

# TSplus Remote Support 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 Service Pack 1**
- Windows **8/8.1**
- Windows **10 Pro**
- Windows **11 Pro**
- Windows **Server 2008 SP2/Small Business Server SP2 or 2008 R2 SP1**
- Windows **Server 2012 or 2012 R2**
- Windows **Server 2016**
- Windows **Server 2019**
- Windows **Server 2022**

## 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.

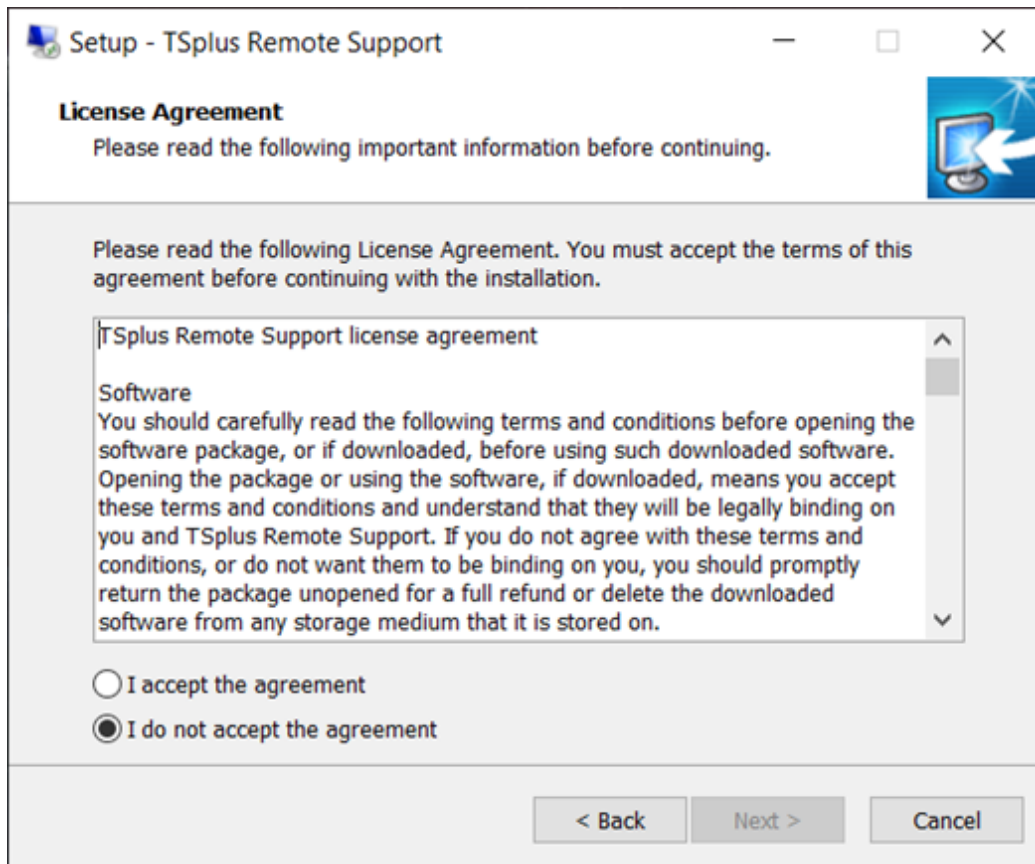
## Welcome

Please close any other running programs and click Next.



## License Agreement

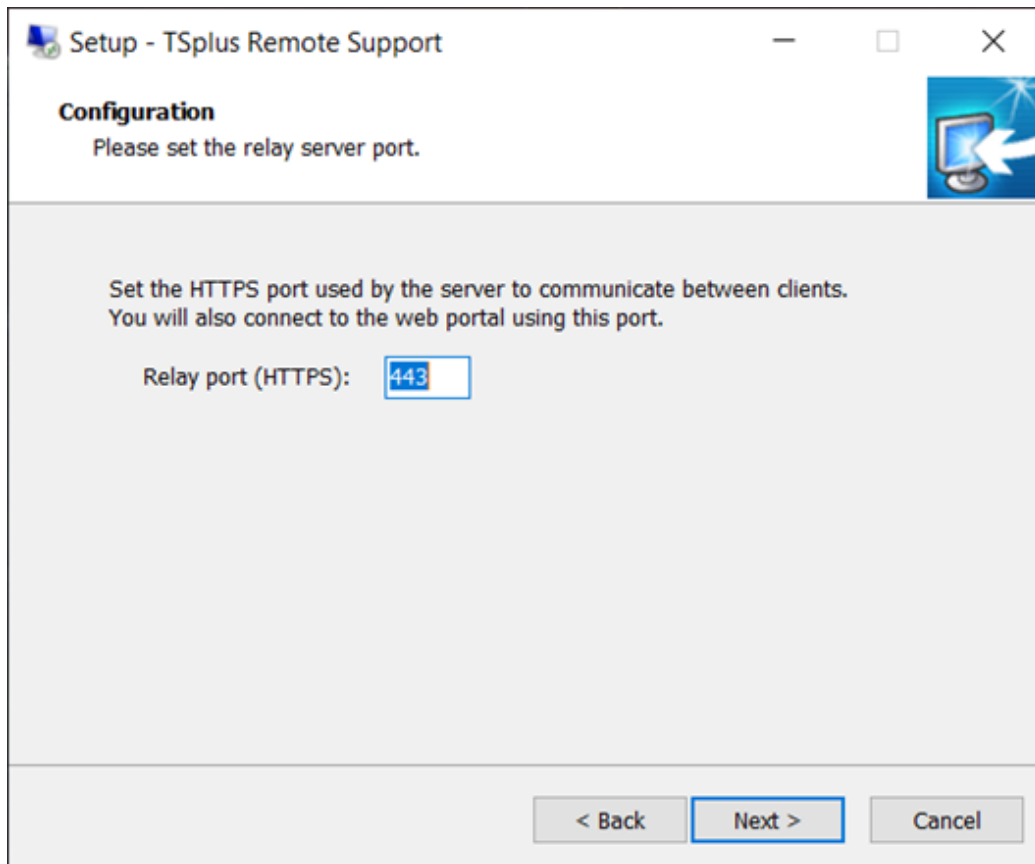
Click on "Next" to agree to the license.



## 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.**

Setup - TSplus Remote Support

**Configuration**

Please complete these information so that we can generate your certificate, or provide your own one.

What domain name will you use?

Domain name:

Automatically generate a certificate

Domain administrator email:

Use my own certificate

< Back   Next >   Cancel

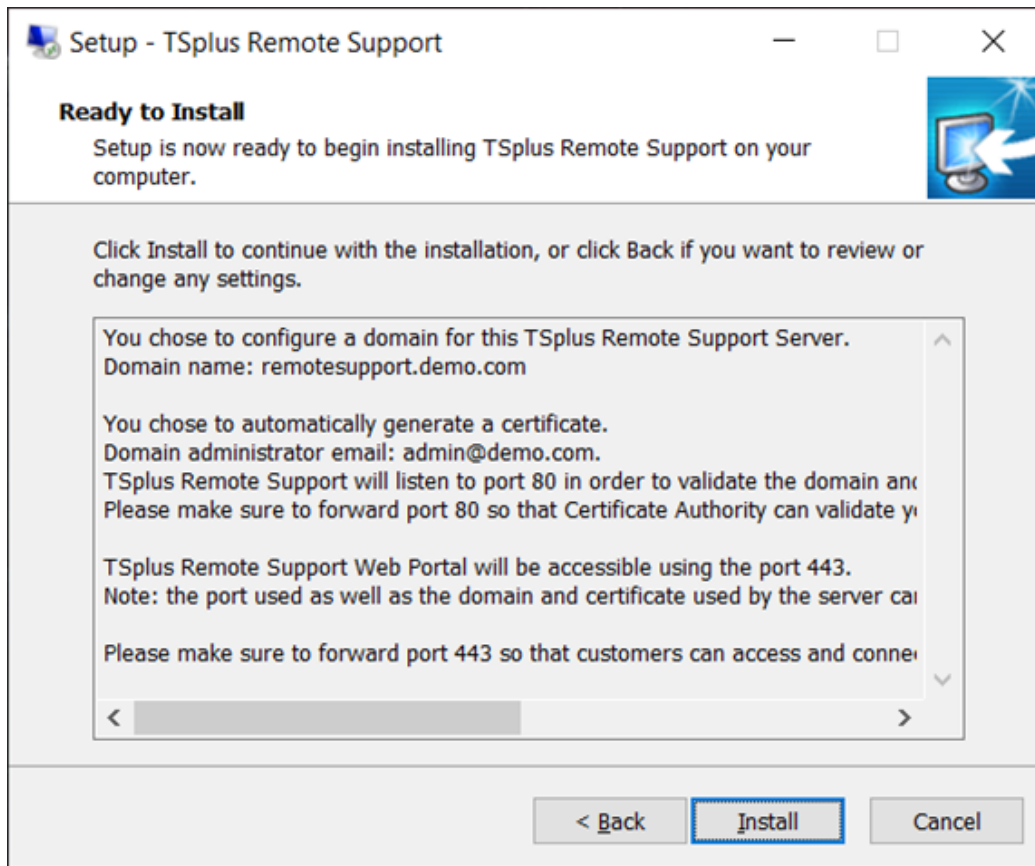
To configure TSplus Remote Support for access using an internet domain name, enter the domain name here and choose which kind of Security Certificate you would like to use, a free certificate generated within Remote Support, or a paid Certificate purchased from a Certificate Authority.

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

### Install with Free Certificate

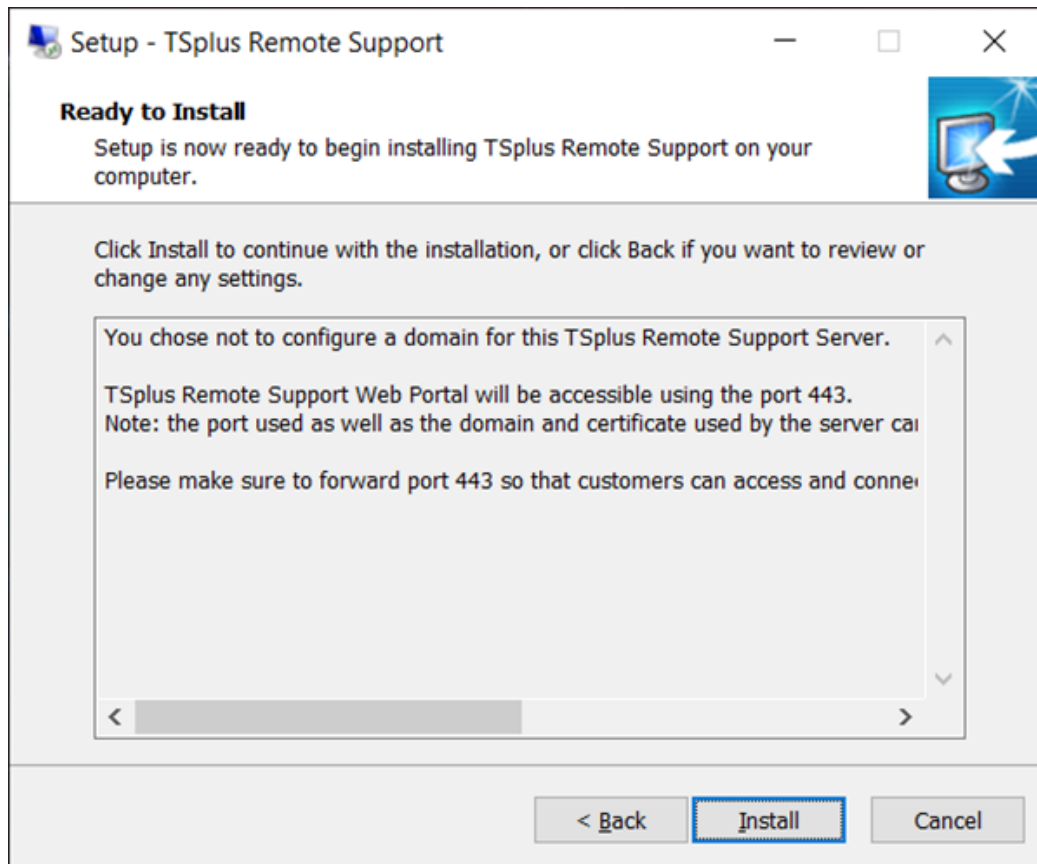
Free Certificate is provided by Let's Encrypt and requires port 80 to be open and available to validate your domain ownership.





### Ready to install

Confirm your settings and click Install to continue.

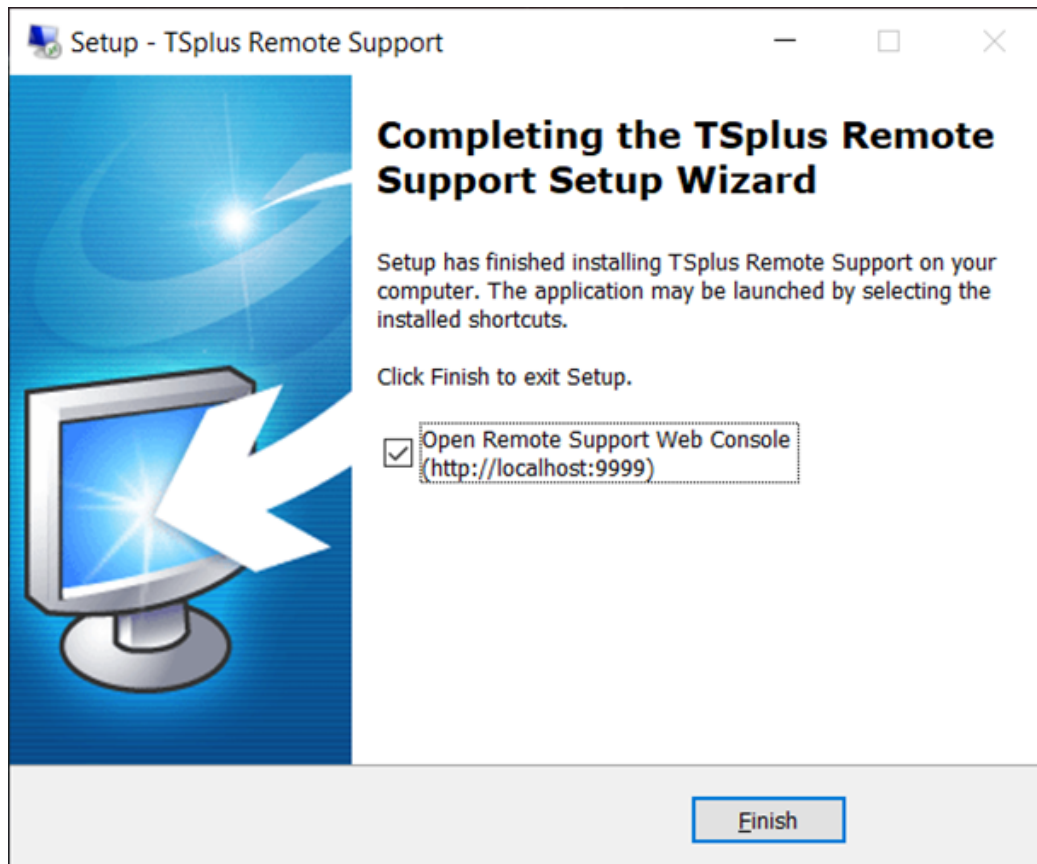


### **Congratulations!**

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.

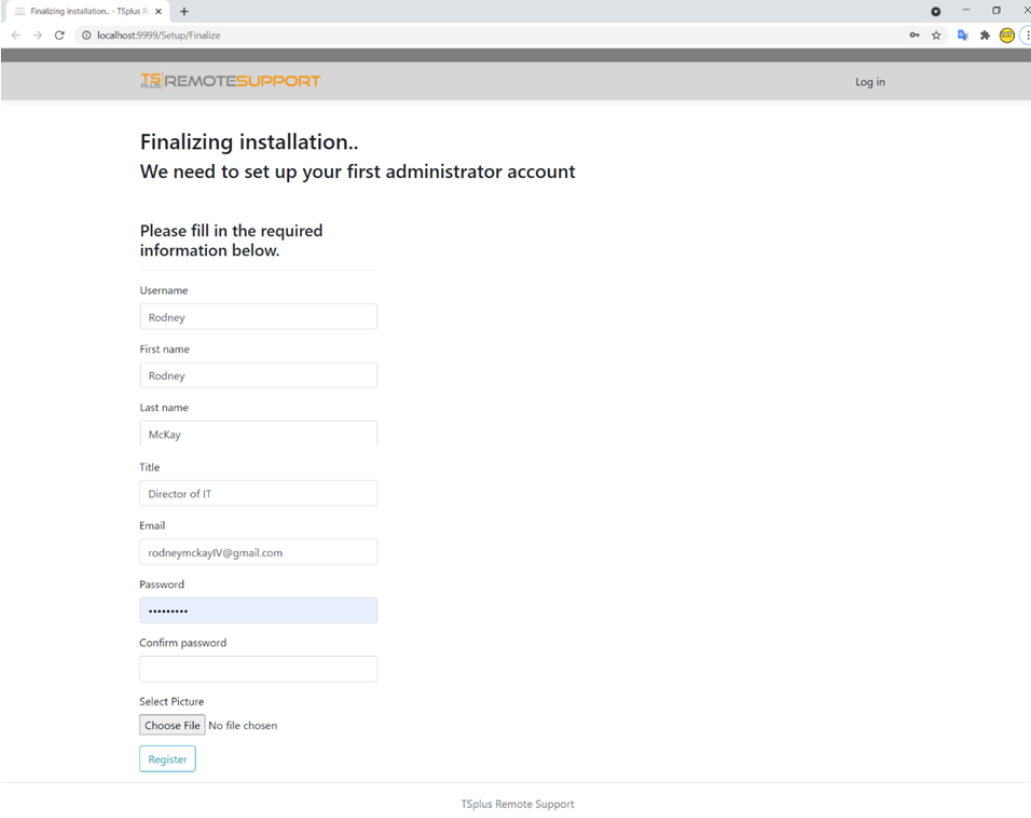


### Administrator Account Setup

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'.



Finalizing installation..  
We need to set up your first administrator account

Please fill in the required information below.

Username  
Rodney

First name  
Rodney

Last name  
McKay

Title  
Director of IT

Email  
rodneymckayIV@gmail.com

Password  
\*\*\*\*\*

Confirm password

Select Picture  
Choose File No file chosen

Register

TSplus Remote Support

**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

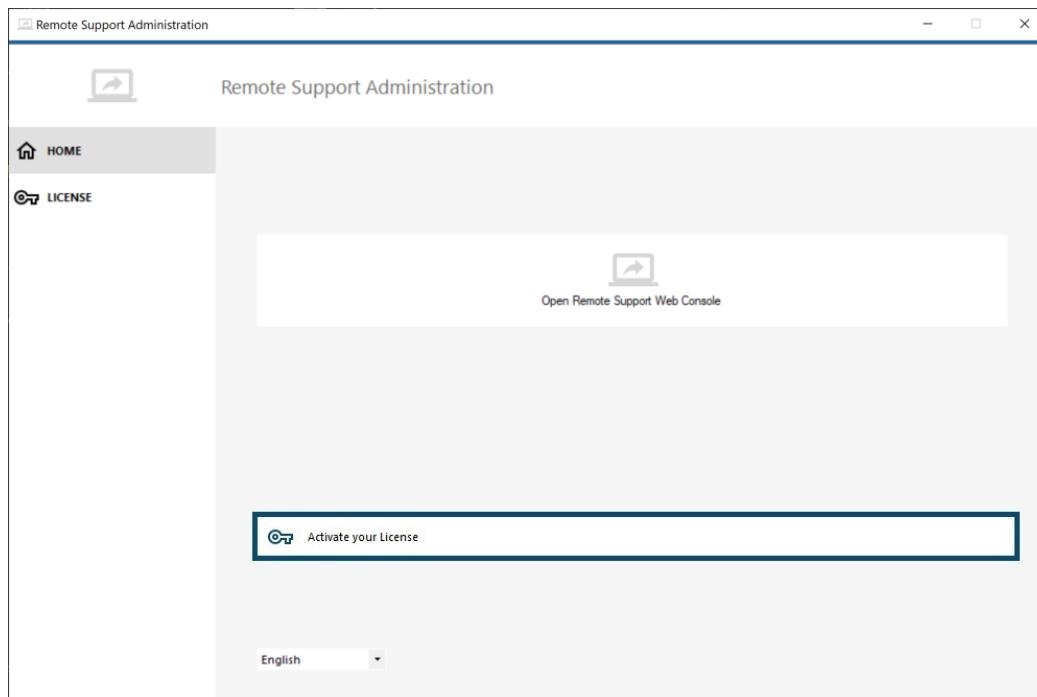
In order to completely uninstall TSplus Remote Support, go to "C:\Program Files\RemoteSupport" and run the "unins000" application.

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

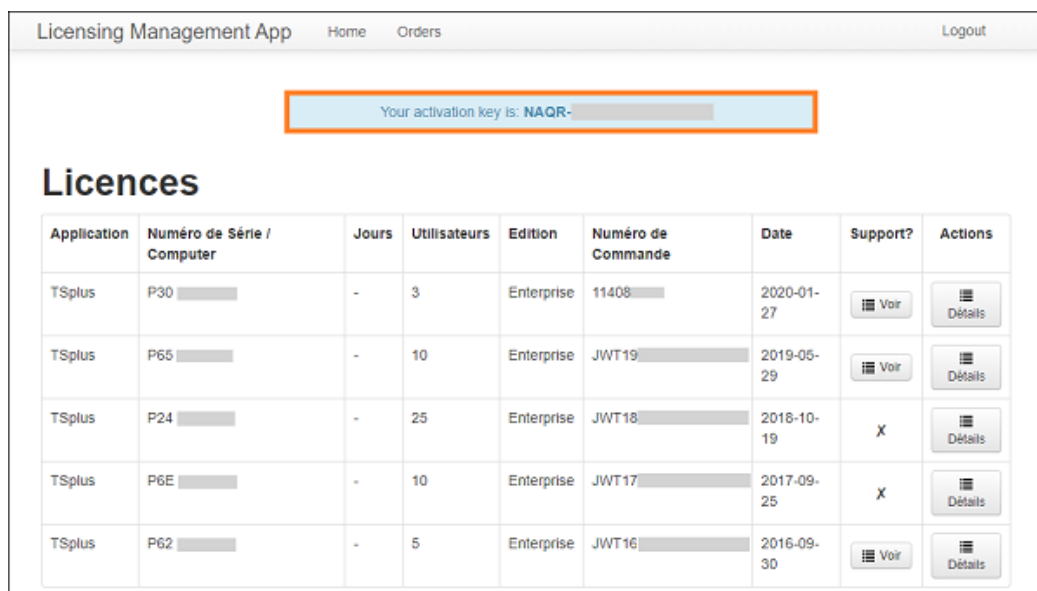
Open the TSplus Remote Support interface and click on the License tab. Then, click on the "Activate your License" button:



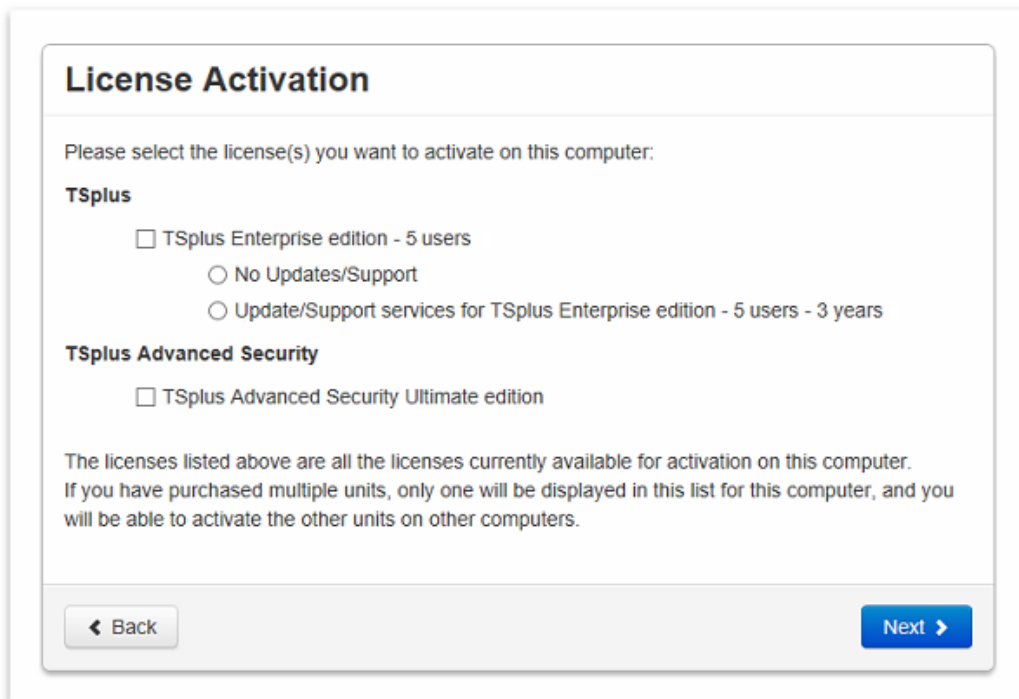
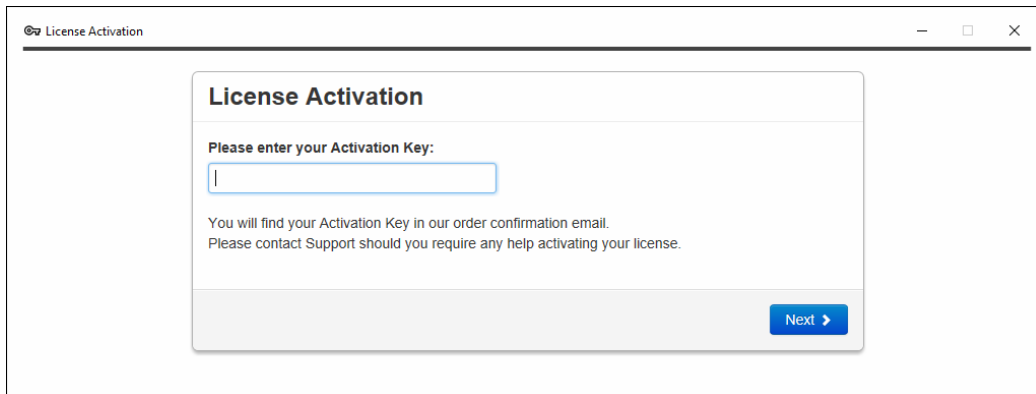
In order to get your Activation Key, connect to our [Licensing Portal](#) and enter your Email Address and your Order Number:

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

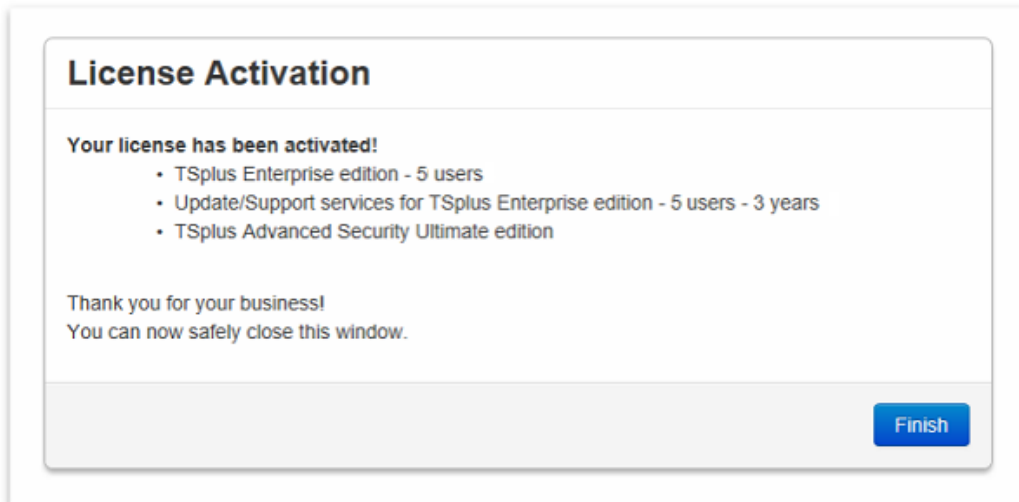
Your activation key will be displayed at the top of the dashboard:



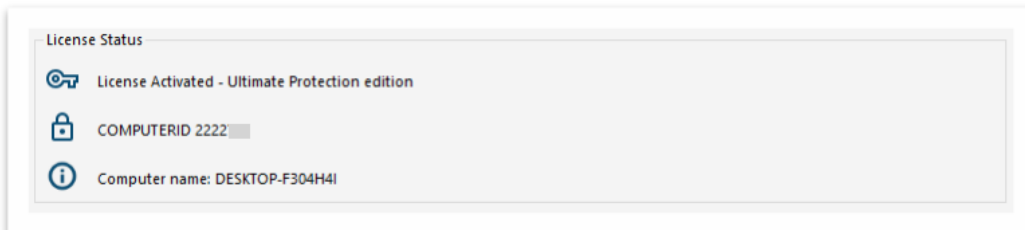
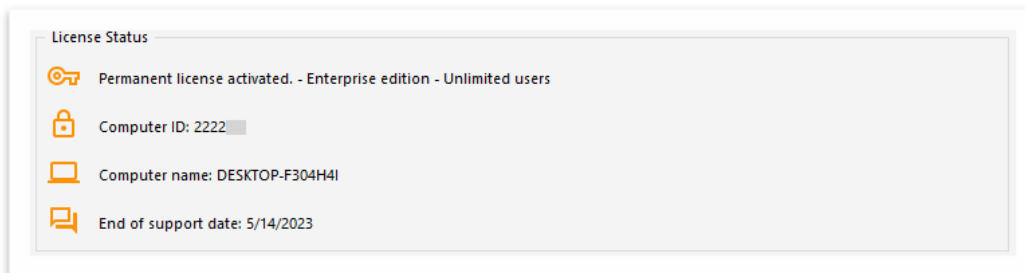
You can then enter this activation key and click on “Next” .



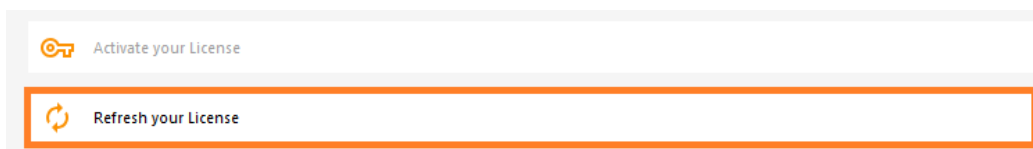
Check one or more items and click on the “Next” button. Please note that you can activate several products at the same time by checking several products/support!

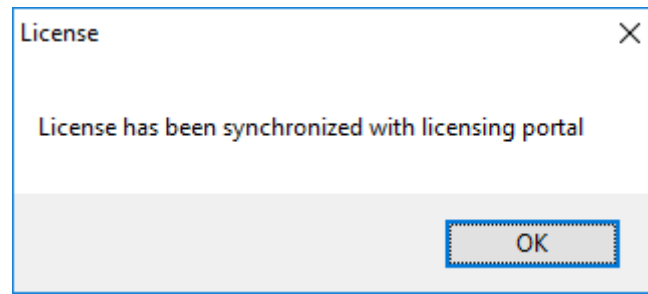


All your products/support are now activated (in this example, both TSplus with support and TSplus Remote Support have been activated at once).



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



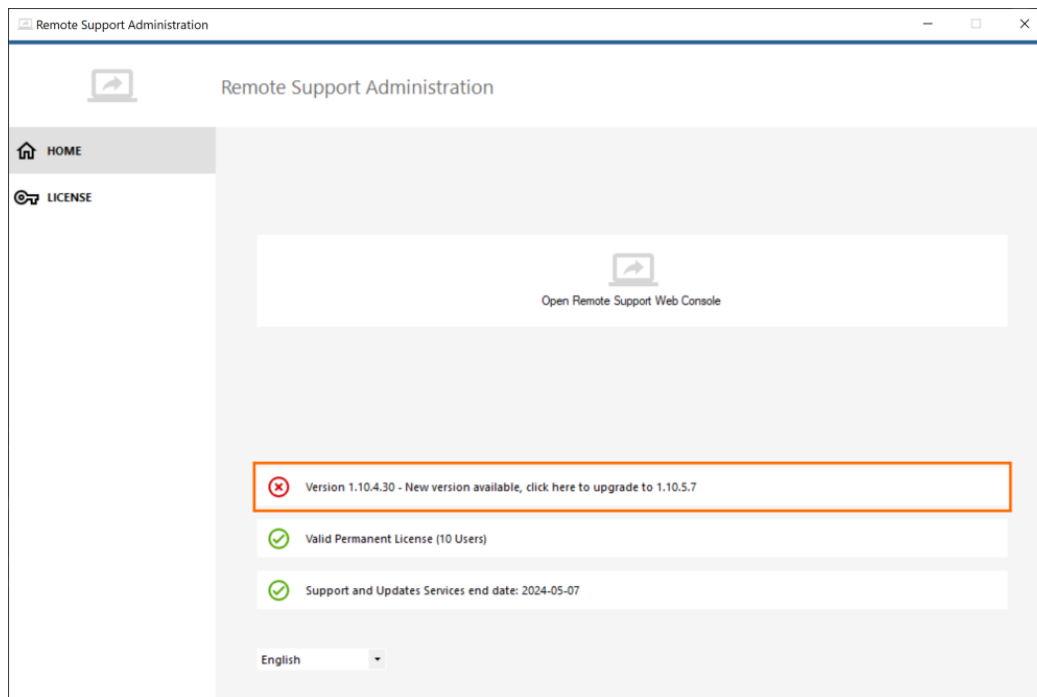


Thank you for choosing TSplus Remote Support!



# 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:



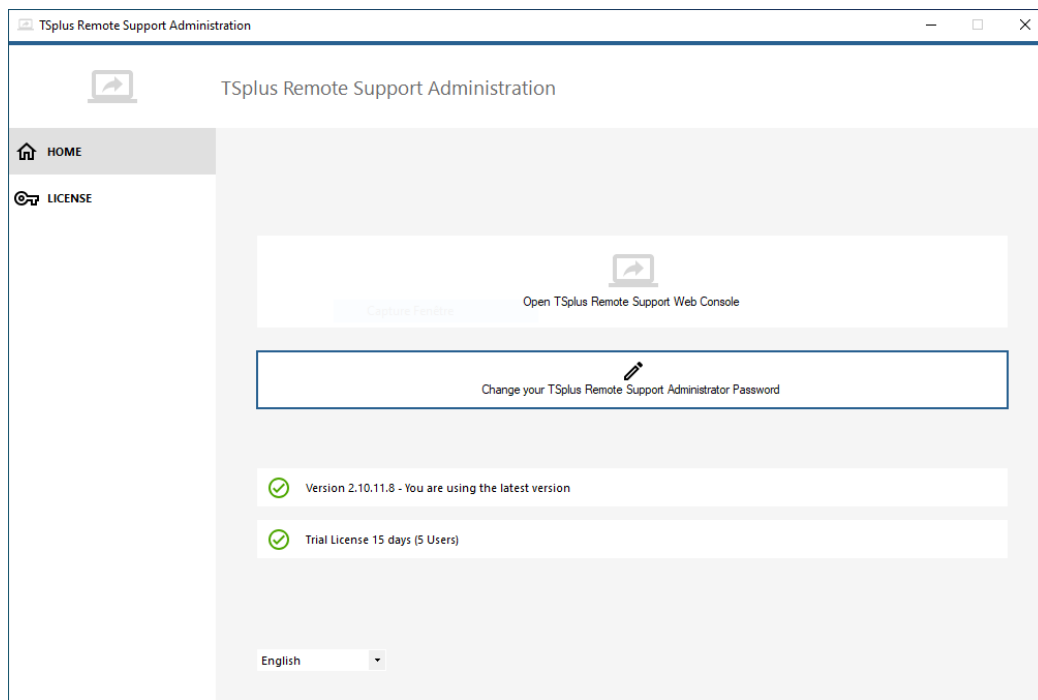
TSplus Remote Support automatically downloads and applies its update program when requested.

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

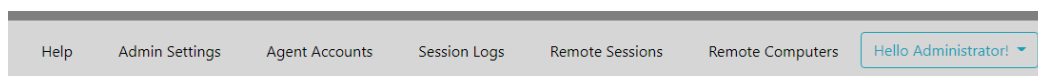
# Change your Administrator password

You can change your Administrator password directly by clicking on the corresponding tile on the Home Dashboard of the Administration program:

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



Once clicked, the web console will open. Simply fill in the password field with a new password and confirm your password, then click on "Save".



## Change your Administrator Account Password

Username

Password

Confirm password

# Installation over TSplus Remote Access

If you have installed TSplus Remote Support alongside TSplus Remote Access on the same machine and want to use the automatic certificate generation, you will need on:

TSplus Remote Access to:

- Have TSplus Remote Access use port 80 for HTTP
- Configure the TSplus Remote Access certificate

TSplus Remote Support to:

- Configure the domain name and domain administrator email
- Check "Auto generate SSL/TLS certificate"
- Save
- Restart the "TSplus Remote Support Relay" service

## Important

Depending on the port used by TSplus Remote Access, web port conflicts may arise as only 1 program at a time can listen on a given web port. As a result, you will have to choose which program uses the default HTTPS port (443). By default TSplus Remote Access will be on port 443 and TSplus Remote Support will select another port (491) when detecting 443 is already in use, so you will be able to access TSplus Remote Support at: <https://your-domain.com:491>

If you need to change HTTPS ports on:

TSplus Remote Access:

- Change it from the AdminTool > WEB > Web Server > HTTPS

TSplus Remote Support:

- Change it from the Web Portal Admin Settings > Server > Relay Port

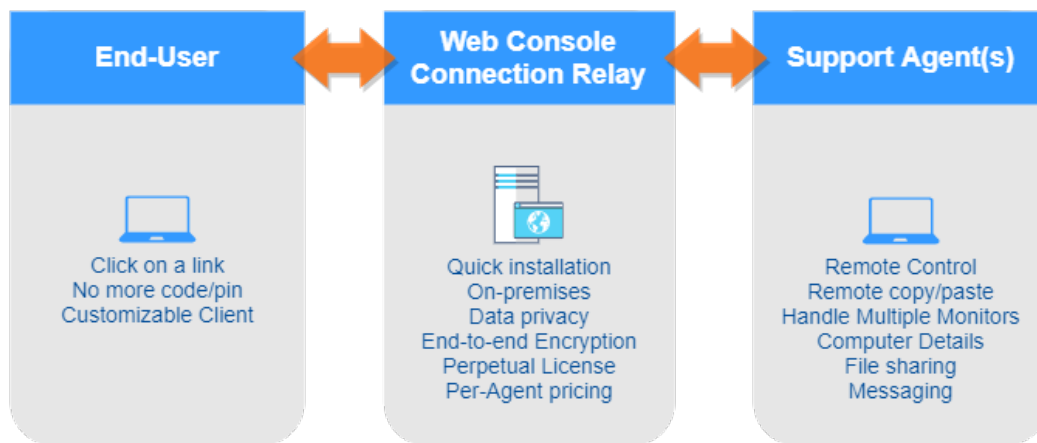
Again, we recommend you keep TSplus Remote Access HTTP port set to 80 in order to allow both TSplus Remote Access and TSplus Remote Support HTTPS certificate validation.

# 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!

## TS PLUS REMOTESUPPORT



## 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.

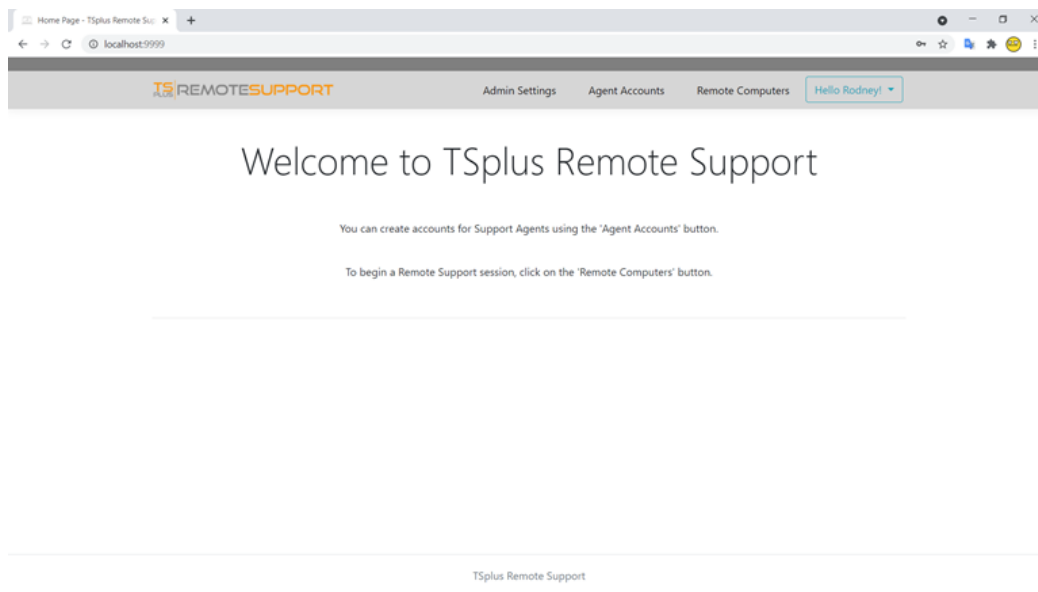
Remote Support also supports Public DNS (Domain Name Services) and CA or Self-Signed SSL/TLS Certificates.



# 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.



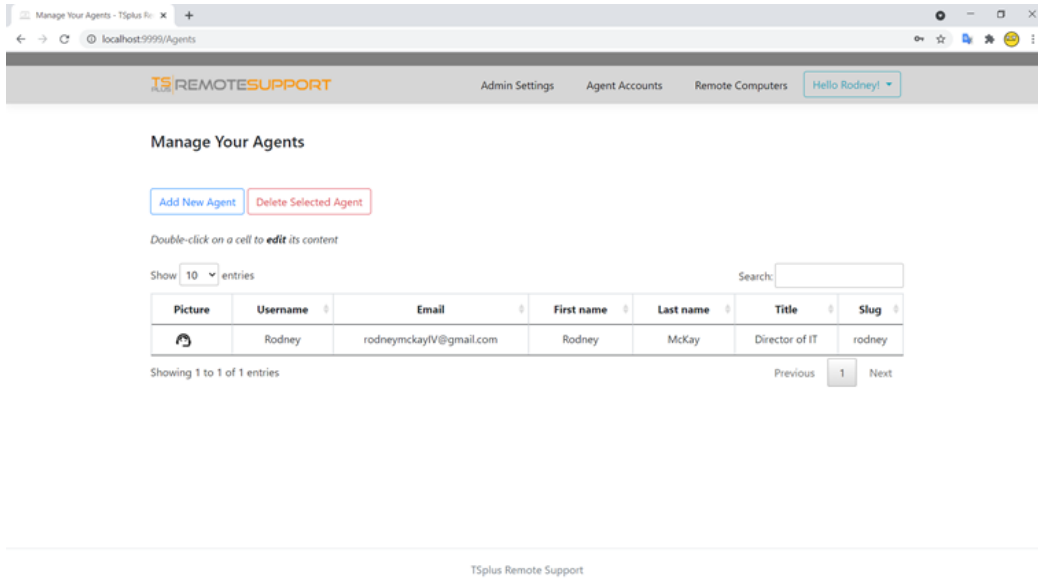
## Administrator Settings

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

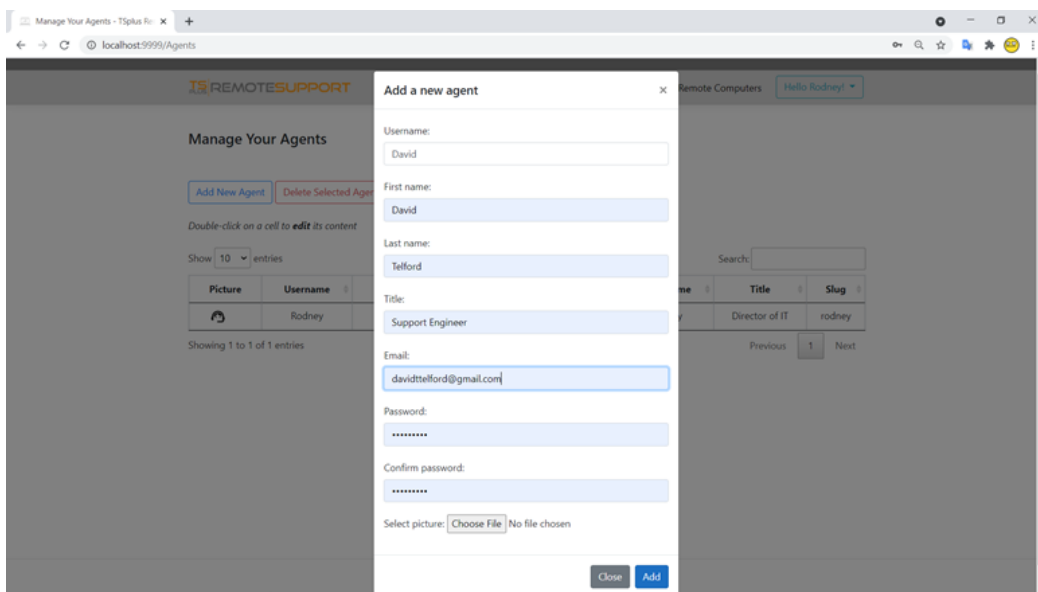
## Agent Accounts

The second menu item is Agent Accounts.

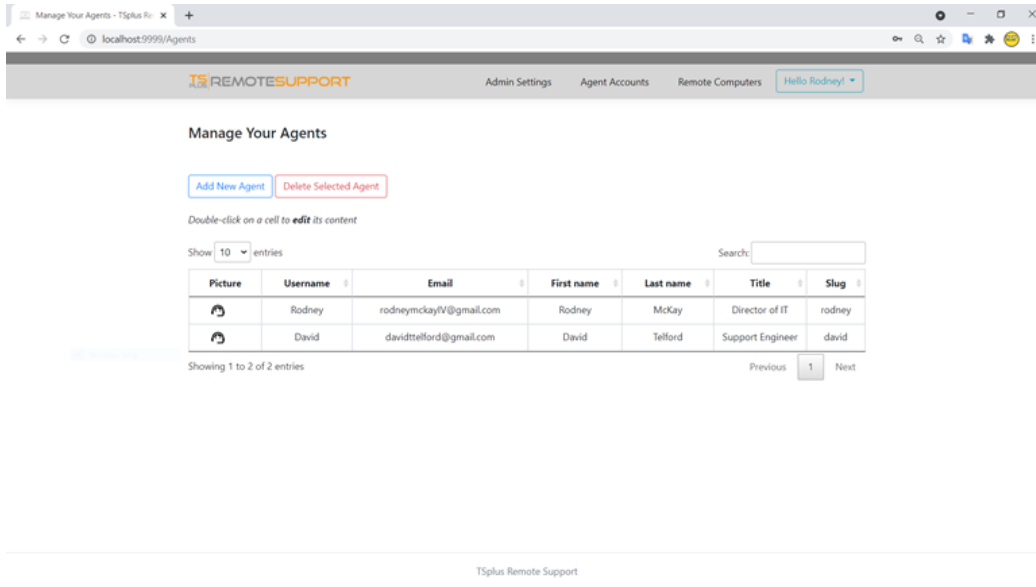
From this screen, the administrator can add, delete or edit agent accounts.



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.

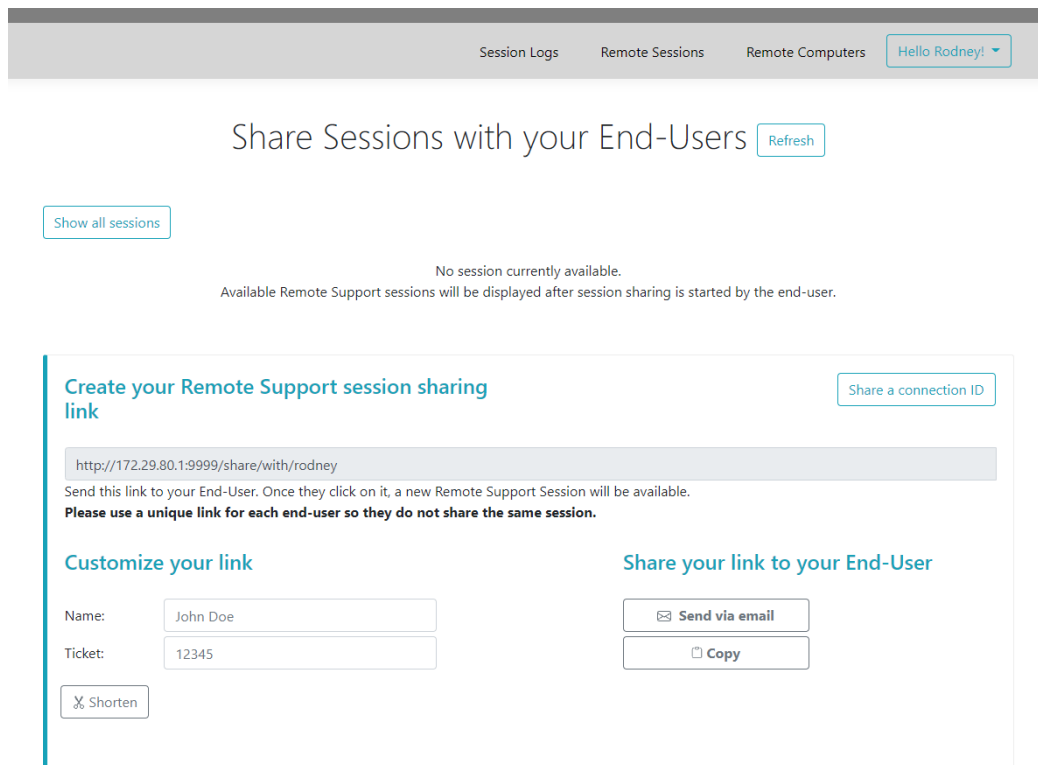
This page is also available to Support Agents and is detailed in the [Agent Interface](#) chapter of this documentation.



# 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.

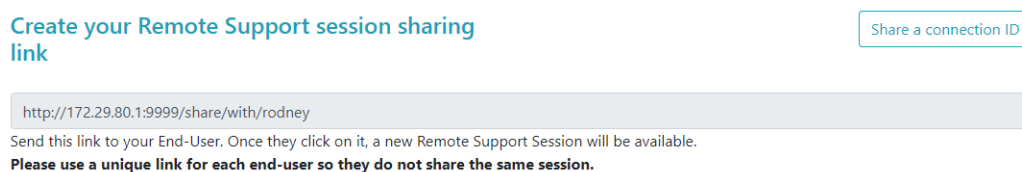


Agents can also customize their own account settings from the 'Hello, Agent Name' button then 'Settings' menu item on the top right corner of the page.

## Remote Sessions

### Send a link

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



## Customize the link

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

Agent can also shorten the URL if needed using the 'Shorten' button.

## Customize your link

Name:	<input type="text" value="John Doe"/>
Ticket:	<input type="text" value="12345"/>
<input type="button" value="✂ Shorten"/>	

## Sending options

Agent can send the link via email or simply copy it using the buttons of the section below.

## Share your link to your End-User

<input type="button" value="✉ Send via email"/>
<input type="button" value="📄 Copy"/>

## The link system

Each link matches with a specific session.

This means each agent will need to customize his agent link to generate a new session as soon as the end-user sharing his session changes.

***If an agent share the same exact link to multiple end-users, they will all end in the same session and won't be able to share their screen at the same time.***

## Send a connection ID

Agent can also send a connection ID instead to the end user.

Connection ID is a 6 digits code to be entered by the end user after having manually started the Remote Support client.

**Share a connection ID** Share a link

378801 Refresh

Send this connection ID to your End-User. Once entered in the Remote Support Client on their side, a new Remote Support Session will be available.

To generate a connection ID, the agent will need to go to the 'Share a connection ID' section by clicking on the button with the same name.

**Create your Remote Support session sharing link** Share a connection ID

https://remotesupport.tsplus.net/share/with/rodney

Send this link to your End-User. Once they click on it a new Remote Support Session will be available

## 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.

Share Sessions with your End-Users Refresh

Show all sessions

Date	Name	Ticket	Action
2021/10/12 15:17	John	4562 <a href="#">🔗</a>	Connect

## Join a session owned by an other support agent

By default, the agent only see the sessions currently being shared, which have been created using his agent URL.

As a result, in order to see and join other sessions, the agent will need to click on the 'Show all sessions' button.

Show all sessions

## Remote Computers

Each agent has access to the list of available unattended computers.

Three actions are available on computers: connect, open a command prompt and remove.

Unattended computers can be organized using groups and quickly find using the search bar.

## Unattended Remote Support

Connect
Open Command Prompt

Search:

Add new group
Rename
Remove

- IT
- ▾ Marketing
  - Office\_1
  - Office\_2
  - Office\_3
  - Office\_4
  - Office\_5

**Add this computer to the Unattended Access list**

This computer needs to be accessible anytime once started?  
If it is not already registered in the list, click on this button to add your computer to Unattended Access.

[Add this computer](#)

Note: you are currently navigating on the web portal using your localhost address and no domain is currently set.  
As a result the relay server private IP will be used to configure this machine unattended settings.

**Add an End-user computer to the Unattended Access list**

Send the following URL to the End-user. Once they click on it and agree to the changes, their computer will be added to the Unattended access list.  
Note: The link expires after 48 hours.

http://172.29.80.1:9999/u/86403a8c
Send via email
Copy

## Access the unattended machine

When a machine is available, this icon will be used.



When a machine is unavailable, this icon will be used.



### Send command line

The agent will also be able to send CLI commands through the web command prompt linked to the machine by clicking on the 'Open a Command Prompt' button.

*Note: Depending on the browser you are using, you may be limited to a certain number of command prompts open at the same time. If you need to go over this limitation, you will need to open a different browser.*

### Known limitations:

- *Chrome version 92: 5*
- *Firefox version 91: 5*
- *Edge (chromium) version 92: 5*

A rectangular button with a light blue border and the text "Open Command Prompt" in a matching blue color.

### Remove a computer

The agent can delete a computer from the unattended computer list, and make it unavailable as well, by clicking on the 'Remove' button. Note: To see the machine again, the agent will need to enable unattended access again using the setup process in the web-console or end-user link.

A rectangular button with a red border and the text "Remove" in a matching red color.

## Organise the unattended computers

Support agent can create groups to organize configured unattended computers.

Computer and groups can be simply moved from one group to another using drag and drop.

### Add a new group

To add a new group, click on 'Add new group', then give the created group a name and press 'Enter'.

A rectangular button with a light blue border and the text "Add new group" in a matching blue color.

### Rename an existing group

To rename an existing, select the group by clicking on it, then click on 'Rename'.

A rectangular button with a light grey border and the text "Rename" in a matching grey color.

### Delete an existing group

To delete an existing, select the group by clicking on it, then click on 'Remove'.

A rectangular button with a red border and the text "Remove" in a matching red color.

## Search groups or computers

To search for groups or computers, a search bar is available.

Matching results will dynamically appear as you type.

## Add Unattended Computers

The agent can add a computer to the unattended computer list in multiple ways.

### Add this computer

The agent can add the computer he is currently using to the unattended computer list and make it available by clicking on the 'Add this computer' button. The agent will be prompted to run the Remote Support setup.

### Add an End-User Computer

A URL specific to each agent is available to make Unattended Access configuration easy and user-friendly using a simple web page.

The agent will be able to copy the link using the Copy button next to the URL displayed.

Note: this URL expires after 48 hours. After that another URL should be displayed and used by the agent.

#### Add an End-user computer to the Unattended Access list

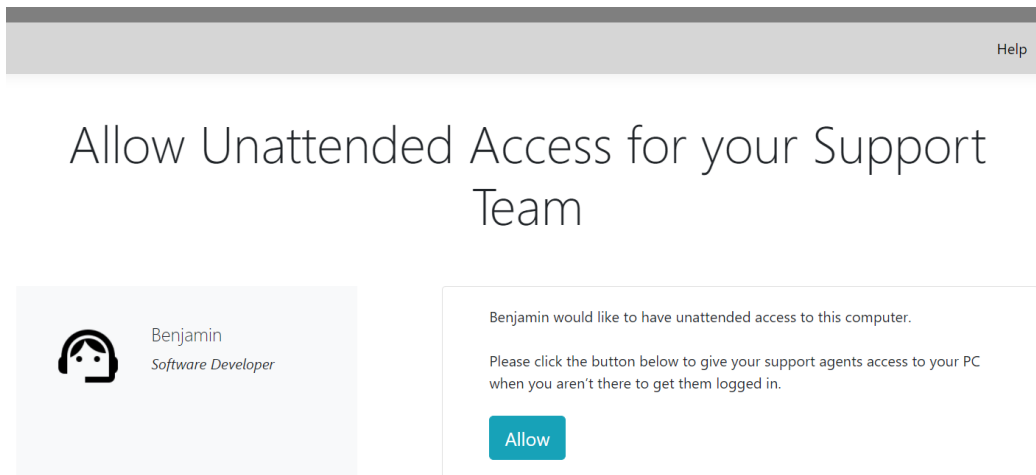
Send the following URL to the End-user. Once they click on it and agree to the changes, their computer will be added to the Unattended access list.

*Note: The link expires after 48 hours.*

<http://172.21.0.1:9999/u/2401396d>

Once the URL has been clicked and the page displayed, the customer will be able to enable unattended access by clicking on the 'Allow' button.

Note: enabling unattended access requires admin privileges. A privilege elevation prompt will display if the current user does not have these.



### Add a computer using command line

If you need to enable unattended access on multiple computers, this can be done using the command line interface.

The Remote Support Client Setup file, 'RemoteSupport.exe' can be found [here](#).

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

- */createcomputer*
- */username [supportagentusername]*  
For example: */username "rodney"*
- */password [supportagentpassword]*  
For example: */password "myoverlynotcomplicatedbutverylongpasswordsothatnoonefindit"*
- */relayurl*  
For example: */relayurl "remotesupport.mycompany.com"*
- */relayport*  
For example: */relayport "443"*

A complete example: to register the current machine as unattended to the server `remotesupport.mycompany.com` you may use:





### Remove a computer

The agent can delete a computer from the unattended computer list, and make it unavailable as well, by clicking on the "Remove" button.

*Note: To see the machine again, the agent will need to enable unattended access again using the setup process in the web-console or end-user link.*



### Change the visibility of a computer

The visibility of a computer can be changed from the agent only to everyone using the button 'Change visibility to everyone'. By default, when the computer is added, the visibility of a computer is restricted to its owner. The owner of the computer refers to the agent who shared his custom URL, which has been used to add the computer to the unattended computer list.

*Note: only the owner of the computer can change its visibility.*



## Session Logs

Once Remote Support Sessions end, they are automatically recorded in the 'Session Logs' section.

Session Logs
Remote Sessions
Remote Computers
Hello Rodney! ▾

**Keep track of your session logs**

Dates are in Coordinated Universal Time (UTC).

Double-click on the customer name, ticket or comment field to edit their content

Show  entries Export to csv Search:

Started at	Ended at	Duration (in seconds)	Computer Name	Customer Name	Ticket	Agents	Comment
10/12/2021 1:41:03 PM	10/12/2021 1:46:23 PM	320		John	4562	Rodney Brown	

Showing 1 to 1 of 1 entries Previous  Next

The table can be exported to csv using the button 'Export to csv'.

Export to csv

## 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.

Remote Computers Hello David! ▾

- Settings
- Log out

### Manage your account

Change your account settings

Profile Password

#### Profile

Email  
davidtelford@gmail.com

First Name  
David

Last Name  
Telford

Title  
Support Engineer

Slug  
david

Select Picture Choisir un fichier Aucun fichier choisi

Save

## Password

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

Remote Computers

Hello David! ▾

## Manage your account

### Change your account settings

Profile

Password

#### Change password

Current password

New password

Confirm new password

Update password

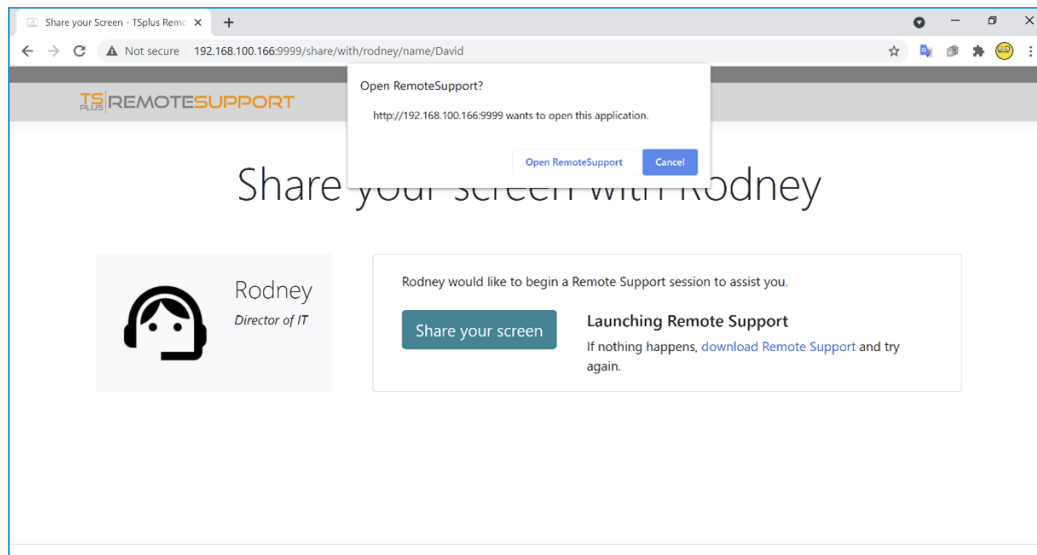
# End-User Interface

## 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.

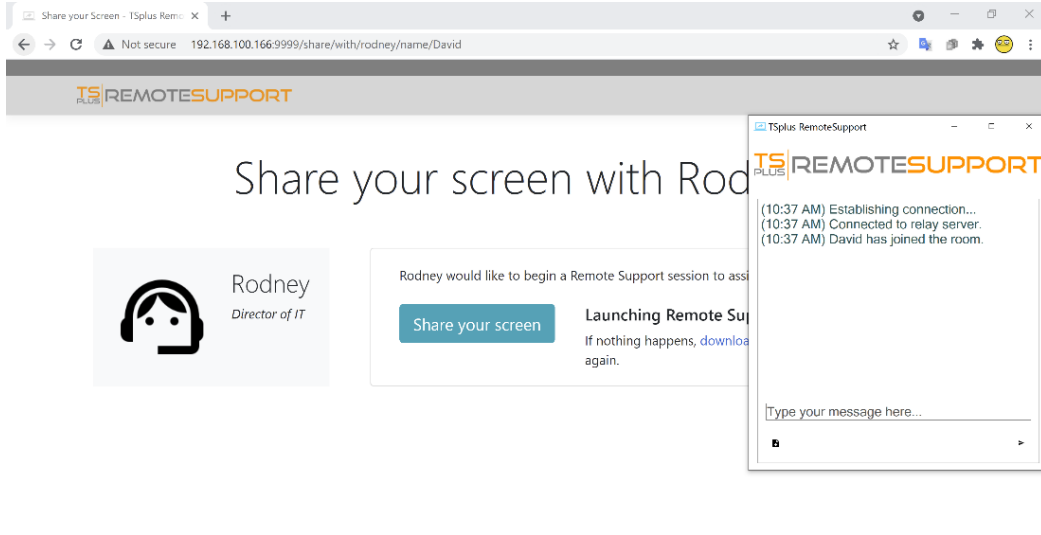


## End-User connection screen

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.

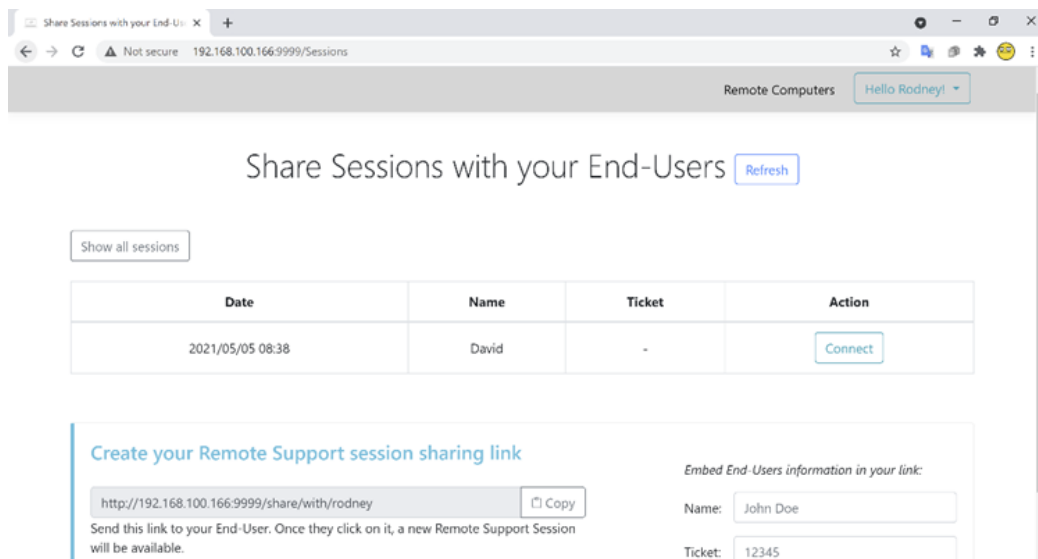
Please note that closing the chat box will end the Remote Support Session.



# 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](#)

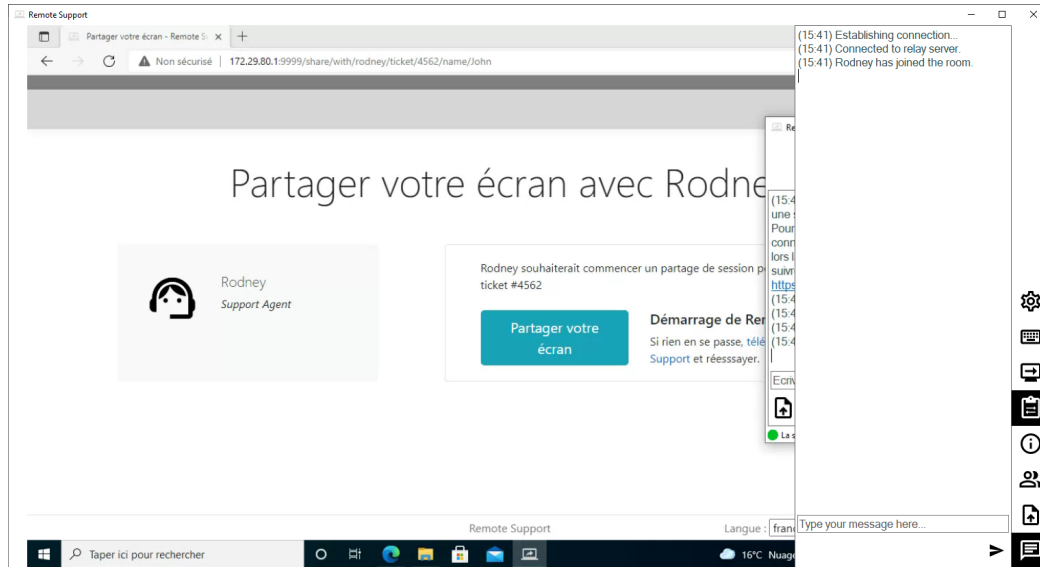


## Agent Connection Screen

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

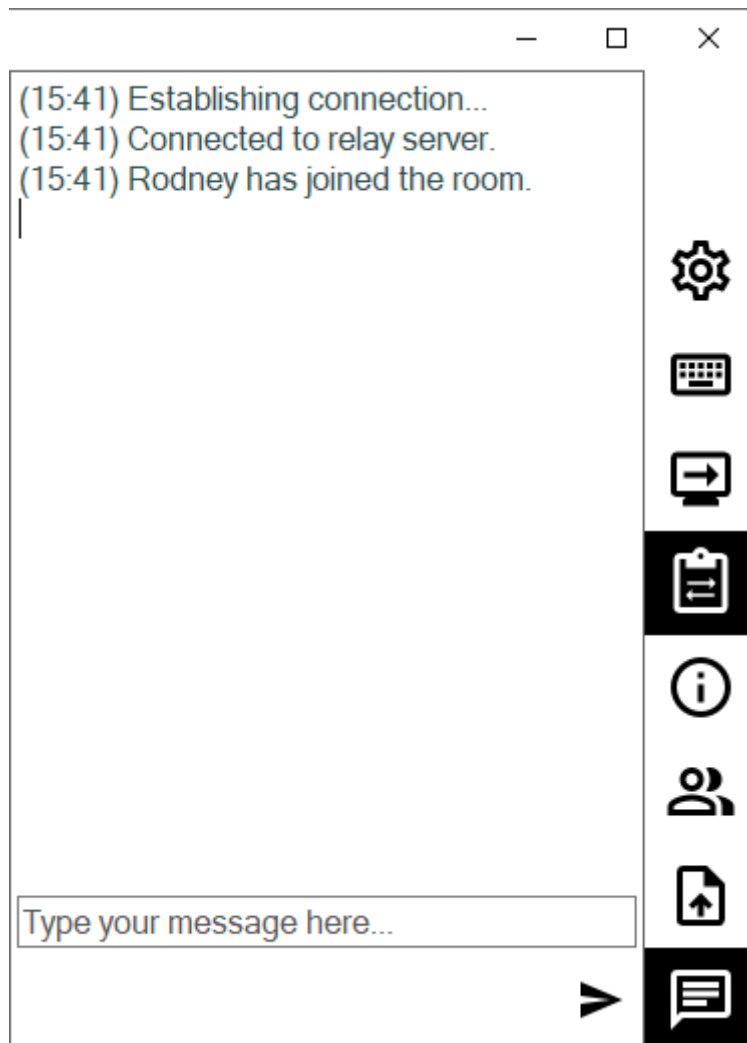
The Support Agent is now connected to the End-User's desktop session.

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:

### **Settings**

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



### **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](#)



### **Participants**

Show the participant list of the current session.



### **Upload File**



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



### Show Chat

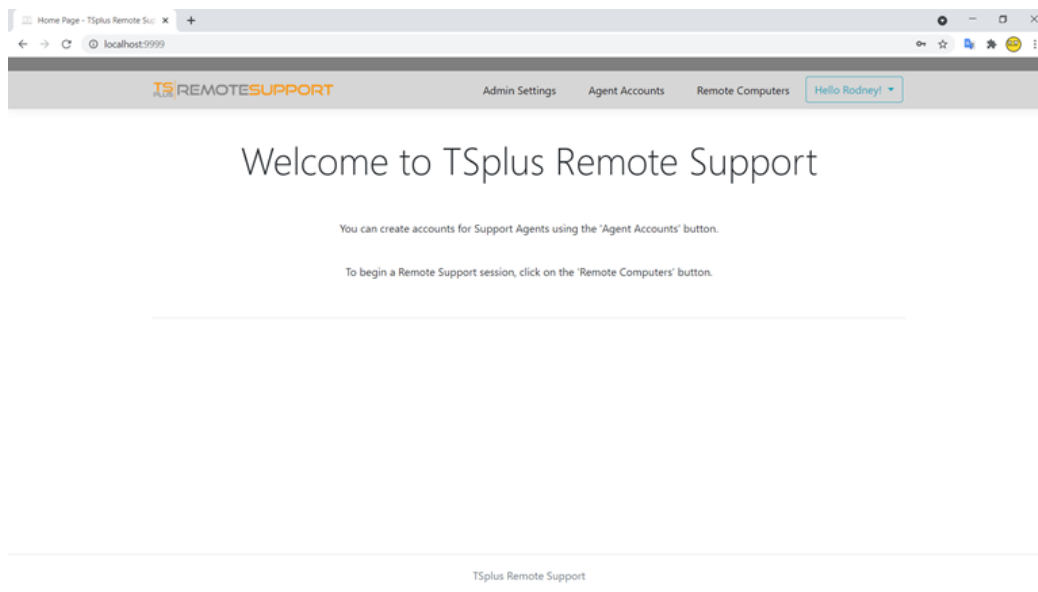
Brings the Chat Box back to the main chat window.



# Administrator Settings - Email

## 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 4 sections - [Email](#), [Server](#), [Customization](#) and [Advanced](#).

## Email

Configure the SMTP Client and customize the email content sent to the end-user.

## Settings

Email

Server

Customization

Advanced

### Email Settings

#### SMTP Configuration

Hostname

Port

Use SSL

Require authentication

Username

Password

Send Email From

[Validate SMTP settings](#)

#### Email with URL template

These templates will be used to generate email sent to the customer when you click on 'Send via email', to send them the URL to share their session/computer.

These can be customized using special strings listed below, to retrieve specific values.

- To retrieve the URL sent: use %URL%
- To retrieve the current agent first name: use %AGENTFIRSTNAME%
- To retrieve the current agent last name: use %AGENTLASTNAME%
- To retrieve the current agent title: use %AGENTTITLE%
- To retrieve the product name: use %PRODUCT%
- To retrieve the customer name (available only in the share session mail customization): use %CUSTOMERNAME%
- To retrieve the ticket number (available only in the share session mail customization): use %TICKETNUMBER%

#### Share your session using this URL email

Email title

Email content template

```
Hi %CUSTOMERNAME%,

This is %AGENTFIRSTNAME% %AGENTLASTNAME% from %PRODUCT%.
In order to troubleshoot your current issue regarding ticket #%TICKETNUMBER%, we will need to connect to your computer.
To do so, please click on link below and start sharing your screen.
%URL%

Best regards,
%AGENTFIRSTNAME% %AGENTLASTNAME%
```

[Reset](#) [Reset to default](#)

#### Allow unattended access to your computer using this URL email

Email title

Email content template

```
Hello,

This is %AGENTFIRSTNAME% %AGENTLASTNAME% from %PRODUCT%.
In order to troubleshoot your current issue, we will need to connect to your computer.
To do so, please click on link below and allow unattended access to your computer for our support team.
%URL%

Best regards,
%AGENTFIRSTNAME% %AGENTLASTNAME%
%AGENTTITLE% - %PRODUCT%
```

[Reset](#) [Reset to default](#)

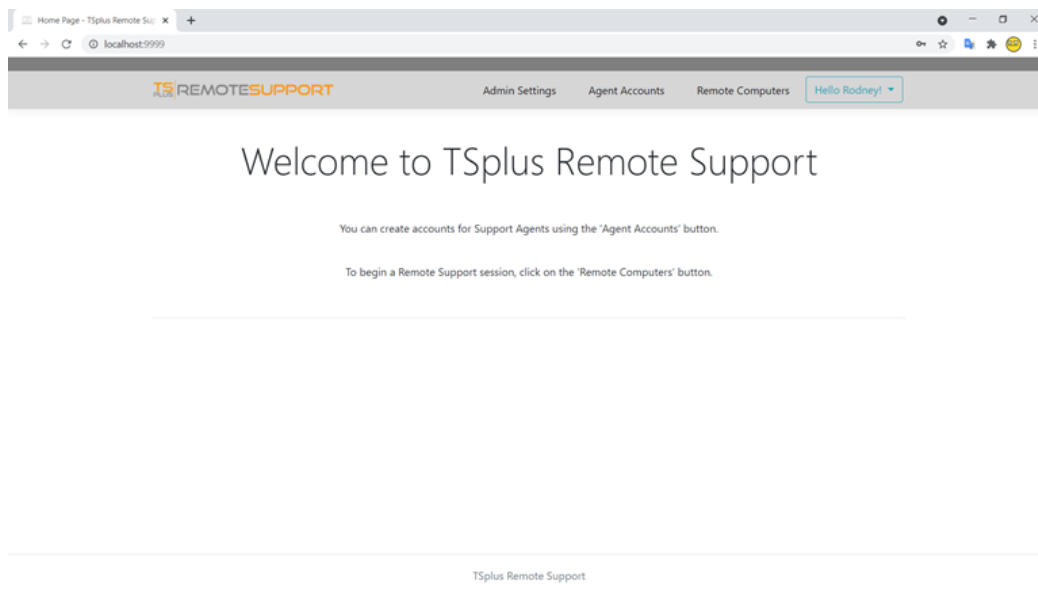
[Save](#)



# Administrator Settings - Server

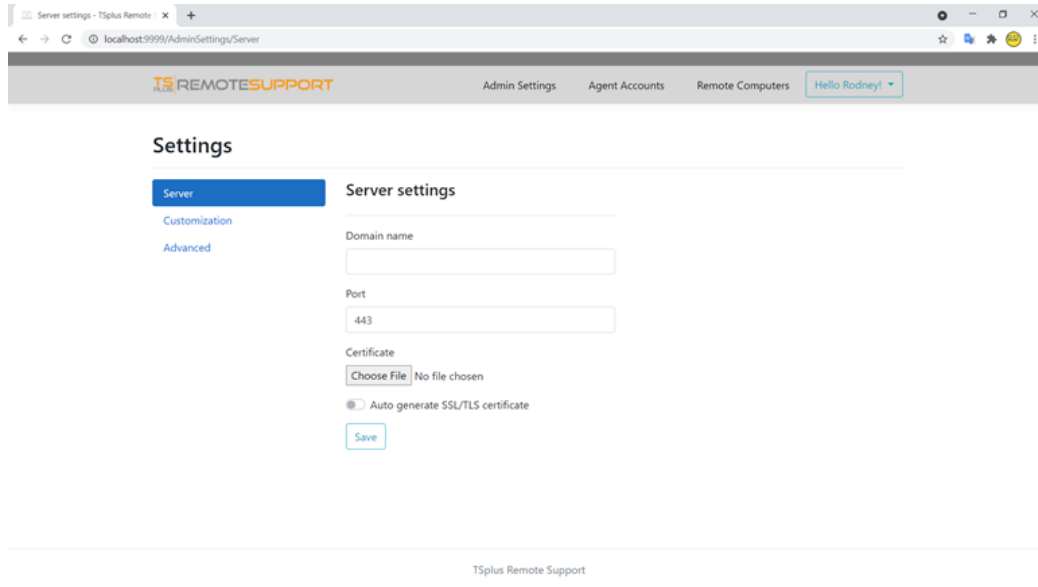
## Overview

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 4 sections - [Email](#), [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.

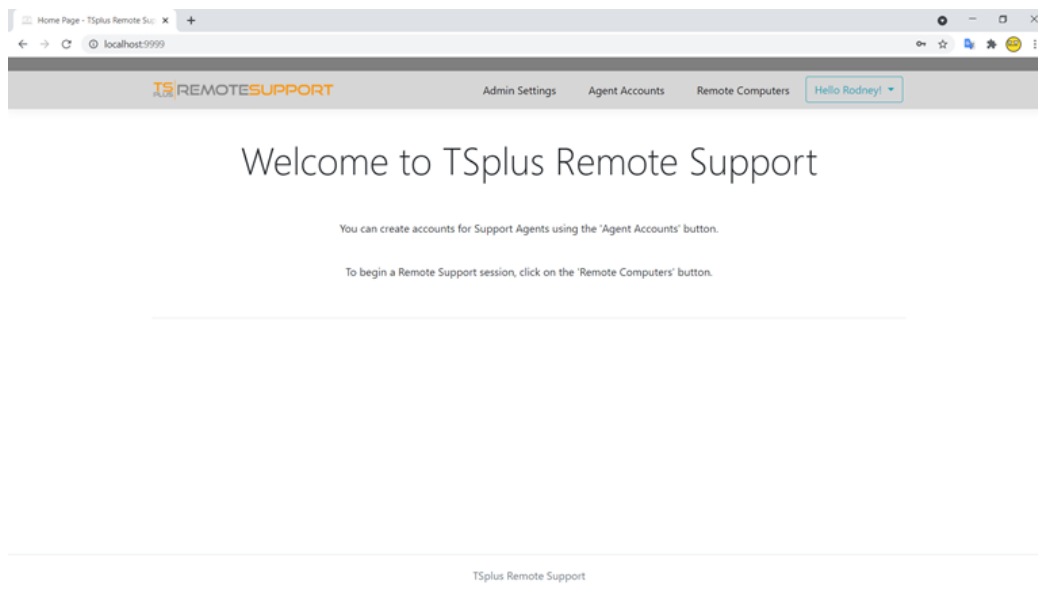
Please make sure the following requirements are met:

- 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

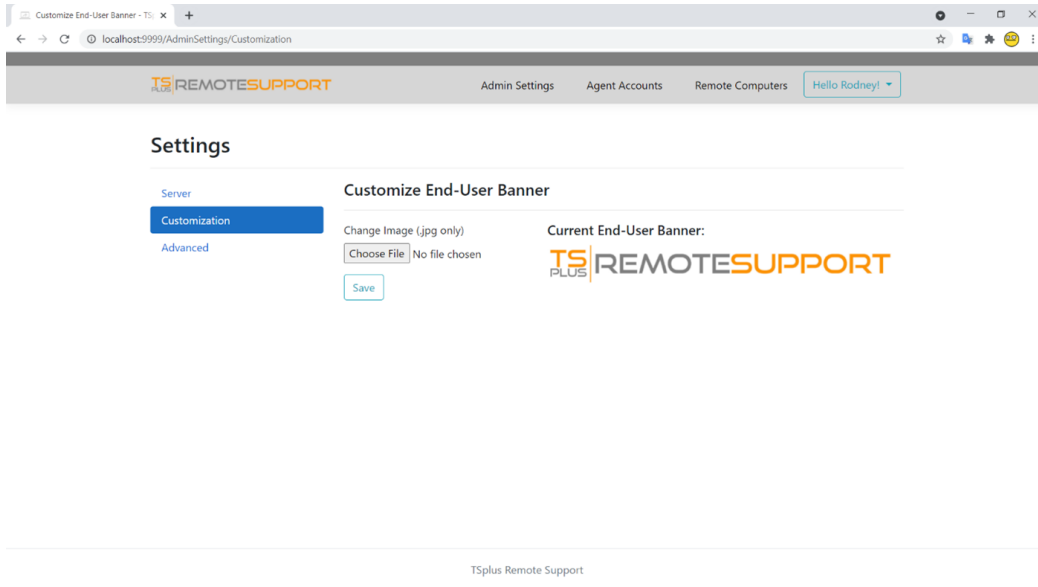
## Overview

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 4 sections - [Email](#), [Server](#), [Customization](#) and [Advanced](#).

## Customization



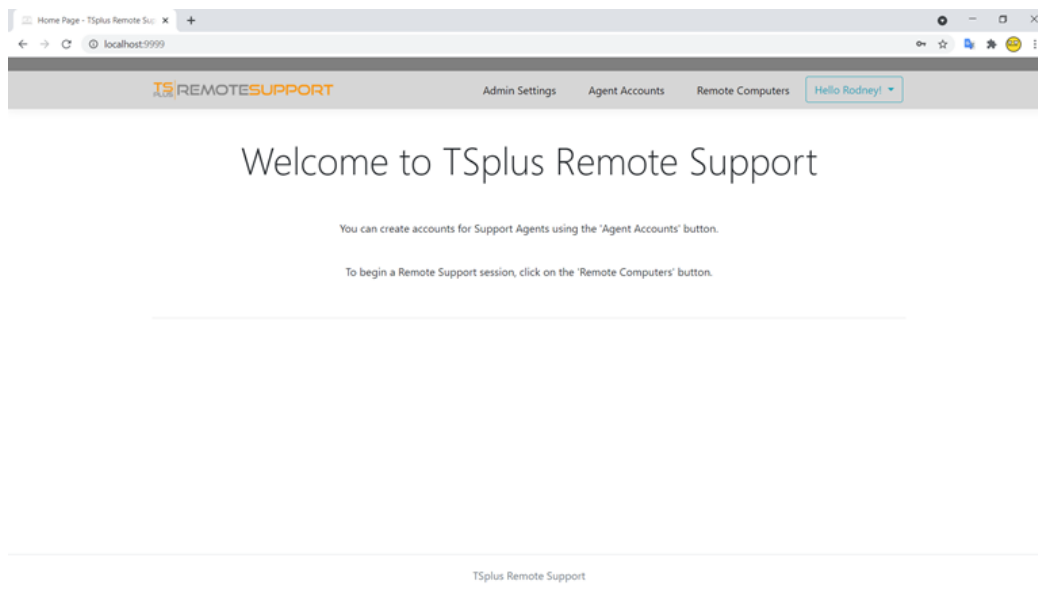
Customize the logo or banner displayed to the end-user during support sessions.



# 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 4 sections - [Email](#), [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.

**Settings**

- Server
- Customization
- Advanced**

### Remote Computer Information

Define a template of information retrieved from the Remote Computer. This information will be visible to the Support Agent.

Example of the display result:

```

Remote Computer Information
-----
Computer
-----
Windows Version  Windows 10 Pro 17763.107
RDP Version       10.0.17763.1 (WinBuild.160101.0800)
Computer Name     DESKTOP-LHESU1E
Resolution        1366x768
Full UserName     DESKTOP-LHESU1E\admin
Remote Support
-----
Client Version    0.1.4.15
    
```

Remote Computer Information Template

```

[Computer]
Windows Version = [Registry\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProductName] [Registry\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\CurrentBuild] [Registry\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\UBR]
RDP Version = [FileVersion]"C:\Windows\System32\termsrv.dll"
Computer Name = [Environment]MachineName
Resolution = [Environment]PrimaryScreenWidthx[Environment]PrimaryScreenHeight
Full UserName = [Environment]UserDomain\[ Environment]username
[Remote Support]
Client Version = [FileLine][RemoteSupport-version.txt]
    
```

Reset Reset to default Save

#### Overview

The template file is similar to an ini file. Each section matches with a information section, and is represented with brackets - []  
 ex: [Computer] - will create a section named "Computer"

In each section you will be able to define multiple key value pairs using the syntax:  
 key\_name1=key\_value1  
 key\_name2=key\_value2  
 ...

#### Special key value syntaxes

- To retrieve registry key values: use *[Registry\your\_key\_location\your\_key\_name]*.  
 for example: *[Registry\HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProductName]*
- To retrieve windows environment variable values: use *[Environment\your\_environment\_variable\_name]*.  
 for example: *[Environment]COMPUTERNAME]*
- To retrieve the version of a specific file: use *[FileVersion]"path\to\your\file"]*.  
 for example: *[FileVersion]"C:\Windows\System32\termsrv.dll"]*
- To retrieve the content of a specific line of a file: use *[FileLine][line\_number]"path\to\your\file"]*.  
 for example: *[FileLine][RemoteSupport-version.txt]*
- To retrieve the value of a key in a section of a specific ini file: use *[Ini]path\to\your\file\ini\_section\_name\ini\_section\_value]*.  
 for example: *[Ini]C:\Program Files (x86)\TSplus\UserDesktop\files\license.lic\Product.Remote[Edition]*

**Note: Compound special expression is possible.**  
 for example: *your can retrieve a path of a ini file from a registry key, and get a value of a specific key with: [Ini][Registry\HKEY\_LOCAL\_MACHINE\SOFTWARE\Digital River\installpath]\UserDesktop\files\license.lic>Main[ComputerID]"*

# 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.

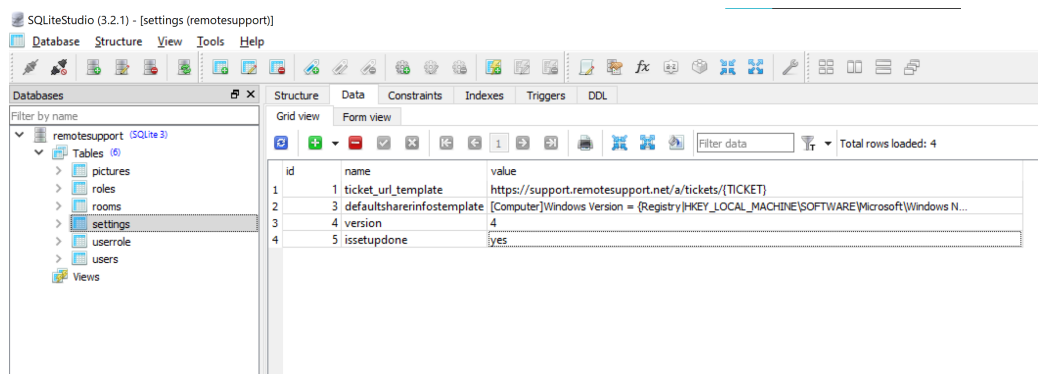
We highly recommend you disable public access to your TSplus Remote Support portal before following the steps below, for instance by enabling a firewall.

## Resetting to post-install step

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

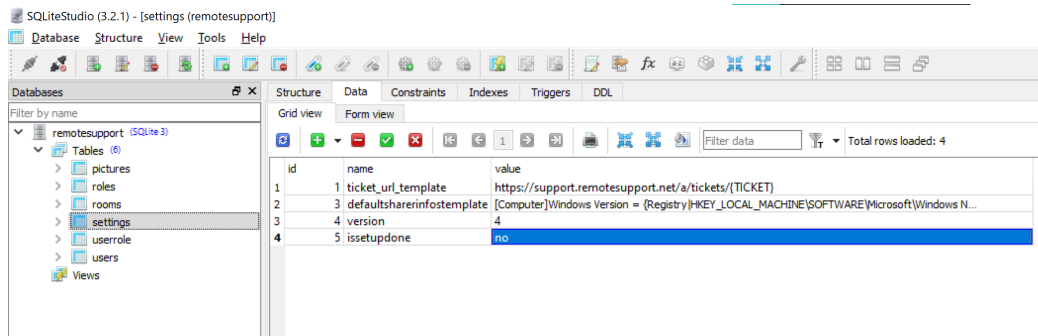
Run the SQLite database editor and open TSplus Remote Support internal database, usually located at this location: "C:\Program Files\RemoteSupport\webportal\remotesupport.db".

Open the "settings" table:

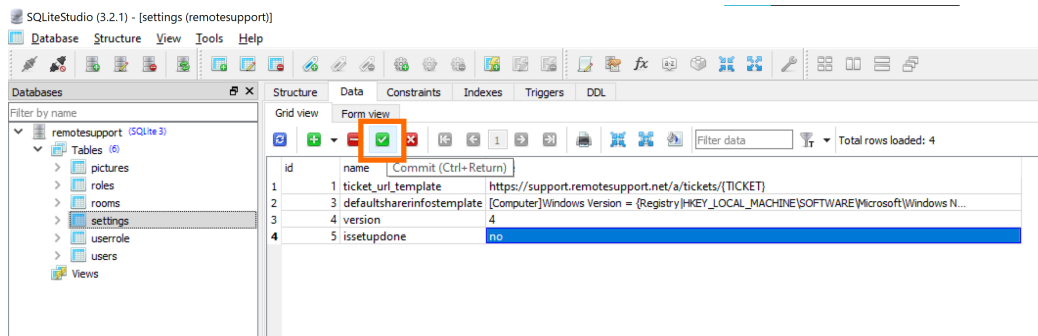


Locate the row with the "name" value at "issetupdone" - it should have the "yes" value.

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:

## Finalizing installation..

We need to set up your first administrator account

Please fill in the required information below.

Username

First name

Last name

Title

Email

Password

Please enter the details to create a new administrator account.