Getscreen.me

System Requirements

This section lists the conditions required for a high-quality remote connection. It covers the remote device running the Agent application and the technician device using the Dashboard application or a web browser.

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1. System Requirements for Remote Side

Check the system requirements for remote devices to ensure the necessary conditions for a high-quality remote connection process.

1.1 Agent Application

Device control is handled by a lightweight agent application, which streams the video output from the remote device and executes commands received from the technician.

1.1.1 OS

The application works on the following operating systems:

OS	Minimum OS Version
Windows	`7`
Windows Server	`2008 R2`
macOS	`10.12`
Linux	All versions
Linux (ARM)	All versions
Android	`7.0`

1.2 Network Settings

A stable Internet connection is required for the application to operate.

1.2.1 Bandwidth

The Internet connection bandwidth should be **at least 5 Mbps**.

1.2.2 Ports

To allow the application to communicate with the Getscreen.me server and the operator's remote device, the following ports must be opened in the firewall settings:

Direction	Port Numbers	Protocol	Purpose
`out`	`443`	`TCP`	Connection to the Getscreen.me server
`in/out`	`40000-60000`	`UDP`	WebRTC for P2P connection with the technician
`out`	`3478`	`UDP`	WebRTC for P2P connection with the technician

1.2.3 Domains

To allow the application to communicate with the Getscreen.me server, the following domains must be allowed in the firewall settings:

```
*.getscreen.me
```

1.3 Additional Settings

By default, minimal settings are used for encoding the screen video stream to maintain a balance between transmission speed and image quality. Even if all the above minimum requirements are met, you may still encounter insufficient screen image quality for your specific needs. For example, maximum screen quality is crucial if you work in design or engineering.

2. System Requirements for Technician Side

Review the system requirements for the technician's device to ensure the proper conditions for establishing a connection with a remote device and for all control features to function correctly.

2.1 Dashboard Application

You can connect to remote devices using the desktop Dashboard application, which is recommended for accessing devices linked to your account. To sign in, use the same login and password as for your Getscreen.me account.

2.1.1 Supported Operating Systems

The application is available for the following operating systems:

OS	Minimum Version
Windows	Windows 10
macOS	Big Sur
Linux	Ubuntu 18.04, Fedora 32, Debian 10

2.2 Browser Access

You can also connect to remote devices directly from a web browser. Connection windows can be opened in a new tab from your Getscreen.me account dashboard or via one-time access links generated by the agent application.

2.2.1 Recommended Browsers

We recommend always using the latest versions of the following browsers:

Browser	Latest Version
Google Chrome	Download
Microsoft Edge	Download
Firefox	Download
Opera	Download
Safari	Download

2.3 Network Requirements

2.3.1 Bandwidth

Your Internet connection should provide at least **5 Mbps** bandwidth.

2.3.2 Ports

To enable communication between the dashboard application, the Getscreen.me server, and the remote device, make sure the following ports are open in your firewall settings:

Direction	Port Range	Protocol	Purpose
`out`	`443`	`TCP`	Connection to the Getscreen.me server
`in/out`	`40000–60000`	`UDP`	WebRTC for P2P connection with the remote device
`out`	`3478`	`UDP`	WebRTC for P2P connection with the remote device

2.3.3 Domains

Allow the following domains in your firewall settings to ensure communication with the Getscreen.me server:

```
*.getscreen.me
```

2.4 WebRTC Diagnostics

The primary communication channel between the technician's device and the remote device is **WebRTC**. In some environments, WebRTC may be blocked by a corporate network administrator using group policies for security reasons.

You can check whether WebRTC is available in your environment using the Trickle ICE tool. Click the **Gather candidates** button at the bottom of the page to request ICE candidates. You should receive several candidates — typically two using the UDP protocol and one using TCP.

Time	Type	Foundation	Protocol	Address	Port
`0.003`	`host`	`317...`	**`udp`**	`192.168.1.62`	`54053`
`0.061`	`srflx`	`425...`	**`udp`**	**`212.23.56.453`**	`54053`
`0.132`	`Done`				

If you see several entries with the UDP protocol and one of them shows your public IP address, this indicates that your environment supports WebRTC connections.