TSplus Remote Access Prerequisites

1) Hardware

TSplus Remote Access Server minimum requirements:

Number of users	Windows 2008 to 2022 or 7 to 11 Pro
3 - 5	I5 or above 4 GB One CPU 2 GHZ
10	I5 or above 8 GB One CPU 2 GHZ
25	16 GB One CPU I7 or Xeon
50 and above	32 GB Dual CPU - SSD Disk dedicated to the system

Each server (physical or virtual ones) can potentially handle up to 50 concurrent users. For over 50 concurrent sessions, we recommend using a farm of servers with the Load Balancing feature available in TSplus Remote Access Enterprise Edition.

Note: The exact specifications of your hardware will depend on what kind of resources (CPU/RAM/Disk) your applications consume.

2) Operating system

Your hardware must use one of the operating systems below:

- Windows **7 Pro**
- Windows **8/8.1 Pro**
- Windows **10 Pro**
- Windows **11 Pro**
- Windows **Server 2008 SP2/Small Business Server SP2 or 2008 R2 SP1**
- Windows **Server 2012 or 2012 R2**
- Windows **Server 2016**
- Windows **Server 2019**
- Windows **Server 2022**

Both 32 and 64 bits architectures are supported.

The required framework is **.NET version 4.6.2** for all supported Windows versions.

- If you install Remote Access on a Windows Server OS make sure the RDS/Terminal Services and RDS/Terminal Services Licensing roles are not installed before installing TSplus Remote Access.

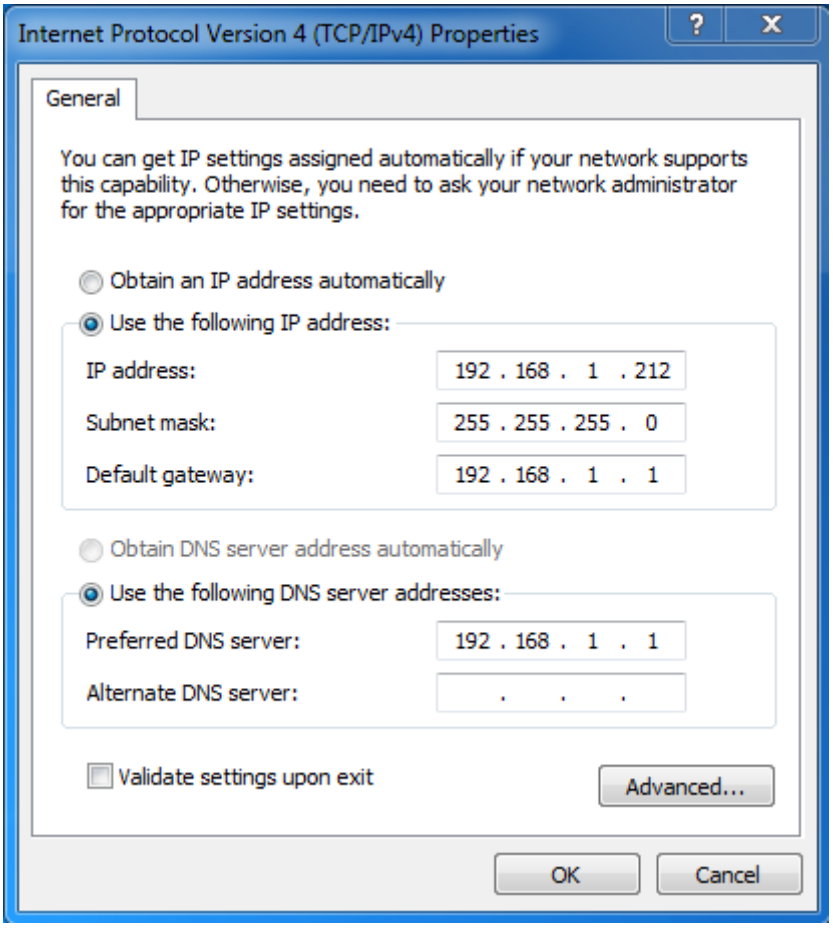
If these roles are currently installed, remove them and reboot.

- Windows Home Editions are not supported.
- On Windows Server 2016, 15 sessions maximum are allowed for Remote Desktop access.
- Windows Server 2016, 2019, 2022 Essentials Edition is not supported nor recommended for using TSplus Remote Access.

N.B: TSplus Remote Access LTS 11 supports Windows XP and Windows Server 2003.

3) Network parameters

The Remote Access Server must have a static private IP address:



Remote access (from Wide Area Network - WAN)

- A broadband internet connection is recommended as well as a static public IP address. If you do not have a static IP address, consider using a dynamic DNS service like http://DynDNS.org More information about how to set this up can be found here.
- The TCP RDP port (by default 3389) must be opened both ways on your firewall.