



ZOOM-RT

TS
PLUS | REMOTESUPPORT

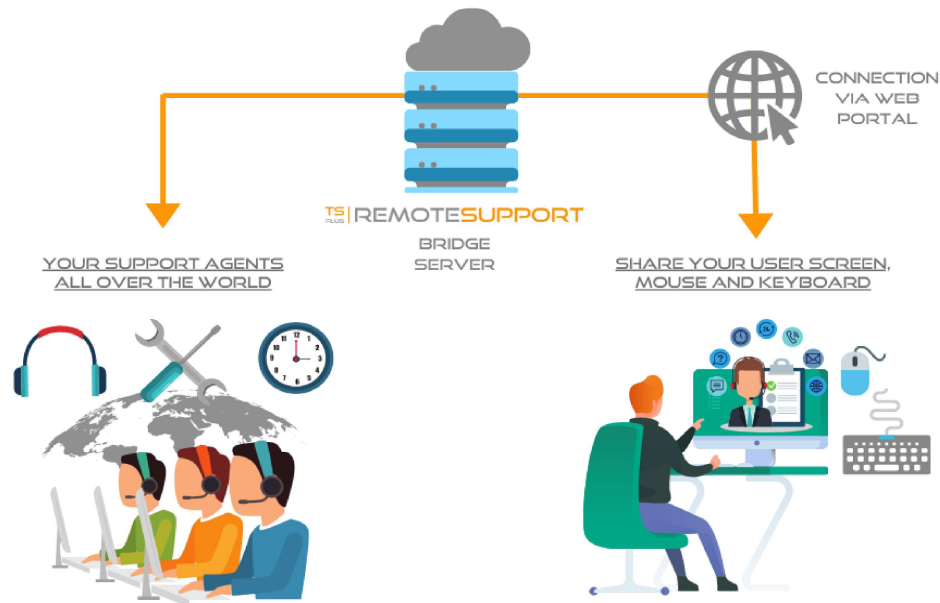
HELP IS JUST A LINK AWAY!

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.

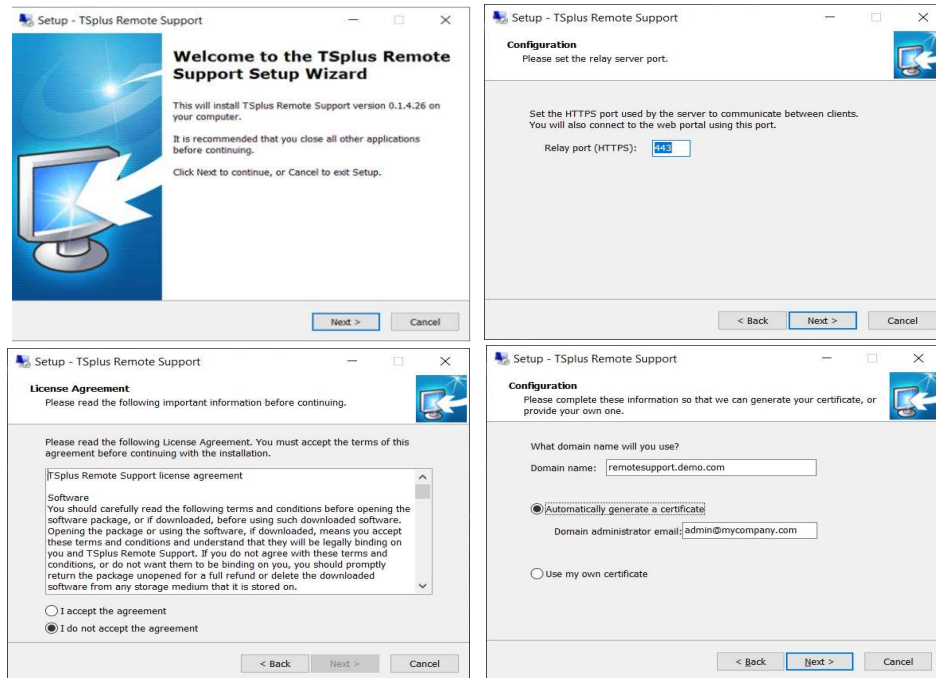
Download the TSplus Remote Support setup program here:

[Setup-TSplus-RemoteSupport.exe](#)

II. INSTALLATION PROCESS

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

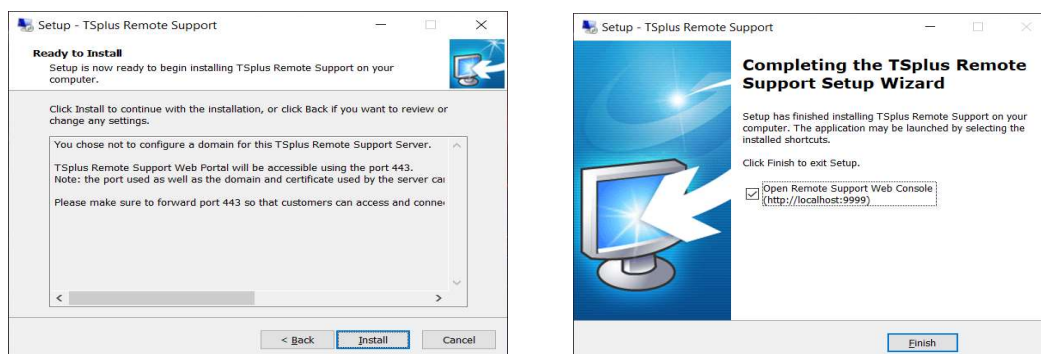
Just run Setup-TSplus-RemoteSupport.exe program on the Windows machine you've chosen to use as the Remote Support Server.



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.



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:

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.

2) Admin Settings:

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.

The screenshot shows the 'Server settings' page in the TSplus Remote Support admin interface. The top navigation bar includes 'Server settings', 'Manage agent account', 'Available customer's Computers', and a user dropdown 'Hello Caleb!'. The main content area is titled 'Server settings' and 'Change your server settings'. It contains the following fields and options:

- Domain name:** A text input field.
- Port:** A text input field with '443' entered.
- Certificate:** A section with a 'Choose File' button, 'No file chosen', and a radio button for 'Auto generate certificate using let's encrypt'.
- Sharer banner:** A section with a 'Choose File' button, 'No file chosen', and a 'Save' button.

On the right, under 'Current sharer banner:', the TSplus Remote Support logo is displayed. The footer shows '© 2020 - TSplus Remote Support'.

Customization:

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

The screenshot shows the 'Customization' page in the TSplus Remote Support admin interface. The top navigation bar includes 'Admin Settings', 'Agent Accounts', 'Remote Computers', and a user dropdown 'Hello Rodney!'. The main content area is titled 'Settings' and 'Customize End-User Banner'. It contains the following fields and options:

- Customization:** A blue button in the left sidebar.
- Change Image (jpg only):** A section with a 'Choose File' button, 'No file chosen', and a 'Save' button.

On the right, under 'Current End-User Banner:', the TSplus Remote Support logo is displayed. The footer shows '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.

The screenshot shows the 'Advanced' settings page for 'Remote Computer Information'. The page is titled 'Settings' and has tabs for 'Server', 'Customization', and 'Advanced' (which is selected). The 'Remote Computer Information' section explains that this defines a template of information retrieved from the remote computer. It includes an example of the display result:

Remote Computer Information	
Computer	Windows 10 Pro 17H2 107
RDP Version	10.0.17763.1 (WinBuild.160110.0000)
Computer Name	DESKTOP-LHESUITE
Resolution	1366x768
Full Username	DESKTOP-LHESUITE\admin
Remote Support	
Client Version	5.1.4.15

Below this is the 'Remote Computer Information Template' field, which contains a JSON-like structure for gathering system information:

```
[
  {
    "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\\termrv.dll\"",
      "Computer Name": "[Environment]MachineName",
      "Resolution": "[Environment]PrimaryScreenWidth([Environment]PrimaryScreenHeight)",
      "Full Username": "[Environment]userdomain\\([Environment]username)",
      "Remote Support": "[Remote Support]",
      "Client Version": "[FileLine]([RemoteSupport-version.txt])"
    }
  }
]
```

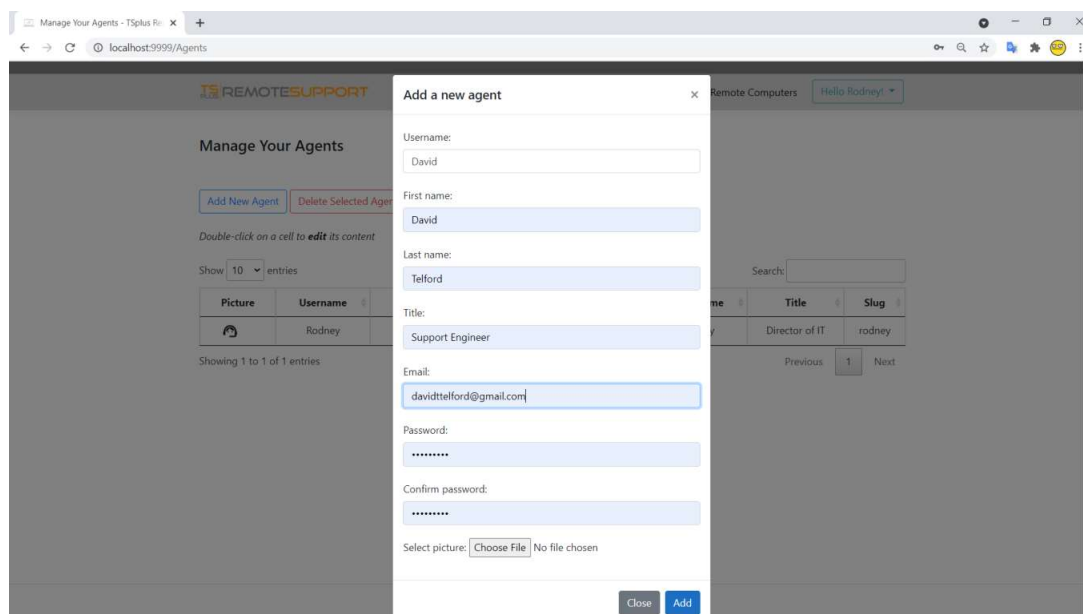
Buttons for 'Reset', 'Reset to default', and 'Save' are at the bottom of the template field.

The 'Overview' section explains the template syntax, noting it is similar to an ini file. It provides examples for retrieving registry values, environment variables, file versions, file contents, and specific key values. A note states: 'Note: Compound special expression is possible. for example: you 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[Product.Remote[Edition])'

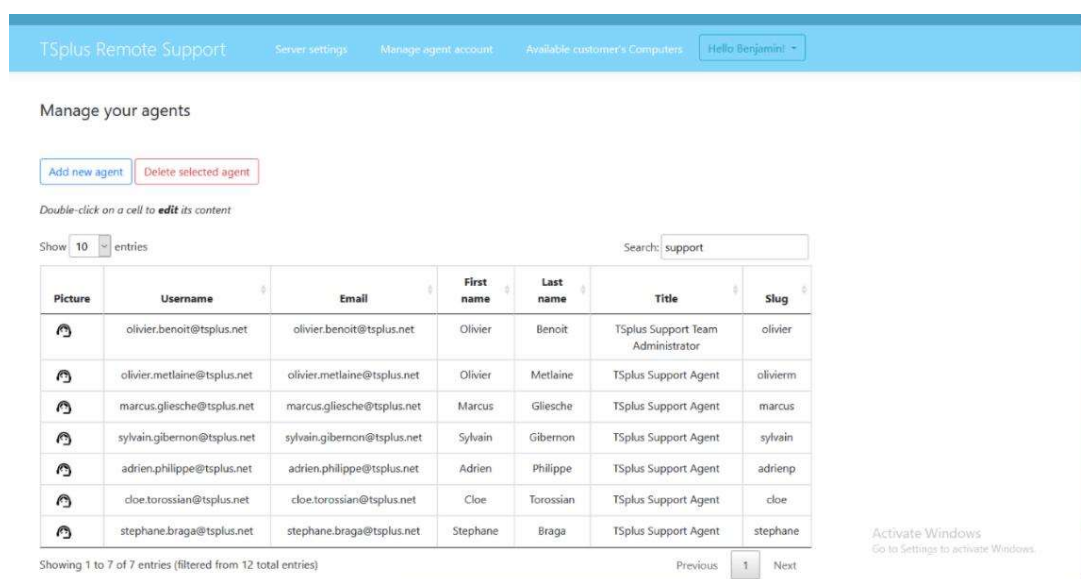
3) Agents Accounts:

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'.



View and Manage Agents:



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 Adriani

Share Sessions with your Customers 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 computer using his provided Screen Sharing direct link.

Create your Screen Sharing direct link

<https://remotesupport.tsplus.net/share/with/adriani/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

Activate Windows
Go to Settings to activate Windows.

© 2020 - TSplus Remote Support

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.

TSplus Remote Support Available customer's Computers Hello Adriani

Share Sessions with your Customers Refresh

Show all sessions

Date	Name	Ticket	Action
2021/03/08 13:59	John Smith	453165	Connect

Create your Screen Sharing direct link

<https://remotesupport.tsplus.net/share/with/adriani> 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 Doe

Ticket: 12345

Activate Windows
Go to Settings to activate Windows.

© 2020 - TSplus Remote Support

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.

The screenshot shows a web browser window titled 'TSplus Remote Support'. The main heading is 'Share your screen with Adrien'. A modal dialog box titled 'Enter your name' is open, featuring a text input field containing 'John', a checkbox for 'Remember my name for next time', and a 'Share Screen' button. Below the dialog, a 'Share your screen' button is visible. A footer note states: 'If nothing happens, download Remote Support and try again.' The footer also includes the copyright notice '© 2020 - TSplus Remote Support'.

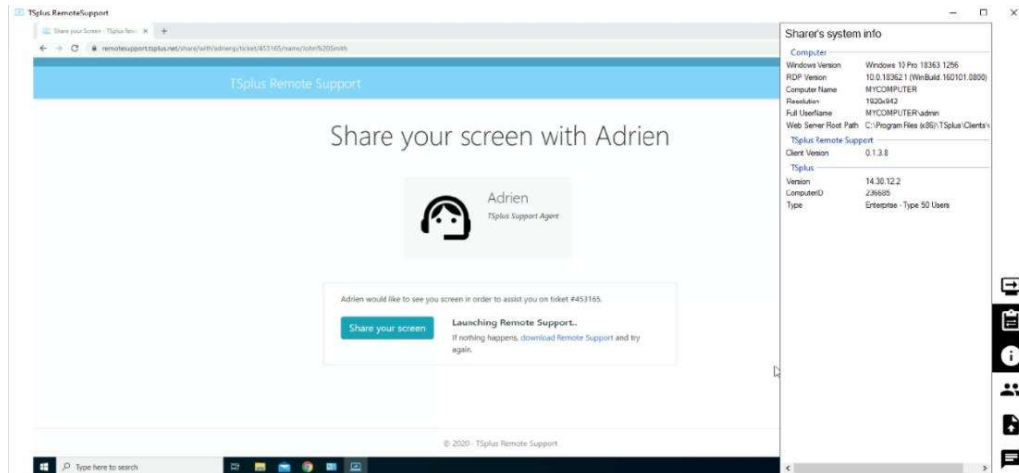
End-User connection screen:

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.

This screenshot shows the same 'Share your screen with Adrien' page as the previous one, but with an additional chat box on the right side. The chat box is titled 'TSplus RemoteSupport' and contains the following text: '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://remotesupport.tsplus.net/docs/e-remotesupport-in-minimized-otp-session>', '(2:59 PM) Establishing connection...', '(2:59 PM) Connected to relay server.', and '(2:59 PM) John has joined the room.' Below the chat history is a text input field labeled 'Type your message here...' and a send button. The main content area of the page now includes a profile card for 'Adrien, TSplus Support Agent' with a headset icon, a message stating 'Adrien would like to see your screen in order to assist you on ticket #453165.', and a 'Share your screen' button. A 'Launching Remote Support' section with a note about downloading the plugin is also present. The footer remains '© 2020 - TSplus Remote Support'.

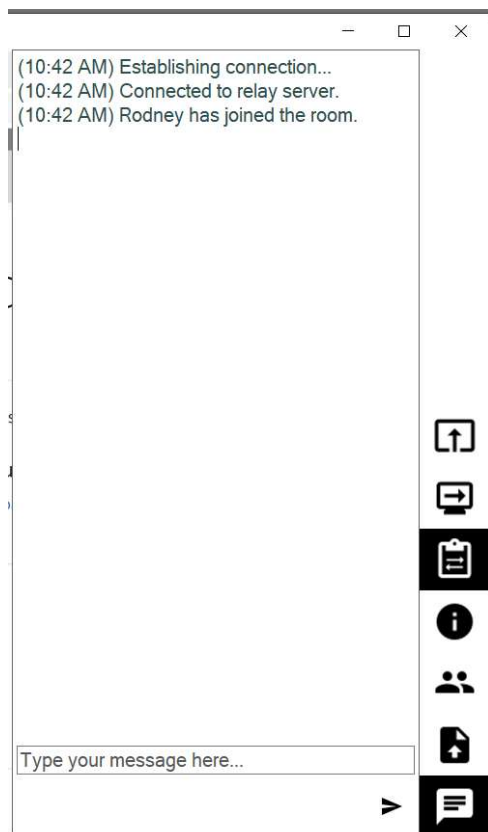
Agent Connection Screen:

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



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:

- 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.
- 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.