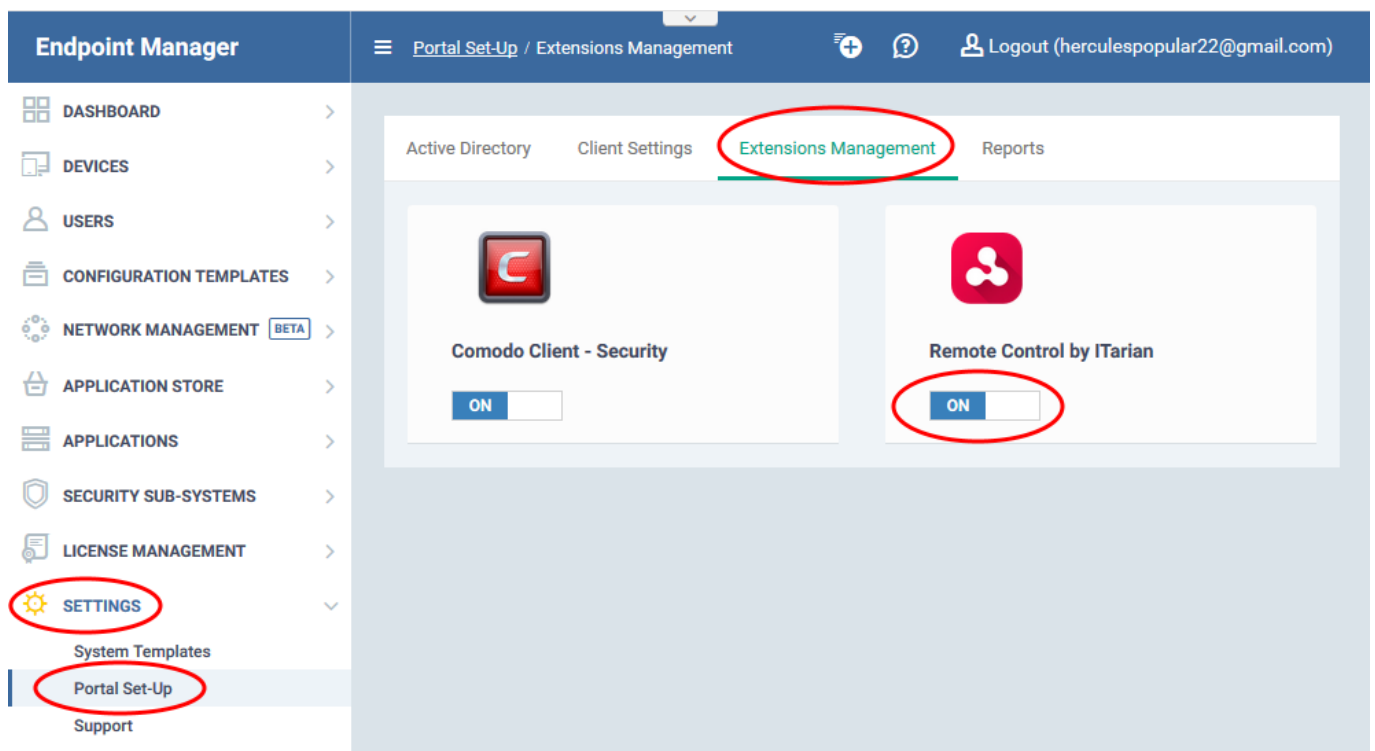


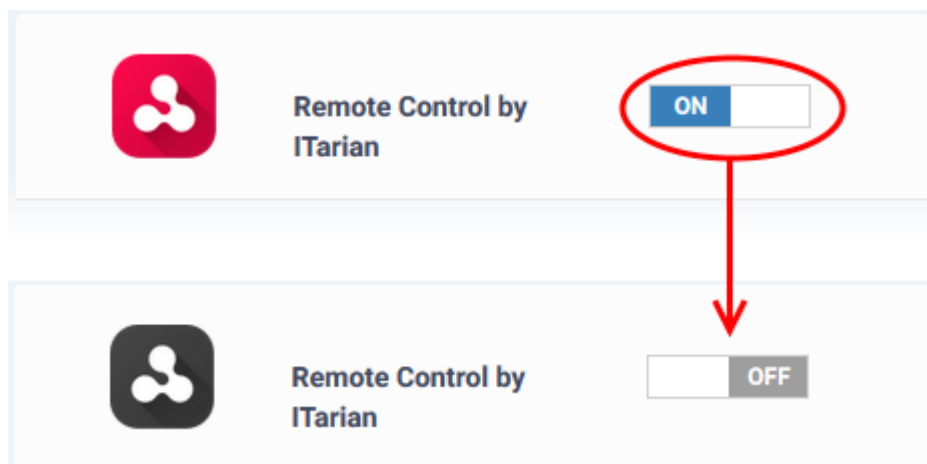
- The remote control application lets admins take-over endpoints to solve issues, install third party software and run system maintenance.
- This tutorial explains how to disable remote control in the Endpoint Manager. This will prevent any admin from assuming direct control of managed endpoints on the profile.
- You can quickly re-enable the feature if required.

Process in brief:

- Login to ITarian
- Click 'Applications' > 'Endpoint Manager'
- Click 'Settings' > 'Portal Set-up' > 'Extensions Management'



- Switch off 'Remote Control by ITarian':



- The 'Remote Control' option will disappear from the device list and from the device details page:

Before

The screenshot shows the 'Before' state of the device management interface. On the left is a navigation menu with categories: DASHBOARD, DEVICES (expanded to show Device List, Bulk Installation Package), USERS, CONFIGURATION TEMPLATES, APPLICATION STORE, APPLICATIONS, SECURITY SUB-SYSTEMS, and SETTINGS. The main content area is titled 'Group Management' and 'Device Management'. A search bar for 'Search group name' is at the top. Below it, a list of device groups includes 'All Devices', 'cem-test01', and 'Default Company'. The 'Device Management' section contains several action buttons: 'Enroll Device', 'Remote Control' (highlighted with a red box), 'Run Procedure', 'Manage Profiles', and 'Install or Update Packages'. Below these buttons is a table of devices with columns for OS, NAME, ACTIVE COMPONENTS, and PATCH STATUS. The table lists three devices: W7H64, W10H64, and W10P64. The 'Remote Control' button is also present in the device details view shown in the next screenshot.

The screenshot shows the 'After' state of the device management interface. The navigation menu is the same as in the 'Before' state. The main content area shows the details for a device named 'W10H64'. The 'Remote Control' button is missing from the action bar. The action bar now includes 'Manage Profiles', 'Install MSI/Packages', 'Refresh Information', 'Reboot', and 'Delete Device'. Below the action bar, there are tabs for 'Device Name', 'Summary' (selected), 'Networks', 'Associated Profiles', and 'Software Inventory'. The 'Device Summary' section shows the following information:

Device Summary	
Custom device name	W10H64
Name	W10H64
Logged users	W10H64\$ root

After

[DASHBOARD](#) >
 [DEVICES](#) >
 Device List

Search group name

All Devices

- cem-test01
- Default Company

Group Management | **Device Management**

No Remote Control icon

Enroll Device | Run Procedure | Manage Profiles | Install or Update Packages | Refresh Device Information

OS	NAME	ACTIVE COMPONENTS	PATCH STATUS
Windows	W7H64	AG CCS	8
Windows	W10H64	AG CCS	2
Windows	W10P64	AG AV FW CO	1

Results per page: 20

[DASHBOARD](#) >
 [DEVICES](#) >
 Device List

W10P64

Owner: [Redacted]

No Remote Control icon

Manage Profiles | Install MSI/Packages | Refresh Information | Reboot | Export Security Configuration | Delete Device | Change Owner | Change Ownership Type

Device Name | **Summary** | Networks | Associated Profiles | Software Inventory | File List | Exported Cor

Device Summary		OS Summary
Custom device name	W10P64	OS
Name	W10P64	OS name
Logged user	root	OS version
AD\LDAP	10.108.51.2	Service pack
Domain\Workgroup	c1ops.net	Build version