

IT organizations struggle with troubleshooting desktops, because they lack the metrics to determine the root cause.

ControlUp helps reduce the time it takes to troubleshoot and remediate physical desktop issues

Desktop Remediation

Real-time monitoring and reporting make it easier to identify global issues.

- Support for Windows, macOS, Linux and various thin clients
- Key performance metrics for device, network and applications
- Historical tracking of metrics

Unified Comms Troubleshooting

Use UC vendor and ControlUp data to remediate the cause of UC issues quickly.

- Zoom and Teams support
- Context-rich data and reporting
- Mid-call failure detection and reporting
- Realtime call reporting
- Call performance scoring

- Remediation and troubleshooting scripts
- Remote control, shadow and shell
 Canal a reported sharing fill
- Send a message, remote device file transfer
- Call usage insights
- Call/meeting root cause analysis
- Live call performance data
- Application metrics
- MOS score reporting

Remote network troubleshooting

Network metrics enable rapid troubleshooting wherever the desktops are being used.

- DNS response time
- Network pathing
- Wi-Fi signal strength
- Client latency by location

- Average response times
- Bandwidth usage
- TCP configurations
- Customer network reporting

Windows
macOS Linux 🐧

Let us show you how

Active Processes	Installed Applications Missing P	atches Device Events Stopped Pr	ocesses Servi	Send Message Remote Shell Remote Control		
Map Satellite	General	Operating System	Hardware	Remote Shadow		
Pearson VUE Pearson VUE WW S3rd + Busin - at Busin - at Bu		0% Microsoft Windows 11 Enterprise Verrain: 10.22281.1792 (2214) Architecture: x64 Activate: True Firewal Statue: Domain profile Active Drives & Volumes: C:\ 4576 5116 no	Physical Memor Battery Health: GPU Inte Name: 620 GPU Memory: 1	7586 70475P2 rsical: 1 Logical: 8 y: 16384 MB 38% ((R) UHD Graphics	Alias: Status: MAC Address: IP Address: Gateway: Firewall Profile: Type:	Ethernet ASIX AX88179 USB 3.0 to Gigabit Ethernet Adapter Connected 00-0a-cd-27-23- 54 10.100.1.105 10.100.1.1 Domain Wireless80211 Realtek 8811CU Show more
BETA Device Score	CPU Usage (%)	CPU Queue Leng	th	Chart Column	ns: 4 🔻 📩 T ry Usage (GB)	oday (Jun 5, 2023)

IT Tickets are submitted around the clock and receive many tickets for known issues, while lacking the insightful analytics needed to be proactive.

ControlUp helps IT Solve problems before they become tickets

Proactive problem notifications

Notifications inform users to known issues before they turn into tickets

• User and group notifications

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- Event notifications for network, device, OS, application, web, SaaS, and unified comms • Custom definable alert policies applications
- Alerts sent as emails, webhooks, or integration into 3rd party systems

 - Daily environmental health reports

Automated remediation

Automate actions resolving issues without intervention or escalation from IT

- Automation of detection and remediation
- Commonly used scripting languages such as PowerShell, cmd, Script, Jscript, Python, Python 3, sh, bash, Swift
- System or user context script actions
- Use your scripts or one from ControlUp's action library

Dashboard and reporting

Search through data to proactively identify problems

- Historical performance data
- Threshold alerts such as time exceed, response time, time to first byte
- Network-driven alerts, such as jitter, packet App load time
- Executive dashboards

- Alert on performance degradation
- View missing patches
- Logon duration
- Export data to CSV

Let us show you how

	User Experience		Last Month (May 2023)
	Devices with Most Reboots (count) Incachreoustr Incachreoustr Cestron Auction Vionageoup NTOSISSAL24-100 0 10 20 30	Average User Input Delay (secs) 015 030 045 047 047 May 112.00 am May 112.00 am May 112.00 am	Verrage Logon Times (secs)
	Devices with Top Blue Screen Events (count)	Longest Average User Input Delay (secs) DESITOR-INDUNDS WORKGROUP Larror-Areroga Workscholp DESITOR-MACHILI WORKGROUP DESITOR-MACHILI WORKGROUP DESITOR-MACHILI WORKGROUP WINIS 98172-MORE Bis 0.624 0.644 0.656 0.656 0.11	Longest Logon Times (secs) DEShTOP AGXN2/tixesiadini WIN10-6172aa WIN10-6172aa WIN10-6172aa Gis T09 20a 30a 40a 50a
Windows	Longest App Launch Times (secs)	Highest Average CPU Load (%)	Top Devices By Least Free Disk Space (%)
macOS Linux 🐧	CLEAR-LTWORKSROUP	RPH-VM DEMO DEVICE ZOOM 1 DEMO DEVICE 1 LICCALPOSTLOCALDOMAN	DEMO DEVICE 2000.4 DEMO DEVICE 2000.1 SURFACE 1000 LESOTAC DEMO DEVICE.1 IEIENTI 1000

IT organizations spend too much time and money on multiple troubleshooting tools, wasting time and productivity.

ControlUp helps streamline IT operations, reduce cost and complexity

Tool consolidation

Consolidate redundant troubleshooting tools across multiple groups

- Device troubleshooting tools
- Network troubleshooting tools
- Application troubleshooting tools
- SaaS and Webapp monitoring tools
- Software use and utilization
- Remote control/shadow/shell

Single troubleshooting and remediation console

Troubleshoot from a single console for virtual, physical desktop, and web app/service

- Single Sign-On authentication
- Role-based access control (RBAC)
- Used across multiple departments
- Network, Device, OS, applications, and SaaS applications troubleshooting
- Automated detection and remediation

Time to value in minutes

Cloud tenant and agents that are ready to use in just minutes

- SaaS based
- Cloud-scale
- Lightweight agent
- No infrastructure

- Infinitely scalable
- No device firewall configuration
- Incremental product updates
- Support Windows, macOS, and Linux

Let us show you how

