

# TSplus Remote Support Documentation



# Quick Start

Just installed TSplus Remote Support? [Get Started!](#)

See [TSplus Remote Support Changelog](#).

# Documentation

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# Get Started with TSplus Remote Support

## Step 1: Installing TSplus Remote Support on your computer

Installation is straightforward.

Just run [Setup-TSplus-RemoteSupport.exe](#) on the Windows machine you've chosen to use as the Remote Support Server.

Files are decompressed and copied into the folder: "C:\Program Files\RemoteSupport".

The Remote Support trial is a fully featured version limited to 15 days with 5 Agents.

After the installation, there will be a new icon on your Desktop:

## Step 2: Using TSplus Remote Support

The [TSplus Remote Support interface](#) is now ready to launch and configure.

- Start by configuring your Administrator password.
- Then, create additional Agents accounts on the [Web Console](#).
- You might want to [customize the product](#) to fit your corporate branding.

Don't forget to [activate your license](#) and to [update to the latest version](#)! TSplus provides regular updates and feature additions for all their products.

# Pre-requisites

## Hardware Requirements

TSplus Remote Support Client runs on both 32 and 64-bit editions of Windows computers.

TSplus Remote Support Server may only be installed on 64-bits editions of Windows computers.

## Operating System

TSplus Remote Support is compatible with the following OS:

- Windows 7 SP1
- Windows 8.1
- Windows 10
- Windows Server 2008 R2 SP1
- Windows Server 2012 / 2012 R2
- Windows Server 2016
- Windows Server 2019

## Dependencies

TSplus Remote Support requires .NET Framework to be installed on the computer.

The minimum version supported is .NET Framework 4.5.2.

If the .NET Framework is not installed on the computer, TSplus Remote Support setup program will try to download and install it.

# Installation

Installation is straightforward. Just run the TSplus Remote Support setup program on the Windows machine you've chosen to use as the Remote Support Server.

Please note that you must run this Setup as an Administrator. But don't worry, Windows will notify you and ask for your agreement.

## Welcome

Please close any other running programs and click Next.

## License Agreement

Click on "Next" to agree to the license.

## Port Configuration

By default, the Remote Support Server listens on port 443, which is the standard HTTPS secured web port.

We recommend to keep using this port.

By default, the Remote Support web server is configured to use the standard HTTPS port number (443). However, if another web server is already active on this system (IIS for example) the TSplus built-in web server will experience a port number conflict.

The easy solution is to change these default values (4430 for example) during setup in this case.

## Domain Configuration

You can skip this step if you plan on using TSplus Remote Support without any domain name.

We recommend setting a domain name or subdomain name which resolves to the computer you are installing TSplus Remote Support on. Please contact your System Administrator / IT Department if you need help on configuring this domain name - **you can test TSplus Remote Support right now by using "localhost" as the domain.**

To configure TSplus Remote Support for access using an internet domain name, enter the domain name here and choose which kind of Security Certificate you would like to use, a free certificate generated within Remote Support, or a paid Certificate purchased from a Certificate Authority.

You may also configure your Domain after installation from the Remote Support Web Console.

## Install with Free Certificate

Free Certificate is provided by Let's Encrypt and requires port 80 to be open and available to validate your domain ownership.

## Ready to install

Confirm your settings and click Install to continue.

## Congratulations!

Your TSplus Remote Support Server installation is complete.

Click Finish to open the Remote Support Web Console and start creating Agent accounts!

The free trial version is fully featured for 15 days with 5 Agents.

## Administrator Account Setup

Launch TSplus Remote Support by clicking on the shortcut created on your desktop.

The next step is to configure your Remote Support Administrator account.

Enter your Administrator information and click 'Register'.

**You're now ready to confirm or adjust your server configuration, then jump in and start setting up agent accounts and sharing Windows sessions.**

## Uninstall TSplus Remote Support

In order to completely uninstall TSplus Remote Support, go to "C:\Program Files\RemoteSupport" and run the "unins000" application.

Click on yes on the next window to completely remove TSplus Remote Support and all of its components.

The software will be completely uninstalled from your machine.

# Activating your license

Open the TSplus Remote Support interface and click on the License tab.  
Then, click on the "Activate your License" button:

In order to get your Activation Key, connect to our [Licensing Portal](#) and enter your Email Address and your Order Number:

[Download the Customer Portal User Guide](#) for more information about how to use it.

Your activation key will be displayed at the top of the dashboard:

You can then enter this activation key and click on "Next" .

Check one or more items and click on the "Next" button. Please note that you can activate several products at the same time by checking several products/support!

All your products/support are now activated (in this example, both TSplus with support and TSplus Remote Support have been activated at once).

Refresh your License Data by clicking on the corresponding button, it will synchronize information with our Licensing Portal:

Thank you for choosing TSplus Remote Support!

# Updating TSplus Remote Support

Updating TSplus Remote Support is easy and can be done by clicking on the corresponding tile on the Home Dashboard of the Licensing program:

TSplus Remote Support automatically downloads and applies its update program when requested.

The update program is designed to continuously improve all TSplus Remote Support functionalities and keep your current TSplus Remote Support settings safe.



# Product Overview

## TSplus Remote Support in one sentence

TSplus Remote Support enables easy Windows Desktop Session Sharing for Support Agents to provide fast, effective support to their End-Users, no matter where they are!

## Terminology and Architecture

The **TSplus Remote Support Server** can be installed on any modern Windows PC or Server.

The TSplus Remote Support Server is both your **Web Console** and **Connection Relay**.

It creates web-based Windows Desktop **Session Sharing** connections, with both **Support Agents** and **End-Users** participating via their preferred web browser, seamlessly using the **Remote Support Client**.

## Network

The Remote Support Server is usually installed near your ISP's Router.

A NAT (Network Address Translation) rule redirects the HTTPS ports (default value is port 443) from the external IP to the LAN IP of your Remote Support Server.

In this configuration, your Remote Support Server is the only system exposed to Internet.

Remote Support also supports Public DNS (Domain Name Services) and CA or Self-Signed SSL/TLS Certificates.

# Administrator Web Console

## Overview

Once logged in, the Administrator is greeted by a simple set of menus that gives them full control over the support environment.

## Administrator Settings

The first menu item is Admin Settings, these settings are detailed in the [Settings > Administrator Settings](#) chapters of this documentation.

## Agent Accounts

The second menu item is Agent Accounts.

From this screen, the administrator can add, delete or edit agent accounts.

Let's click on Add New Agent to set the first one up.

Simply fill in the agent information and click 'Add'.

Your new agent is now ready to go.

## Remote Computers

The third menu item is Remote Computers.

This page is also available to Support Agents and is detailed in the [Agent Interface](#) chapter of this documentation.

# Agent Web Console

## Overview

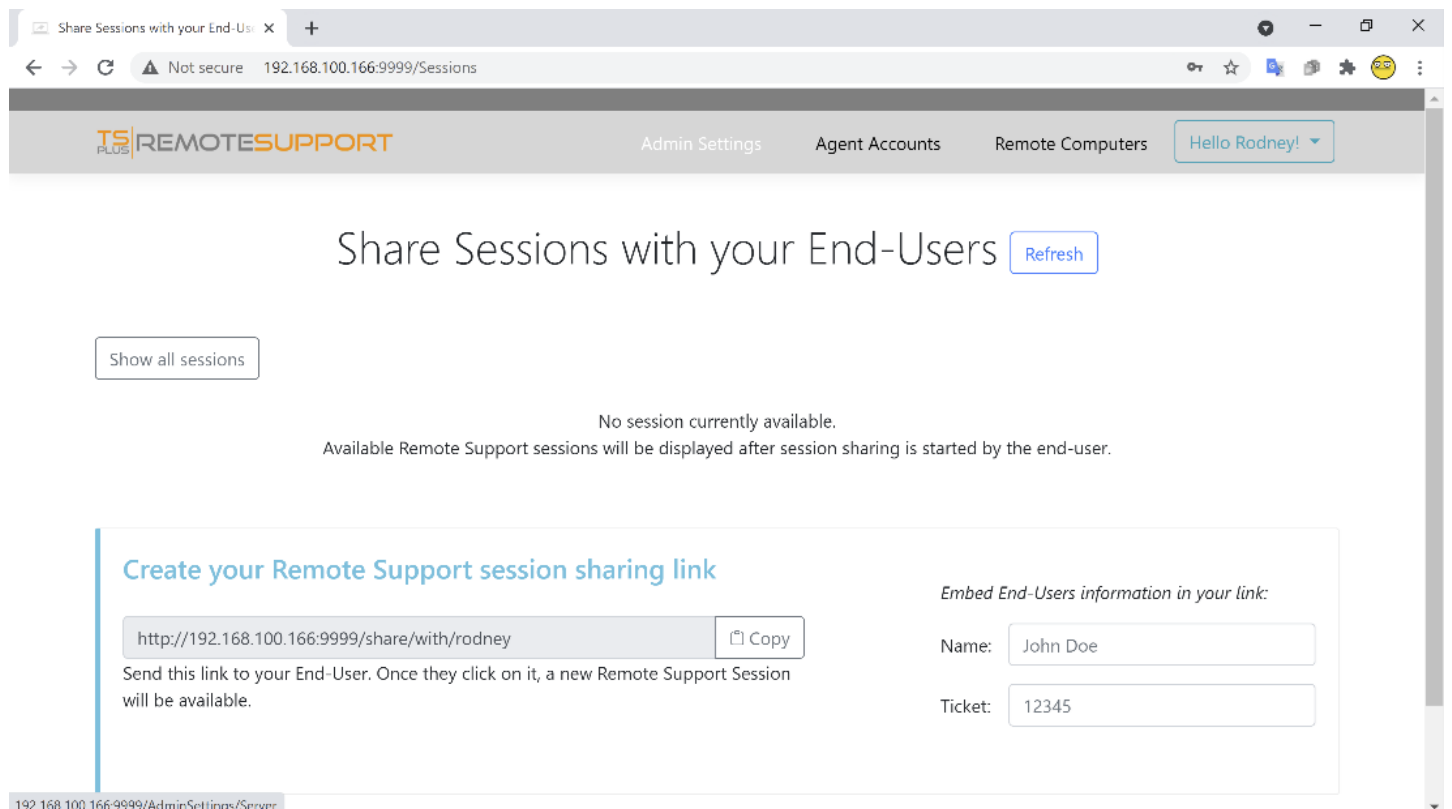
Once logged in, Agents are greeted by a list of available Remote Sessions with End-Users, as well as an easy way to create a custom link and invite End-Users to share their Remote Computer.

Agents can also customize their own account settings from the 'Hello, Agent Name' button then 'Settings' menu item on the top right corner of the page.

## Send a link

Each Support Agent has a custom link that is sent to the end user.

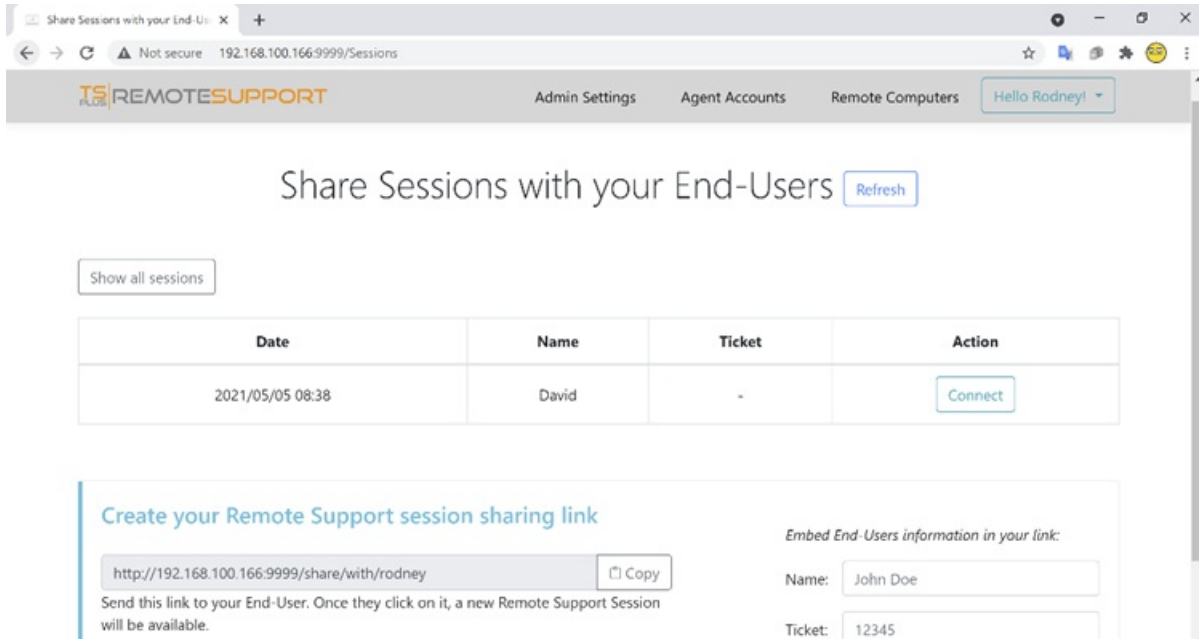
Information such as support ticket number and end-user name can be quickly embedded in the link.



## Available Connections

When the End User has clicked on the link and is ready for connection, their information will appear in the support Agent's interface.

Simply click 'Connect' to begin the Remote Support session.



## Agent Account Settings

Agents can customize their own account settings by clicking on the 'Hello, Agent Name' button on the top right corner of the page and then clicking on the 'Settings' menu item.

### Profile

Agents can edit their name, email and title from a simple account management page.

- Settings
- Log out

## Manage your account

### Change your account settings

Profile

Password

### Profile

Email

First Name

Last Name

Title

Slug

Select Picture  Aucun fichier choisi



### Password

Agents can change their password from a standard password management page.

## Manage your account

### Change your account settings

Profile

Password

### Change password

Current password

New password

Confirm new password



# End-User Interface

## Overview

An End-User will receive a custom link from a Support Agent.

## Receive a link

After clicking on the link, the End-User will be prompted to install the TSplus Remote Support Client.

## End-User connection screen

Once the End-User has installed the TSplus Remote Support Client and agreed to allow the connection, they will see the Support Agent chat box appear on their screen.

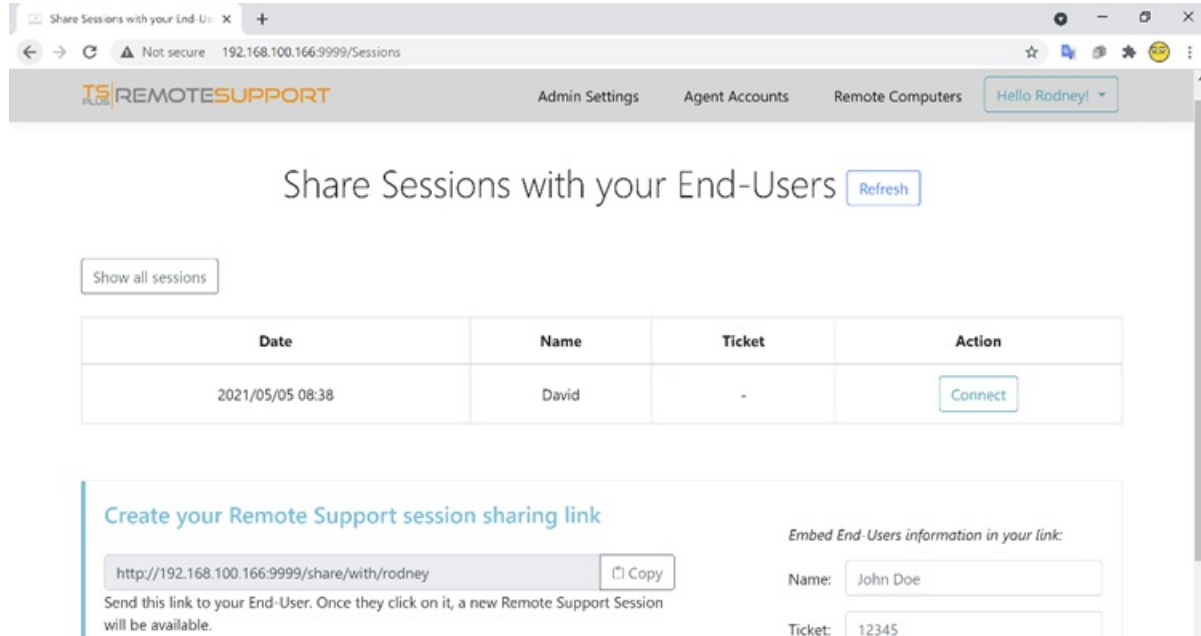
The chat box enables text communication and file sharing between the Agent and End-User.

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

# Agent Interface

## Overview

Once the End-User has installed the TSplus Remote Support Client and agreed to allow the connection, the Support Agent can connect to this Remote Support Session from his [Agent Web Console](#)



## Agent Connection Screen

After clicking on the 'Connect' button, the TSplus Remote Support Client will run.

The Support Agent is now connected to the End-User's desktop session.

The Agent can take control and troubleshoot independently or collaboratively: multiple Agents can connect to the same Remote Computer.

## Agent Chat Box

The Agent Chat Box is more than just a way to communicate with the End-User.

It contains vital information and functionality the Support Agent needs, listed below from top to bottom:

### Send Command

Enables the Support Agent to send the ctrl+alt+del keyboard command or start Task Manager on the Remote Computer.

### Change Monitor Displayed

Scrolls 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.

### Remote Computer Information

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

### Upload File

Allows 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.





# Administrator Settings - Server

## Overview

Once logged in, the Administrator is greeted by a simple set of menus that gives them full control over the support environment.

The first menu item is Admin Settings. Here, Administrators will find 3 sections - [Server](#), [Customization](#) and [Advanced](#).

## Server

If you did not configure a Domain when installing Remote Support, you can do so now, using an SSL/TLS Certificate from a Certificate Authority, or using the TSplus SSL Generator.

## Certificate Generation

This feature uses [Let's Encrypt](#) to provide a free and secure SSL certificate for your HTTPS connections.

Please make sure the following requirements are met:

- Your server's domain name must be accessible from the public Internet.
- Your server's HTTP (80) port must be open and available for Remote Support.

# Administrator Settings - Customization

## Overview

Once logged in, the Administrator is greeted by a simple set of menus that gives them full control over the support environment.

The first menu item is Admin Settings. Here, Administrators will find 3 sections - [Server](#), [Customization](#) and [Advanced](#).

## Customization

Customize the logo or banner displayed to the end-user during support sessions.

# Administrator Settings - Advanced

## Overview

Once logged in, the Administrator is greeted by a simple set of menus that gives them full control over the support environment.

The first menu item is Admin Settings. Here, Administrators will find 3 sections - [Server](#), [Customization](#) and [Advanced](#).

## Advanced

The Advanced section provides a customizable template for TSplus Remote Support to gather critical Hardware, OS and Software data from the Remote Computer.

For experienced users only. If you are unsure of how to customize the template, please use the comprehensive default template provided.

# Administrator Password Lost

## Issue

After installing and configuring TSplus Remote Support, administrator cannot remember his account username and/or password.

No other user having the administrator role, global settings cannot be changed and agents account cannot be managed anymore.

## Fix Overview

You can create a new administrator account by editing a record in TSplus Remote Support internal database, thus forcing the product to go through its post setup configuration step and asking for details in order to create a (new) administrator account.

Please understand that after the record has been changed in the database, *any* visitor browsing to TSplus Remote Support Web Portal will have the opportunity to create an administrator account. Only the first visitor validating the form will create an administrator account.

We highly recommend you disable public access to your TSplus Remote Support portal before following the steps below, for instance by enabling a firewall.

## Resetting to post-install step

Download and install an SQLite database editor, for instance [SQLite Studio](#).

Run the SQLite database editor and open TSplus Remote Support internal database, usually located at this location: "C:\Program Files\RemoteSupport\webportal\remotesupport.db".

Open the "settings" table:

Locate the row with the "name" value at "issetupdone" - it should have the "yes" value.

Replace this "yes" by a "no":

Click on the green mark toolbar button to "commit" (i.e. apply) this change in the database:

## Creating a new Administrator account

TSplus Remote Support is now back at its post-install step.

Browse to TSplus Remote Support Web Portal home page: it will display the same form displayed after the first installation on the server:

Please enter the details to create a new administrator account.