HELP IS JUST A LINK AWAY!

Remotely Connect to Your Client's Devices and Provide Instant Help

USER GUIDE

I. INSTALLATION GUIDE

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!



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.

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.

TSplus Remote Support requires .NET Framework to be installed on the computer. If the .NET Framework (minimum 4.5.2 version) is not installed on the computer, TSplus Remote Support setup program will try to download and install it.

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

Download the TSplus Remote Support setup program here:

Setup-TSplus-RemoteSupport.exe

II. INSTALLATION PROCESS

The installation process is easy, and the configuration is straight forward.

Just run Setup-TSplus-RemoteSupport.exe program on the Windows machine you've chosen to use as the Remote Support Server.

Setup - TSplus Remote Support Control Contro	Setup - TSplus Remote Support - X Configuration Please set the relay server port. Set the HTTPS port used by the server to communicate between clients. You will also connect to the web portal using this port. Relay port (HTTPS):
Setup - TSplus Remote Support License Agreement Please read the following important information before continuing. Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation. If Splus Remote Support license agreement Software You should carefully read the following terms and conditions before opening the package or using the software, if downloaded, before using such downloaded software. Opening the package or using the software, if downloaded, means you accept these terms and conditions, or do not want them to be binding on you, you should promptly return the package unopened for a full refund or delete the downloaded software form any storage medium that it is stored on. I accept the agreement I do not accept the agreement	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: remotesupport.demo.com Comain name: remotesupport.demo.com Comain administrator email: admin@mycompany.com Cuse my own certificate
< Back Next > Cancel	< <u>Back</u> <u>Next</u> > Cancel

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.

To configure 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.

setup - TSplus Remote Support — 🗌 🗙	🐁 Setup - TSplus Remote Support 🛛 🗖 🛛 🛛 🛛
Ready to Install Setup is now ready to begin installing TSplus Remote Support on your computer.	Completing the TSplus Remote Support Setup Wizard
Click Install to continue with the installation, or click Back if you want to review or change any settings. You chose not to configure a domain for this TSplus Remote Support Server.	Setup has finished installing TSplus Remote Support on your computer. The application may be launched by selecting the installed shortcuts.
TSplus Remote Support Web Portal will be accessible using the port 443. Note: the port used as well as the domain and certificate used by the server can Please make sure to forward port 443 so that customers can access and conner	Click Finish to exit Setup. Click Finish to exit Setup. Poen Remote Support Web Console (http://localhost:9999)
< Back Install Cancel	<u>E</u> inish

Confirm your settings and click Install to continue. That's it for the installation. Click Finish to open the Remote Support Web Console and start creating Agent accounts!

III. GETTING STARTED

1) Start by Setting-up the Administrator Account:

The next step is to configure your Remote Support Administrator account. Enter the following information and click next:

Finalizing installation $\leftrightarrow \rightarrow \mathbf{C}$	n., - TSplus III × + ocalhost:9999/Setup/Finalize		07	• ☆	- • *	
		L	og in			
	Finalizing installation					
	We need to set up your firs	st administrator account				
	Please fill in the required information below.					
	Username					
	Rodney					
	First name					
	Rodney					
	Last name					
	МсКау					
	Title					
	Director of IT					
	Email					
	rodneymckayIV@gmail.com					
	Password					
	Confirm password					
	Select Picture Choose File No file chosen					
	Register					
		TSplus Remote Support				

Enter your Administrator information and click 'Register'. You're now ready to confirm or adjust your server configuration, them jump in and start setting up agent accounts and sharing Windows sessions.

2) Admin Settings:

IS REMOTESUPPORT	Admin Settings	Agent Accounts	Remote Computers	Hello Rodney! -	
Welcom	e to TSplus F	Remote	Suppor	t	
You	an create accounts for Support Agents usi	ng the 'Agent Accounts	button.		
То	egin a Remote Support session, click on th	ne 'Remote Computers'	button.		
	TSplus Remote Sup	port			

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.

	Server settings	Manage agent account	Available customer's Computers	Hello Caleb! 🔻
Server settings Change your server settings Domain name Port 443 Certificate Choose File No file chosen Choose File No file chosen Sharer banner Choose File No file chosen Save	Current sha	rer banner: REMOT	ESUPP	DRT
	© 2020	TSplus Remote Support		

Customization:

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

Customize End-User Banner - 15: x + ← → C O localhost:9999/AdminSettings/Customization		0 ☆	-	 2
	Admin Settings Agent Accounts Remote Computers Hello Rodney! 🔻			
Settings				
Server	Customize End-User Banner			
Customization Advanced	Change Image (jpg only) Current End-User Banner: Choose File No file chosen Save Save			
	TSplus Remote Support			



Advanced:

The Advanced section provides a customizable template for 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.

REMOTESUR	Admin Settings Agent Accounts Remote Computers Helio Rodneyl *
Settings	
Server	Remote Computer Information
Customization	Define a template of information retrieved from the Remote Computer.
Advanced	Example of the display result:
	Remote Computer Information
	Computer Vention Windows 10 Pro 17/K3 107 PROF Vention 10.1 77/K3 10/Windows 10 Pro 17/K3 10/Windows Computer Vanier DES/K704/V-4ES/UTE Presolution 106/K703 PROV DES/K704/V-4ES/UTE Provide Support Cater Vention 0.1 4.1 5
	Remote Computer Information Template
	NT_CurrentVersion ProductName (Registry HKEY_LOCAL_MACHINESOFTWARENMicrosoftWindows NT_CurrentVersion UBR RDP Version = (FileVersion ² C-Windows\Sysnative\termsrv.dll') Computer Name = (Environment[HachineName] Resolution = (Environment[HachineName] Resolution = (Environment[userdomain)\(Environment[PrimaryScreenHeight) Full UserName = (Environment[userdomain)\(Environment[Vername) [Remote Support] Client Version = (FileLine]1]RemoteSupport-version.txt)
	Reset Reset to default Save
	Reset to default Save
	Reset Reset to default Save Overview The template file is similar to an ini file. Each section matches with an information section, and is represented with brackets - [] ex: [Computer] - will create a section named "Computer"
	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_name1=key_value2 means the syntax
	Reset Reset to default Save Overview The template file is similar to an ini file. Ease Ease Computer) - will create a 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_name2=key_value2 - - Special key values syntaxes
	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_name1=key_value2 = Forcial key value syntaxes
	Reset Reset to default Save Overview The template file is similar to an ini file. Ease Ease Computer Initiation on the source of the so
	Reset Reset to default Swe Overview The template file is similar to an ini file. East 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_name1=key_value2 " T Special key value syntaxes In orstriver registry key value: use (Registry/pour, key, focation/pour, key, name). for example: (Registry/LICAL_MACHINE)SOFTWARE/Microsoft/Windows NT/Current/Version/ProductName) In or triver windows environment variable values: use (Environment/pour_environment_variable_name). for example: [Revision/TCAMPUTERNAME] In or retrive windows environment variable values: use (Environment/pour_environment_variable_name). for example: (Environment(CMMPUTERNAME)
	Reset Reset to default Save Overview
	Reset Reset to default Save Overview The template file is similar to an ini file. East is section matches with a information section, and is represented with brackets - [] ex: [Computer] - will create a section named 'Computer' In 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_name1-key_value2 Image: Section matches with a information section, and is represented with brackets - [] In oretrieve registry key values: use (Registry/your, key_location/your, key_name). for esample: (Registry/HKPY_LOCAL_MACHINESOFTWARE).MicrosoftWindows NT\CurrentVersion ProductName]. In oretrieve registry key values: use (Registry/your, key_location/your, key_name). for example: (File/vision)[ProductName]. In oretrieve windows environment variable values: use [Environment]tour, environment, variable, name). for example: (File/vision][ColMINESOFTWARE].MicrosoftWindows NT\CurrentVersion]ProductName]. In to retrieve the version of a specific file: use [File/vision][Path/tolyour/file]. for example: (File/Vision][ColMINESUPT_Version][Path/tolyour/file]. In tertieve the content of a specific file: use [File/vision][Path/tolyour/file]. for example: (File/Vision][ColMINESUPT_Version][Path/tolyour/file]. In retrieve the content of a specific file: use [File/Vision][Path/tolyour/file]. for example: (

3) Agents 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'.

📧 Manage Your Agents - TSplus Ret 🗙	+					0	- 0	3 ×
← → C ① localhost:9999/Ager	nts					on Q 🕁	💁 🛪	🤒 :
			Add a new agent	×	Remote Computers Helio Rodney!			
	Manage Yo	ur Agents	Username: David					
	Add New Agen	t Delete Selected Ager	First name: David					
	Double-click on a	n cell to edit its content	Last name: Telford		Search:			
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	0	Rodney	Support Engineer		y Director of IT rodney			
	Showing 1 to 1 o	f 1 entries	Email:		Previous 1 Next			
			Password:					
			Confirm password:					
			Select picture: Choose File No file chosen					
				Close Add				

View and Manage Agents:

plus R					omer's Computers Hello	Benjamin! *	
anage	your agents						
dd new ag	Delete selected agent						
ble-click	on a cell to edit its content						
ow 10	entries				Search: support		
Picture	Username	Email	First o	Last o name	Title	slug o	
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Your new agent is now ready to go.

IV. STARTING A SUPPORT SESSION WITH AN END-USER

Send a link:

Each Support agent has a custom link that is sent to the end user. Information such as support ticket numbers and end-user name can be quickly embedded in the link.

TSplus Remote Support	Available customer's Computers Hello Adrient *	
Share Sessions with your Cus	tomers Refresh	
Show all sessions No session available for you right now Sessions will be displayed when the Customer will enable the Screen Sharing on his com	puter using his provided Screen Sharing direct link.	
Create your Screen Sharing direct link https://remotesupport.tsplus.net/share/with/adrienp/ticket/453165/nan Copy By clicking this link, your Customer will enable the Screen Sharing on his computer. This will make available the new Remote Support Session.	Embed Customer details in your link: Name: John Smith Ticket 453165	
© 2020 - TSplus Remote Support		Activate Windows Go to Settings to activate Windows.

Available Connections:

The support agent can now see the available session; 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.

			tomer's Computers Hello Adrient *	
Share Sess	sions with your (Customers	Refresh	
Date	Name	Ticket	Action	
2021/03/08 13:59	John Smith	453165 0	Connect	
Create your Screen Sharing direct https://remotesupport.tsplus.net/share/with/adri By clicking this link, your Customer will enable the This will make available the new Remote Support S	link enp © Copy Screen Sharing on his computer. Session.	Embed (Name: Ticket:	Dustomer details in your link: John Doe 12345	
	© 2020 - TSolus Remote Sur	oport		Activate Windo Go to Settings to ac



Receive a link:

After clicking on the link, the End-User will be prompted to install the Remote Support browser plugin. Once the End-User has installed the plugin and agreed to allow the connection, the last step before starting the Remote Support session is to enter the name.

TSplus Remote Support	
Share your screen with Adrien	
© 2020 - TSplus Remote Support	

End-User connection screen:

Then, 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 User. NOTE: Closing the chat box will end the Remote Support Session.

Share you		
Adrien would like to see your	Adrien Tsplus Support Agent	the support agent won't be able to connect and control this session. If you absolutely need to minimize it while the support agent is working, please follow the steps explained here. https://remdesupport.tsplus.net/docs/us e-remdesupport-in-minimized-rdp-session (2:59 PM) Establishing connection (2:59 PM) Connected to relay server. (2:59 PM) John has joined the room.
Share your screen	Launching Remote Support If nothing happens, download Remote Support and try again.	Type your message here

Agent Connection Screen:

The Support Agent is now connected to the End-User's desktop session. The Agent can take control and troubleshoot collaboratively or independently.

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TSplus Remote Support	Computer Windows Version Windows 10 Pro 18363 1256 RDP Version 10.0.18362 1 (VNRBuild 160101.0800) Computer Name MYCCMPUTER
Share your screen with Adr	Parastution 1020-042 Full Unefinan MrtCOMPUTEPLadonn Web Server Rock Path. C:-Vinogam Rise (x85):\Tsplus/Clients'v Tsplus Remote Support Client Version 0.13.8
Adrien Tspike Support Agent	TSplus Venion 14.30.12.2 ConputeriD 236635 Type Enterprise Type 50 Users
Adrien would like to see you streen in order to assist you on tidet #453165.	
Share your screen Launching Remote Support. If nothing happens, download Remote Support and tre again.	y la
	G

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.

		×	From top to bottom:
(10:42 AM) Establishing connection (10:42 AM) Connected to relay server. (10:42 AM) Rodney has joined the room.			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.
	C	Ē	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.
			Upload File: Allows the Support Agent to move files from his support environment to the Remote PC for troubleshooting or repairs.
Type your message here	>	•	➢ Show Chat: Brings the Chat Box back to the main chat window.