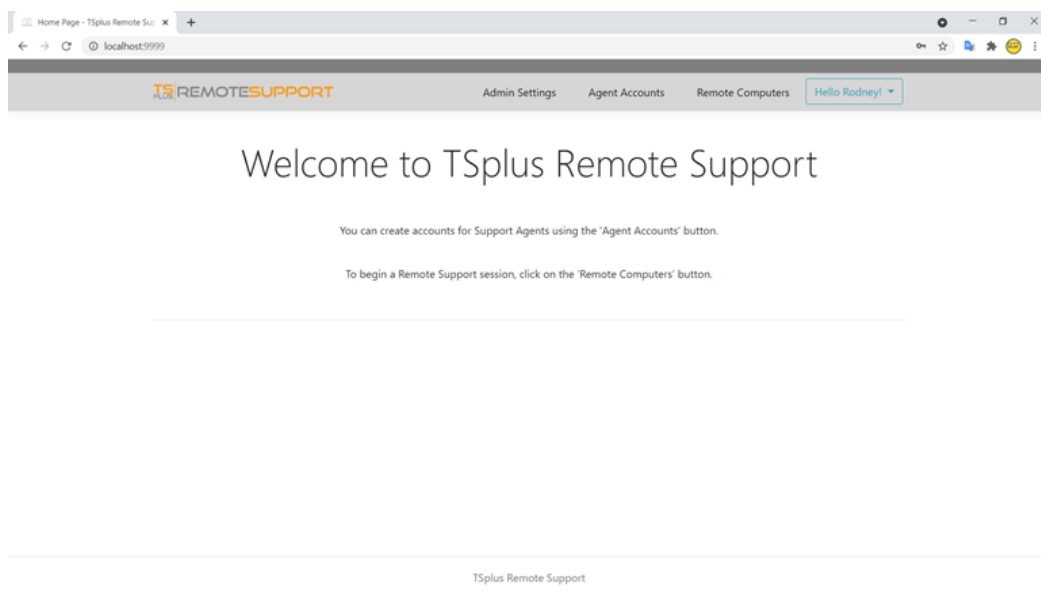# Administrator Settings - Advanced

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.

TS PLUS | REMOTE SUPPORT

Admin Settings   Agent Accounts   Remote Computers   Hello Rodney! ▼

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\Sysnative\termsrv.dll"}
Computer Name= {Environment|MachineName}
Resolution = {Environment|PrimaryScreenWidth}x{Environment|PrimaryScreenHeight}
Full UserName = {Environment|userdomain}\( Environment|username}
[Remote Support]
Client Version = {FileLine|1|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\Sysnative\termsrv.dll"}
- To retrieve the content of a specific line of a file: use *{FileLine|the_line_number|"path\to\your\file"}*.
  for example: {FileLine|1|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}"

TSplus Remote Support