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
- Remediation and troubleshooting scripts
- Remote control, shadow and shell
- Send a message, remote device file transfer

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
- 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

Let us show you how

Windows

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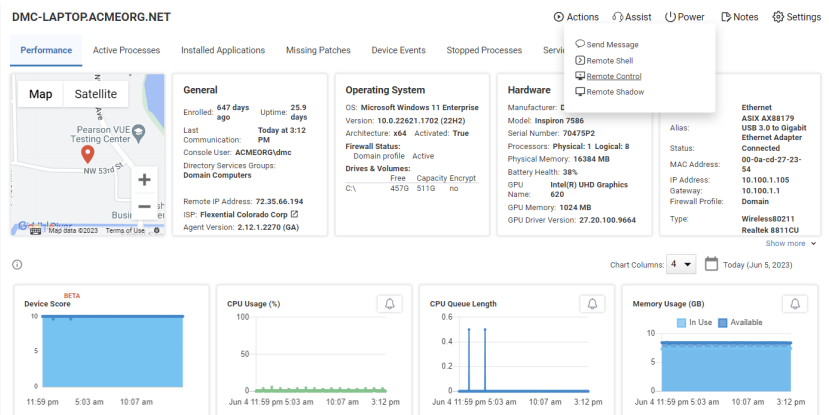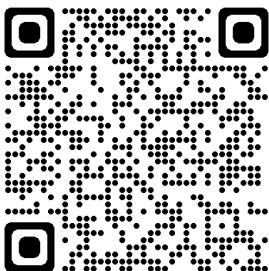
IT Tickets are submitted around the clock and receive many tickets for known issues, while lacking the insightful analytics needed to be proactive.

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
- Event notifications for network, device, OS, application, web, SaaS, and unified comms applications

- Alerts sent as emails, webhooks, or integration into 3rd party systems
- Custom definable alert policies
- 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
- Executive dashboards

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

Let us show you how

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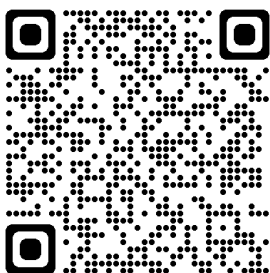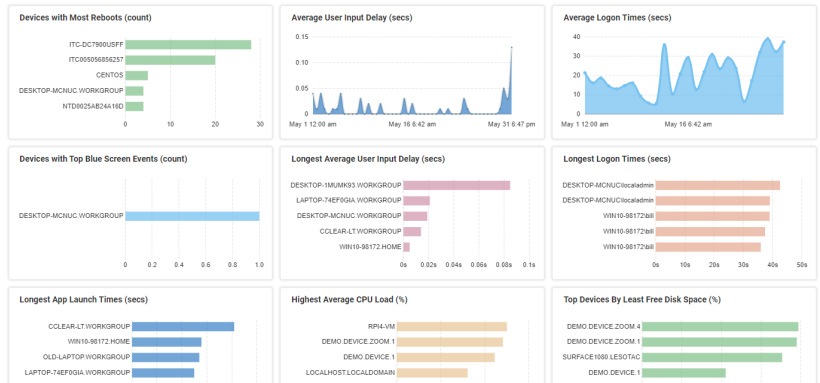
IT organizations spend too much time and money on multiple troubleshooting tools, wasting time and productivity.

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

Windows

macOS **Linux**