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.