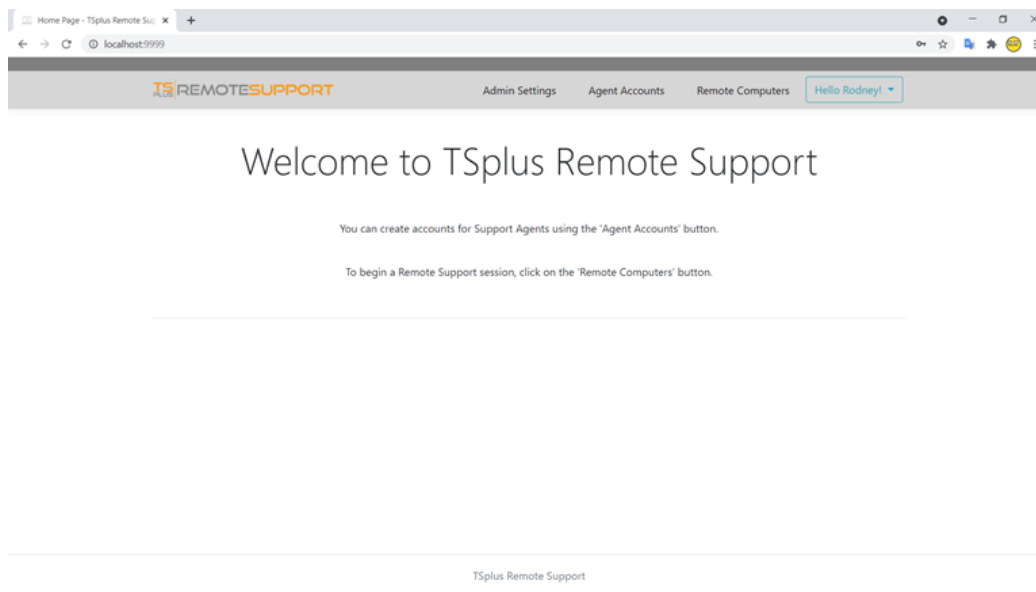


# Administrator Settings - Advanced

## 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.

**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-LHESJUE
Resolution       1366x768
Full UserName    DESKTOP-LHESJUE\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][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: 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)Main)ComputerID)