

Remote Control lets you take-over Windows and Mac OS devices to solve issues, install third-party software and run system maintenance.

This article explains how to enable or disable remote permissions by profile or by role.

Process in brief:

Configure permissions by profile:

- Click 'Configuration Templates' > 'Profiles'
- Click on a Windows or MAC profile
- Open the 'Remote Control' tab (or click 'Add Profile Section' > 'Remote Control')
- Click the 'Device Takeover' or the 'File Transfer' tab to configure access rights for the respective operation
- Use the 'ON/OFF' switches to configure remote access rights for devices on the profile
 - Note: You can configure separate settings for device takeovers and file transfers.
 - For example, you can disable remote takeover, but still enable file transfers

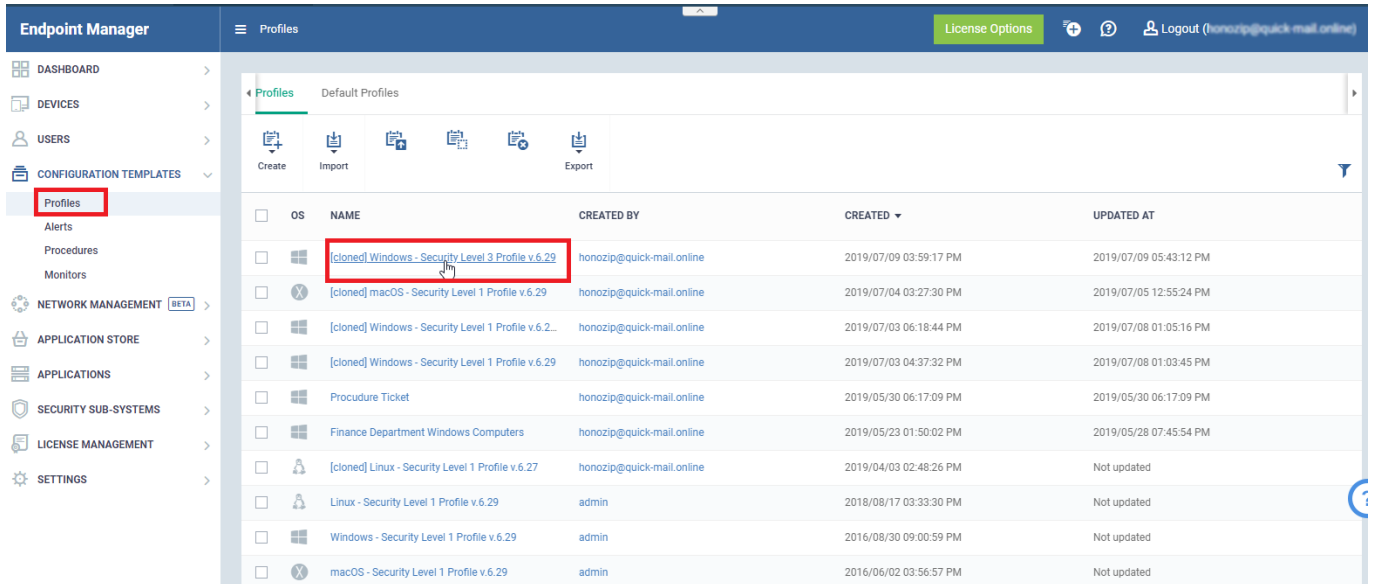
Configure permissions by role:

- Click 'Users' > 'Role Management' > 'Roles'
- Click on the role you want to configure
- Open the 'Role Permissions' tab
- Enable or disable [remote access software](#) permission as required
- The '[In detail](#)' section has a list of the permissions related to remote access

Process in detail:

Configure permissions by profile

- Login to ITarian
- Click 'Applications' > 'Endpoint Manager'
- Click 'Configuration Templates' > 'Profiles'
- Click the name of the Windows or MAC profile that you want to work on



- Click 'Remote Control' tab (or click 'Add Profile Section' > 'Remote Control')
- Click 'Edit'
- Note - 'Device Takeover' and 'File Transfer' are independent of each other. You can disable device takeover and still enable file transfer operations.

'Device Takeover' tab

- 'Device Takeover' gives you full control of the remote device like a traditional RDP connection.
- For example, you can move your mouse around the remote desktop, open programs, configure the control panel, etc.
- Use the 'ON/OFF' switch to allow or block remote control of devices on the profile:

- Add Profile Section
- Export Profile
- Clone Profile
- Delete Profile
- Make Default

- Logging Settings
- External Devices Control
- Updates
- Miscellaneous
- Remote Control**
- Remote Tools
- Script Anal

Remote Control

Cancel

Save

- Device Takeover**
- File Transfer

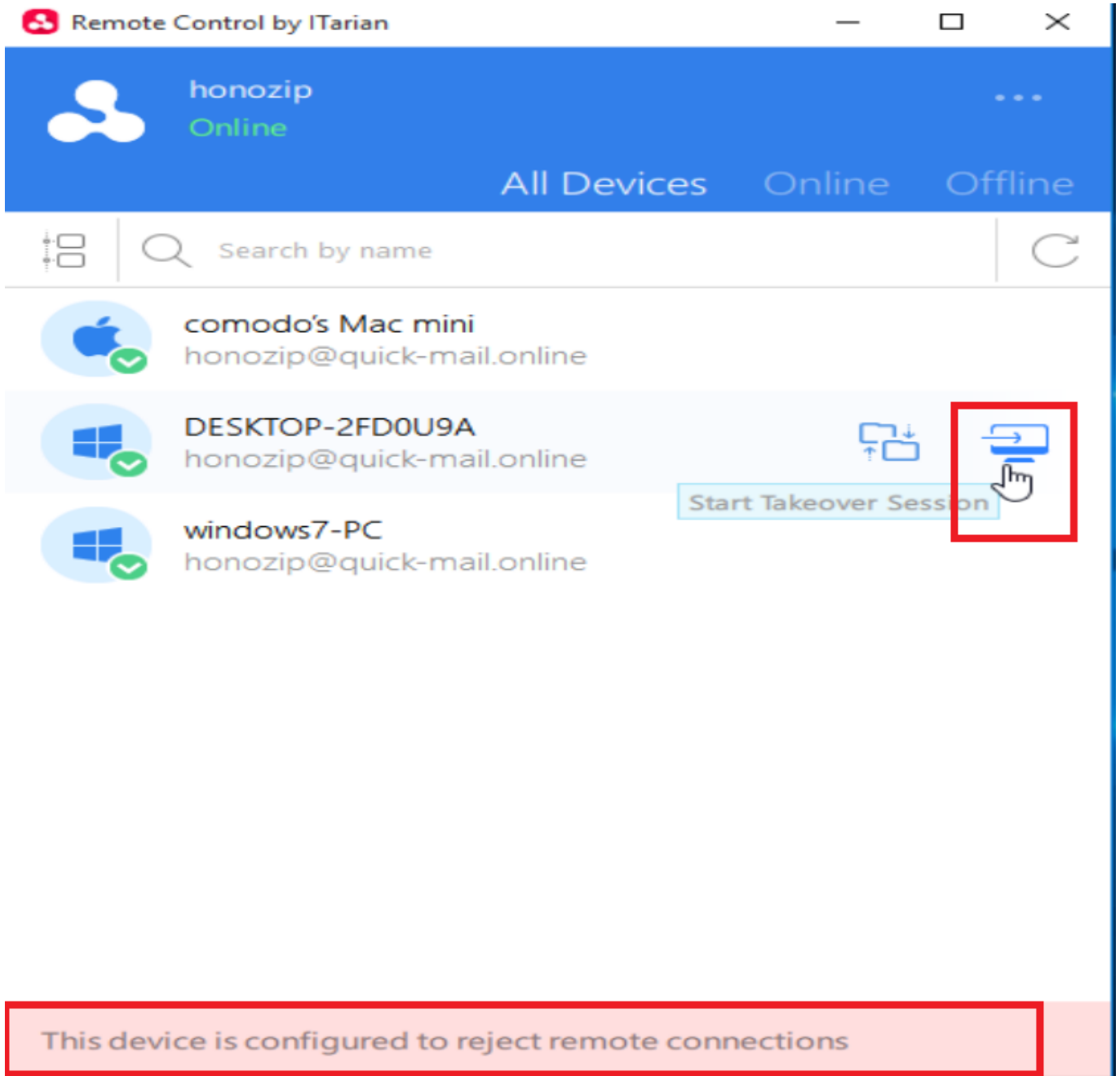
Device Takeover Options

Apply to all OFF

| NAME | DESCRIPTION | STATE |
|-----------------|---|--|
| Device Takeover | Enable/disable device takeover session using Remote Control application | <input checked="" type="checkbox"/> ON |

- Establish Remote Control sessions without asking user permission
- Ask user, wait and allow access (waiting time is shown below) (seconds) ⚠

- Click 'Save' to apply your changes
- Test the new setting:
 - Click 'Devices' > 'Device List' > select an affected endpoint > Click the 'Remote Control' button
- You will see the following message if you attempt a takeover:



'File Transfer' tab – Use the 'ON/OFF' switches to allow or block various file activities:

Logging Settings External Devices Control Updates Miscellaneous **Remote Control** Remote Tools Script Analysis

Remote Control

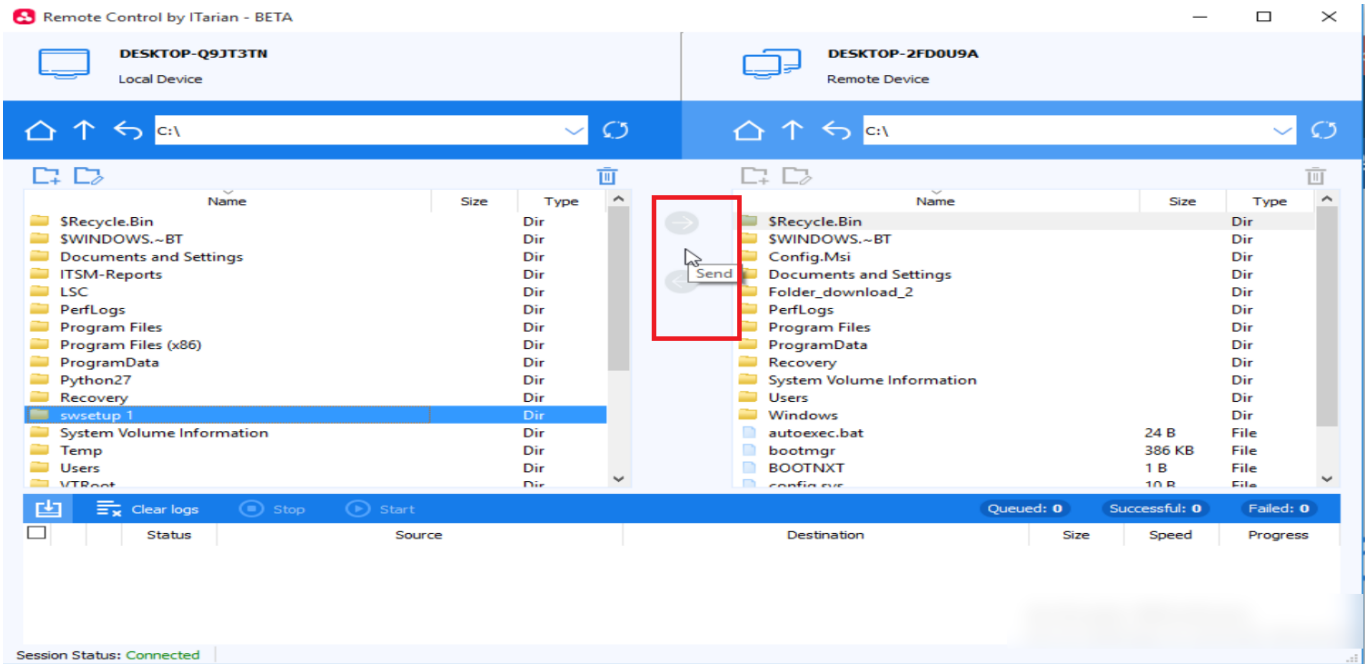
Device Takeover **File Transfer**

File Transfer Options **CC 6.29+**

| Apply to all <input type="checkbox"/> OFF | | |
|---|---|--|
| NAME | DESCRIPTION | STATE |
| File Transfer | Enables read-only access to remote devices (parent permission for other permissions allowing for extended capabilities) | <input checked="" type="checkbox"/> ON |
| Send & Receive Folders & Files | Download and upload files/folders to/from the local device using Remote Control application | <input checked="" type="checkbox"/> ON |
| Create, Delete, Rename actions | Create, delete and rename files/folders using Remote Control application at the local device | <input checked="" type="checkbox"/> ON |

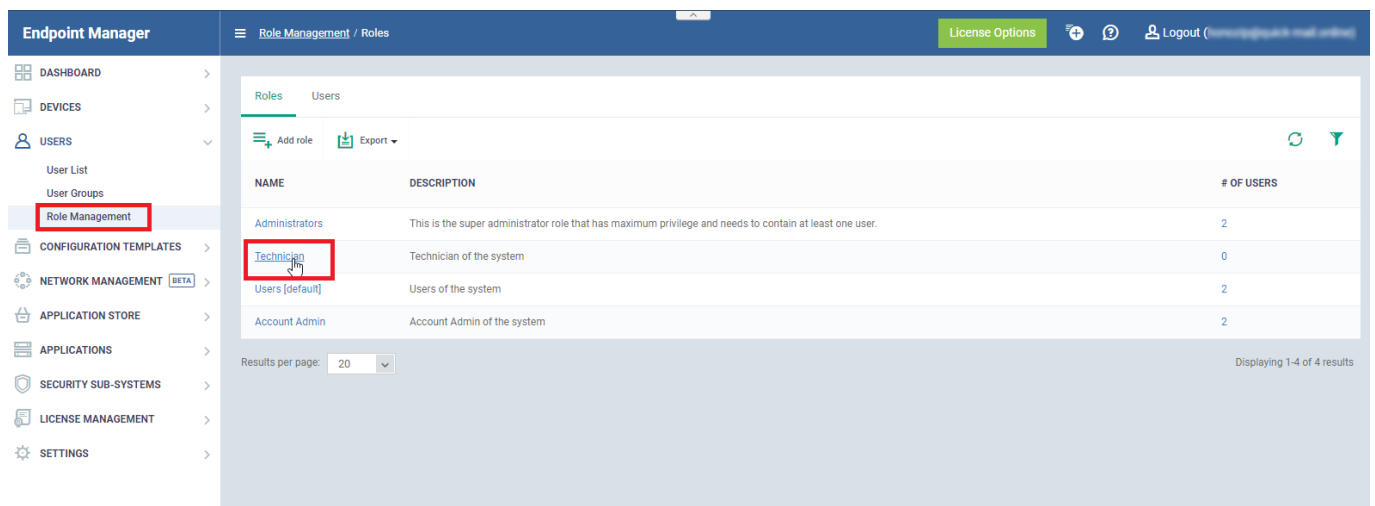
Establish File Transfer sessions without asking user permission
 Ask user, wait and allow access (waiting time is shown below) (seconds)

- Click 'Save' to apply your changes
- Test the new setting:
 - Click 'Devices' > 'Device List' > select an affected endpoint > Click the 'File Transfer' button
- Any activities you disabled are grayed out:



Configure permissions by role

- Click 'Users' > 'Role Management'
- Click the 'Roles' tab
- Click on the role you want to configure:



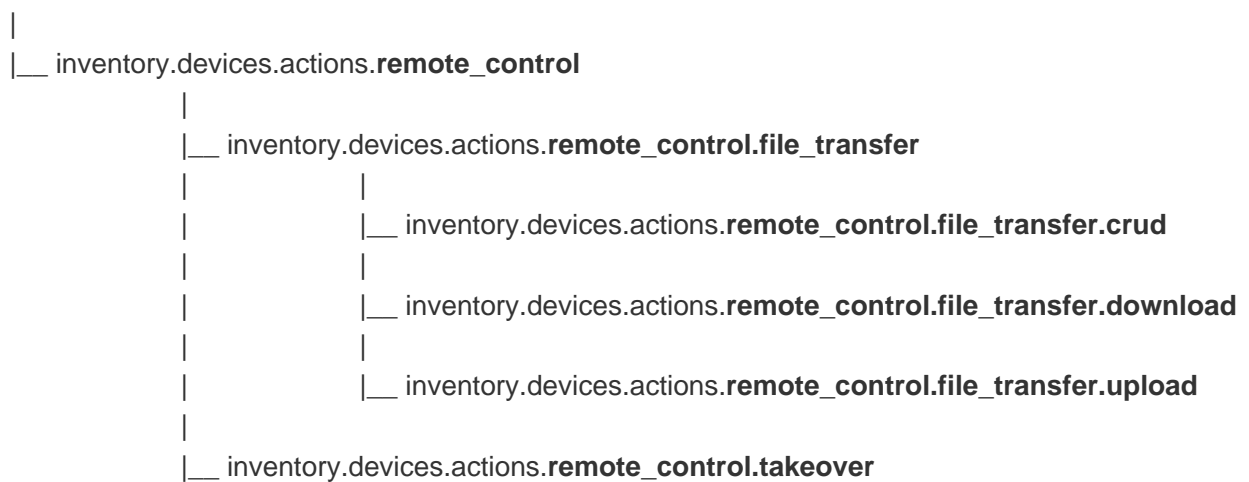
- Open the 'Role Permissions' tab
- Enable or disable remote access permission as required
- The following permissions relate to remote access:

| Name | Determines the ability to: |
|--|----------------------------------|
| inventory.devices.actions.remote_control | Connect to remote devices at all |

| | |
|---|--|
| inventory.devices.actions. remote_control.file_transfer | View files on the remote device |
| inventory.devices.actions. remote_control.file_transfer.crud | Copy / read / update /delete (CRUD) files on the remote device |
| inventory.devices.actions. remote_control.file_transfer.download | Copy files from the remote device to the local device |
| inventory.devices.actions. remote_control.file_transfer.upload | Copy files from the local device to the remote device |
| inventory.devices.actions. remote_control.takeover | Assume control of the remote device |

- The permissions above have a parent-child relationship. You must enable the parent to configure the child.
- The hierarchy is as follows:

Inventory.devices.actions <master permission >



- Users with the affected role will see the following error if file transfers are disabled:



qwerty
Online



All Devices

Online

Offline



Search by name



comodo's Mac mini
honozip@quick-mail.online



DESKTOP-2FD0U9A
honozip@quick-mail.online



Start File Transfer Session



windows7-PC
honozip@quick-mail.online

File transfer failed to start. The specified operation is currently disabled for current user.