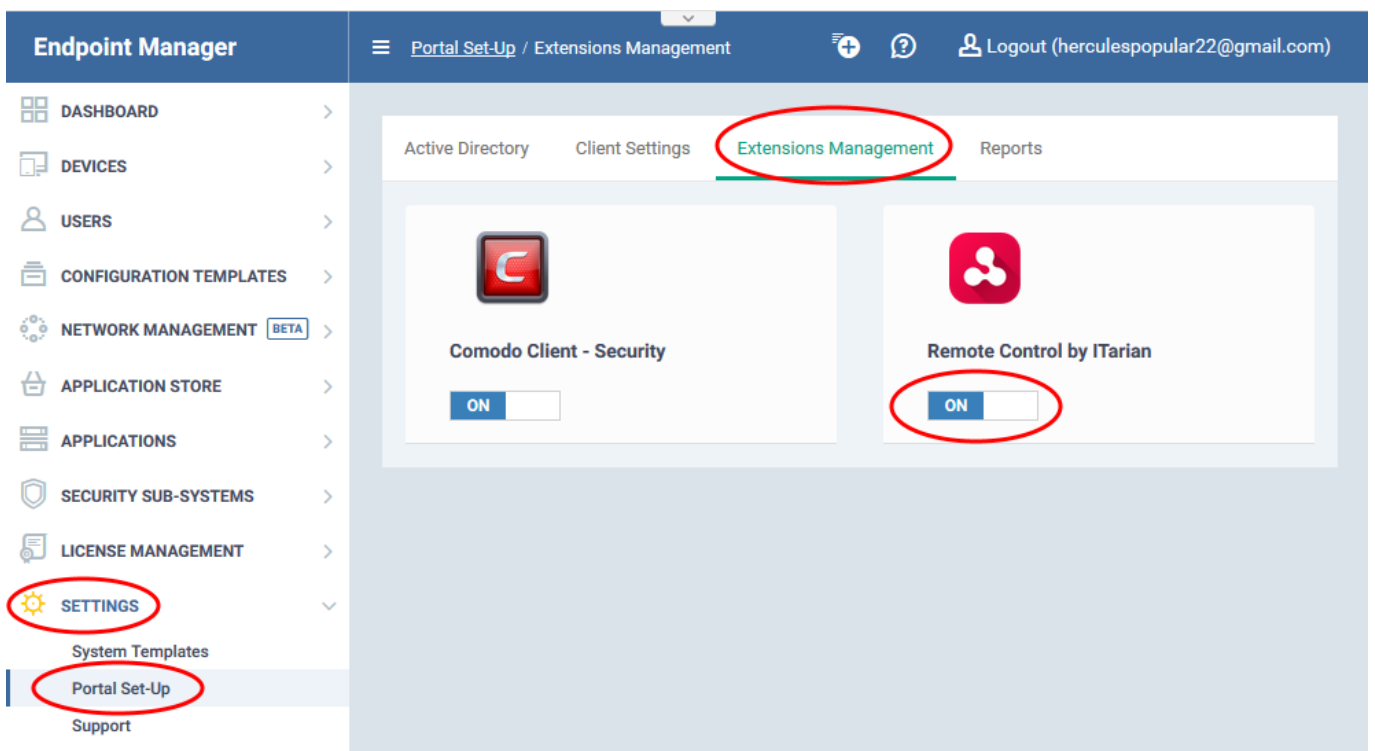


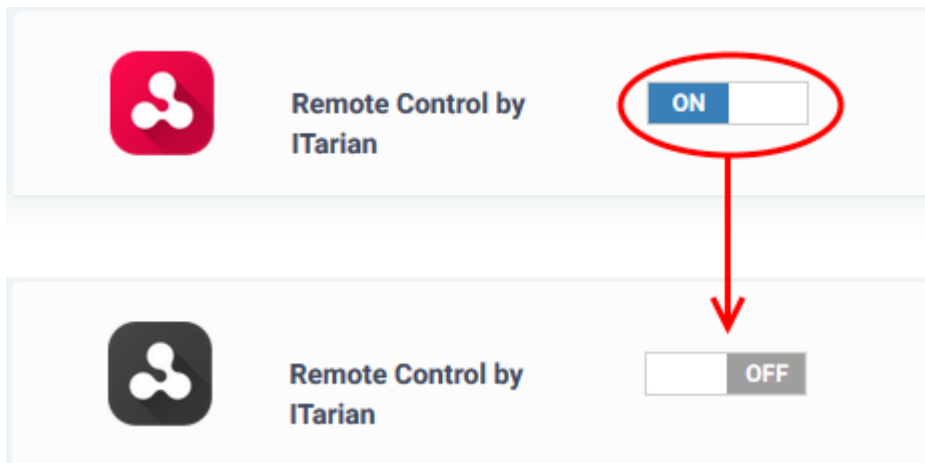
- The remote control application lets admins take-over endpoints to solve issues, install third party software and run system maintenance.
- This tutorial explains how to disable remote control in the Endpoint Manager. This will prevent any admin from assuming direct control of managed endpoints on the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

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

The screenshot shows the 'After' state of the device management interface. The navigation menu is the same. The main content area shows the details for a device named 'W10H64'. The 'Remote Control' option is missing from the action buttons. The 'Device Summary' section is visible below the action buttons.

Device Name	Summary	Networks	Associated Profiles	Software Inventory
Device Summary				
Custom device name	W10H64			
Name	W10H64			
Logged users	W10H64\$ root			

After

Navigation menu: DASHBOARD, DEVICES, Device List, Bulk Installation Package, USERS, CONFIGURATION TEMPLATES, APPLICATION STORE, APPLICATIONS, SECURITY SUB-SYSTEMS, SETTINGS.

Search group name:

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

Navigation menu: DASHBOARD, DEVICES, Device List, Bulk Installation Package, USERS, CONFIGURATION TEMPLATES, APPLICATION STORE, APPLICATIONS, SECURITY SUB-SYSTEMS, SETTINGS.

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