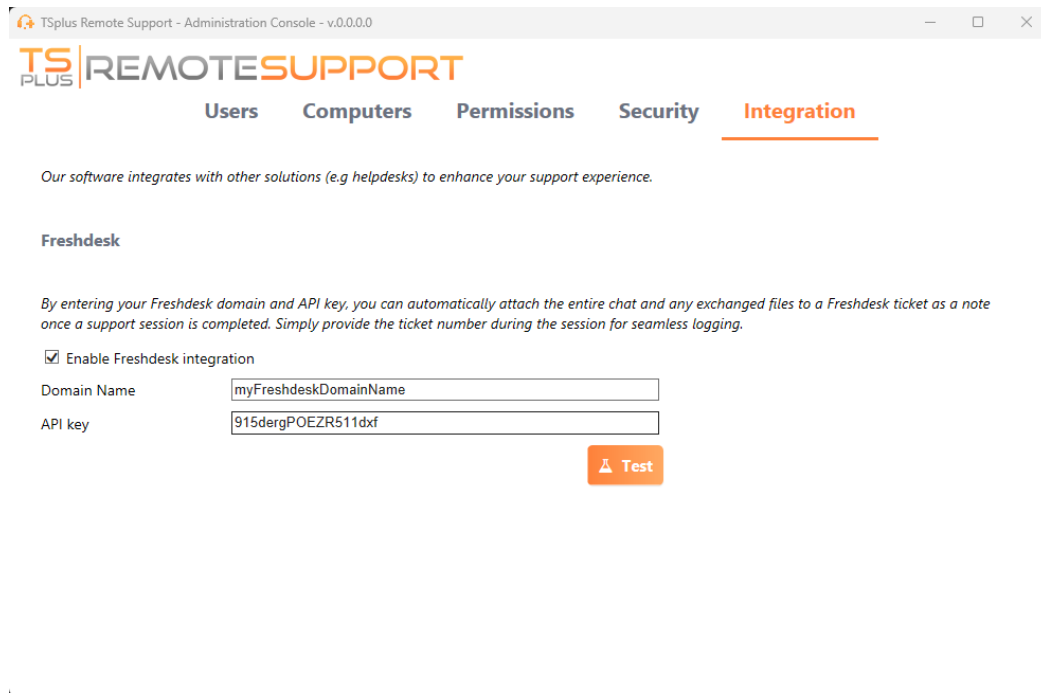


Then, you can go to the new user profile settings, to get the API key:



## Setting Up Freshdesk Integration

1. Open the **TSplus Remote Support** admin console.
2. Locate the **Freshdesk Integration** section.
3. Enter your Freshdesk **Domain** and **API Key**.
4. Check **Enable** to enable the integration.
5. Optionally, test your connection by clicking the **Test** button.

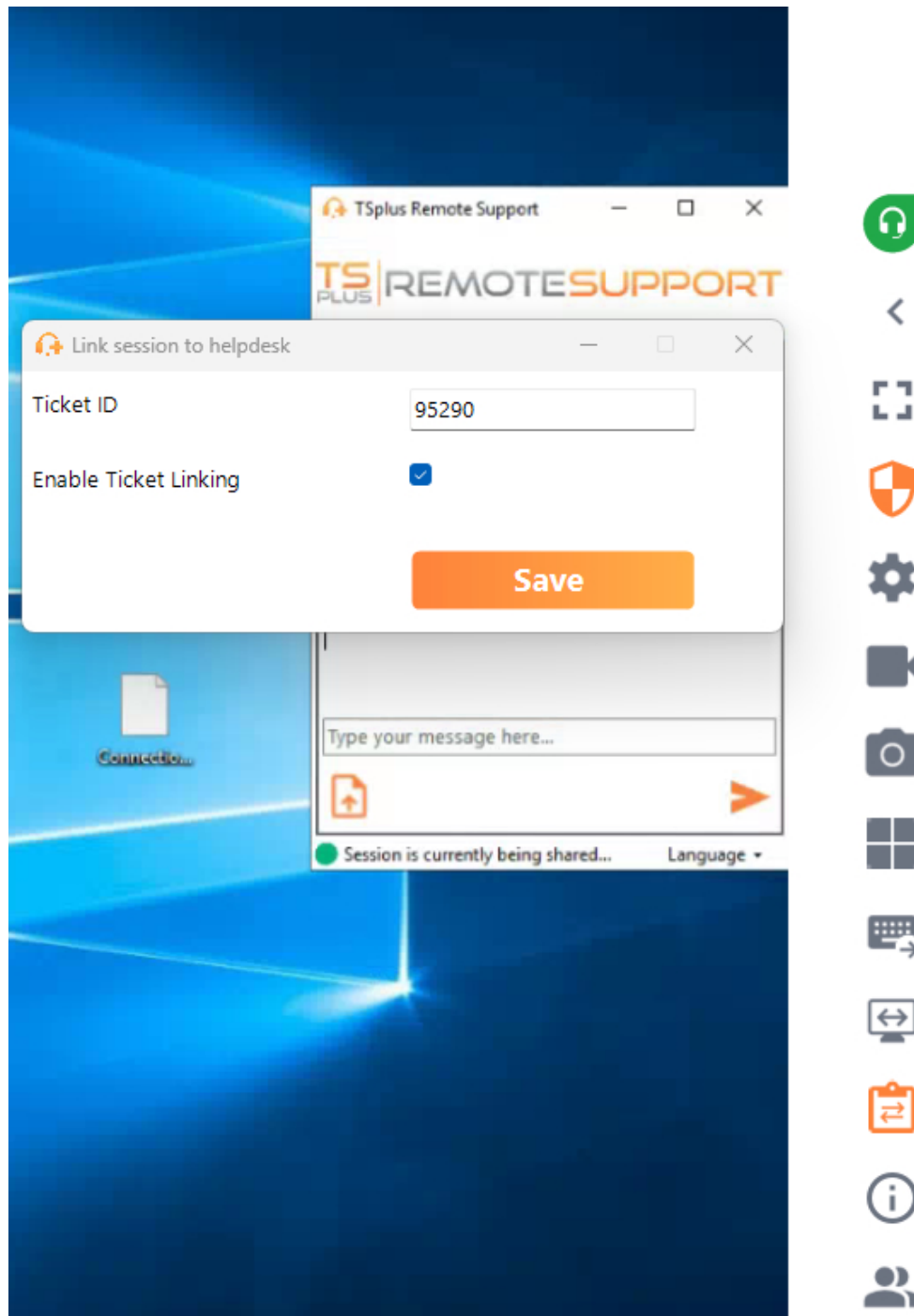


## How the Integration Works

### 1. Automatic Ticket Linking

When a support agent starts a session, TSplus Remote Support will automatically search for any open Freshdesk tickets in the web browsers.

- If **one ticket** is found, it will be automatically linked, and a tooltip will notify the agent.
- If **no ticket** or **multiple tickets** are detected, the agent will be prompted to manually enter the ticket ID using the Freshdesk button, which opens a window for entering ticket information and enabling the linking option.



## 2. Adding Notes at Session End

At the end of the support session, TSplus Remote Support will gather and upload the following information as a private note on the Freshdesk ticket:

- Files downloaded by the support agent (limited to 20MB total).
- The chat log from the session.
- System information from the remote machine.

This data will automatically be added to the Freshdesk ticket as a private note for future reference.

## Other

For more details on Freshdesk's API, you can refer to the official [Freshdesk API Documentation](#).

# On-Premises / Self Hosted

## Basic understanding

This product has three main parts: a centralized API, a relay, and clients. The client is what end-users and support agents see and use to share a screen and control a computer. When the client starts, it contacts the centralized API, which directs it to the appropriate relay server. Once connected, the centralized API will then redirect any support-agent trying to connect to this specific computer to the proper relay server.

Once the connection between the end-user and the support agent is established, all communication between these entities will occur exclusively through the relay server.

All necessary computer, user, and session information for TSplus Remote Support to function properly is stored by the centralized API on a MySQL database.

This means that when self-hosting a TSplus Remote Support infrastructure, you will need to host both a centralized API and a relay.

Note: the centralized API and the relay can both be hosted on the same server.

## Pre-requisites

The centralized API and the relay must be hosted on Ubuntu 24.04 LTS.

Since the Centralized API and relay are provided via Docker containers, it is necessary to have Docker and docker-compose installed as well as an internet access open to the following docker hub endpoints:

<https://hub.docker.com>

<https://registry-1.docker.io>

<https://production.cloudflare.docker.com>

<https://auth.docker.io>

<https://cdn.auth0.com>

<https://login.docker.com>

Docker compose can be installed using the following commandline: `sudo apt-get install docker-compose`

An SSL/TLS certificate in .pfx format for both the relay and the centralized API.

## Recommended resources:

For the Relay: - Bandwidth: - UP: 500Ko/s \* planned maximum simultaneous session number - DOWN: 500Ko/s \* planned maximum simultaneous session number - RAM: minimum 100Mo \* planned maximum simultaneous session number  
For the API: - RAM: minimum 8Go