

Prerequisites

Hardware Requirements

TSplus Remote Support supports 32-bit and 64-bit architectures.

Operating System

The TSplus Remote Support connection client is compatible with the following Microsoft Windows and macOS versions:

- Windows
 - **7 Service Pack 1**
 - **8/8.1**
 - **10 Home & Pro**
 - **11 Home & Pro**
 - **Server 2008 R2 Service Pack 1**
 - **Server 2012 or 2012 R2**
 - **Server 2016**
 - **Server 2019**
 - **Server 2022**
- macOS
 - **Monterey 12.3 or later**

Software Requirements

The required framework is **.NET version 4.5.2 or later for all supported Windows versions**.

Network Requirements

TSplus Remote Support requires an Internet connection.

Depending on the location of the agent and remote computers, and to ensure the best performance, multiple relay servers may be contacted by the Remote Support program. For networks with restrictive network policies, please allow outgoing connections to domain name ***.tsplus-remotesupport.com** from the agent and the remote computer.