

REMOTE SUPPORT

Prerequisites

Before installing TSplus Remote Support, confirm the following prerequisites.

Hardware Requirements

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

Operating Systems

- Desktop OS - Windows 7 SP1 (Build 6.1.7601 or newer)
- Server OS – Windows Server 2008 R2

Dependencies

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

[More info about prerequisites »](#)

Setup

Basics

Both Agent and End-user must download the TSplus Remote Support connection client.
No installation is required.

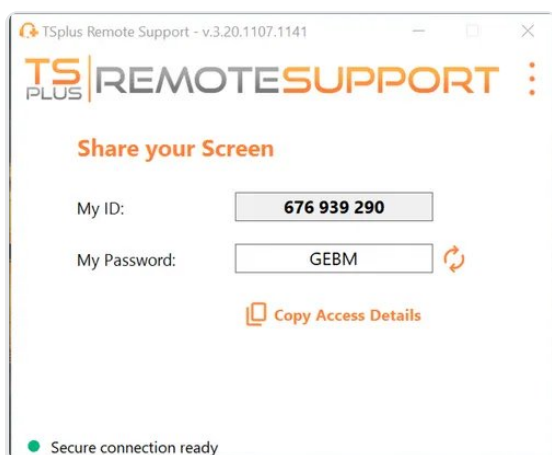
[Support Agent download »](#)

[End-user download »](#)

Note: The Agent executable is a fully featured connection client. It can be used to take control of a Remote Support session, or to share sessions as an end-user. The End-user executable is streamlined to provide only the necessary information to share a session and receive support.

End User

To share a Windows session with a support agent, run the end-user executable. Once running, Remote Support will present the end-user with an ID and password to share with the support agent.



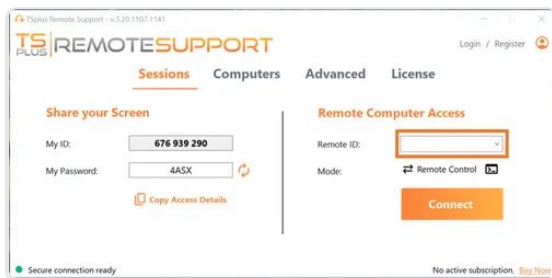
Once an agent is connected, the end-user has access to a chat

box for communication with the agent, as well as file sharing between the agent and end-user. The Remote Support Session can be terminated by the user at any time by simply closing the chat box.

[See the full documentation for more information about the end-user connection client »](#)

Support Agent

To take control of a Windows PC using Remote Support, simply run the Agent executable. Once started, Remote Support will open the fully featured connection client. On the right side of the screen is the Remote Computer Access section. Enter the ID received from the end-user here and click **Connect**.



The agent will be asked for the end-user's password.



Upon successful connection, the agent will be presented with the end-user's desktop, as well as control of the end-user's mouse, and other peripherals.



