



FROZEN SESSION SCREEN ISSUES – UPDATING TSSCAN

This self help guide will help you resolve “Frozen Screens” when you are accessing your hosted services provided by The Solutions Team. Using this guide will save your valuable time and improve your service experience.

TSScan Automatic Client Updates – TSScan 3 has an automatic client update feature. You must have a TSScan client v3 installed locally. To perform the update, simply download and install the latest version on your workstation, over the existing one already in use. More details are shown below:

The page for the client download is here –

<https://www.terminalworks.com/remote-desktop-scanning/downloads>

Detailed information about TSScan 3 is located here –

<https://www.terminalworks.com/blog/post/2016/01/20/tsscan-3-what-s-new>

For further information or for additional assistance, please contact your Solutions Team assigned Business Consultant or you may reach us at 877-226-9478 / info@mysolutionsteam.com.

Thanks in advance for allowing us to help you.

The Solutions Team.