control UP

5 Ways to Reduce Desktop Support Troubleshooting Time

Introduction

In the fast-paced world of technology-driven businesses, ensuring smooth digital operations is paramount. However, managing and troubleshooting the array of computer issues that arise can be daunting.

ControlUp is uniquely positioned to reduce troubleshooting time to keep employees productive and IT working on more important projects.

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Why Automation Completes the Process

Why Real-Time Data Collection Is Essential

We all know that data collection is important for troubleshooting. However, many Digital Employee Experience (DEX) vendors collect data in minutes, leading to missed events between intervals or when averaged over time. Sometimes, when collecting data in minutes, you might as well not even collect the data at all.

ControlUp sets new standards by collecting critical troubleshooting data, like CPU or network activity, every 3 seconds, providing unparalleled insights into endpoint and application performance. This true real-time data collection enables IT teams to identify and address issues before they impact productivity because you can't fix what you can't see.
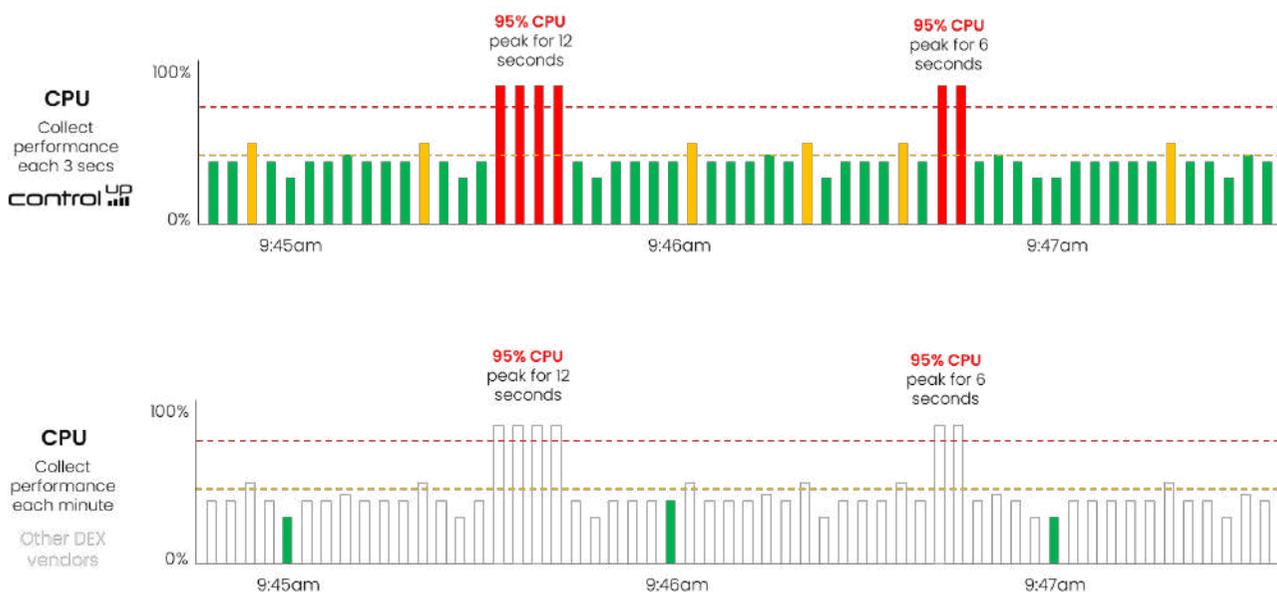
ᵼ Insight

"As a system administrator, real-time, dynamic data is vital to provide the highest level of service possible for mission-critical business continuity.

With the use of ControlUp and its powerful componentry therein, we proactively resolve issues, instead of reactively.

Fantastic product."

Todd Egan
Help Desk Analyst

1

Proactive Notifications

Hard drive failure, slow application load time, weak battery, blue screen, and application crashes are annoying circumstances that cause employees to try fixing issues themselves or call the helpdesk to troubleshoot.

ControlUp empowers IT teams with proactive notifications, alerting them to potential issues such as application downtime or connectivity issues. By addressing issues before they escalate, organizations can ensure a seamless digital experience for employees.

"ControlUp allows us to bypass egos and external influences and just see the raw information.

There's no ego in ControlUp; it's just information, unvarnished by humans."

Noel Mahnkopf
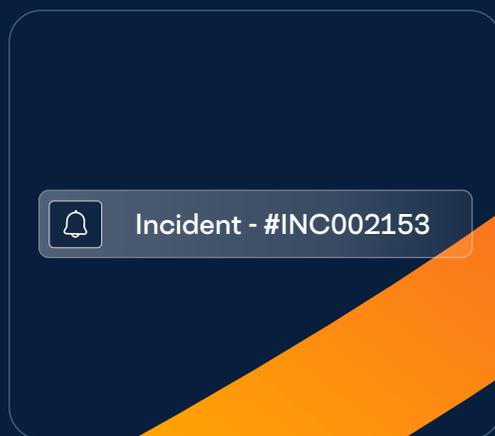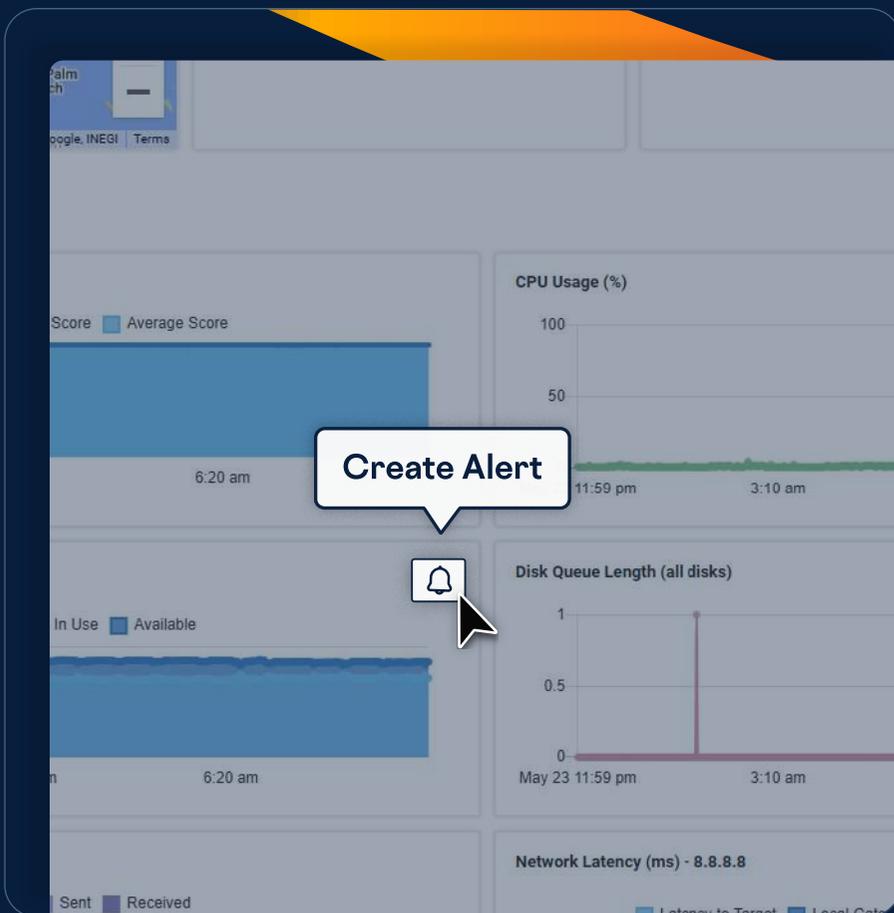
2

Problem Scoring

Prioritizing issues that impact the digital employee experience can be daunting. That's where ControlUp steps in, streamlining the process by presenting a consolidated score of performance metrics. This score highlights the most significant impact areas, guiding IT teams to direct their attention effectively.

ControlUp offers scoring dashboards across various domains, including VDI & DaaS, physical desktops (Windows, macOS, Linux), desktop applications, vulnerabilities, patch management, unified communications, and SaaS & web applications. These dashboards are invaluable tools that provide a comprehensive overview of system health and drill down to a specific problem.

Modern Woodmen
FRATERNAL FINANCIAL®

"ControlUp Edge DX is concise.

I know the person's endpoint, I look it up, scroll down a little bit, and I see the information I need."

Adam Brandt
VDI Administrator

David Lee
david.lee@acme.com

Employee Score

7.1

Apps	Devices	Active mins	Calls
6	2	55	1
Details	Details	Details	

3

GenAI

Collecting lots of troubleshooting data and representing it with scoring is powerful, but sometimes, you need help interpreting the data differently.

While data can be exported as a CVS, or custom reports can be created, sometimes, you need to get quick answers on the fly.

GenAI enables you to get information now by asking questions about data and representing it in unique ways. ControlUp's GenAI Chatbot offers natural language queries and can access your DEX data. Our GenAI Chatbot helps find complex problems across many machines without creating a custom report.
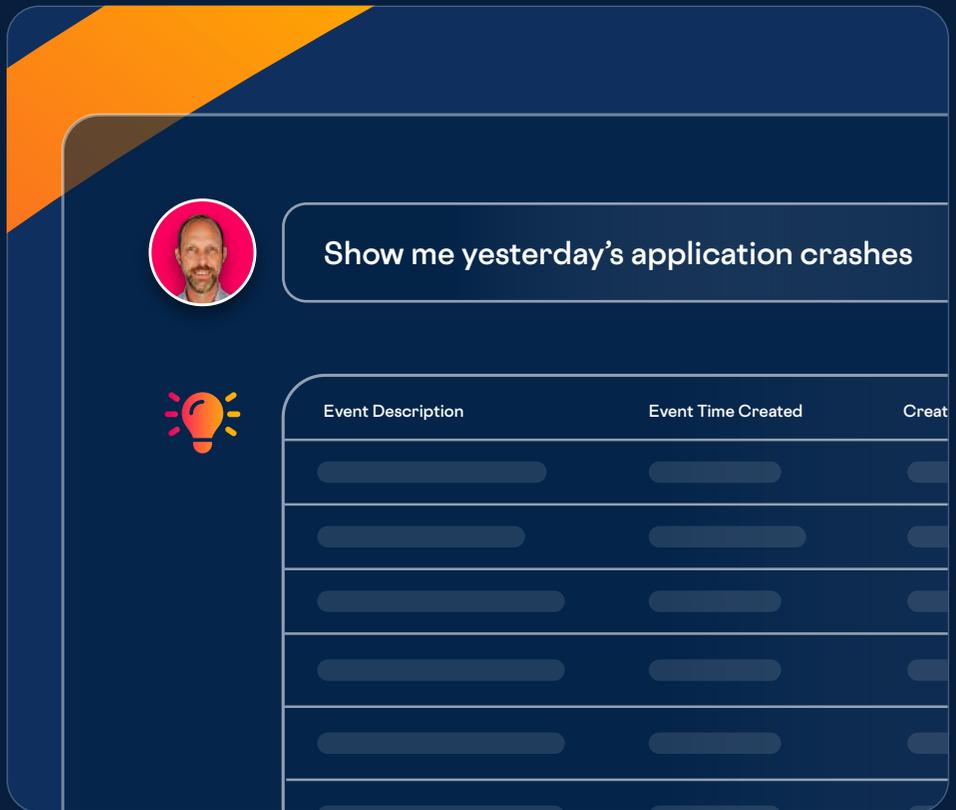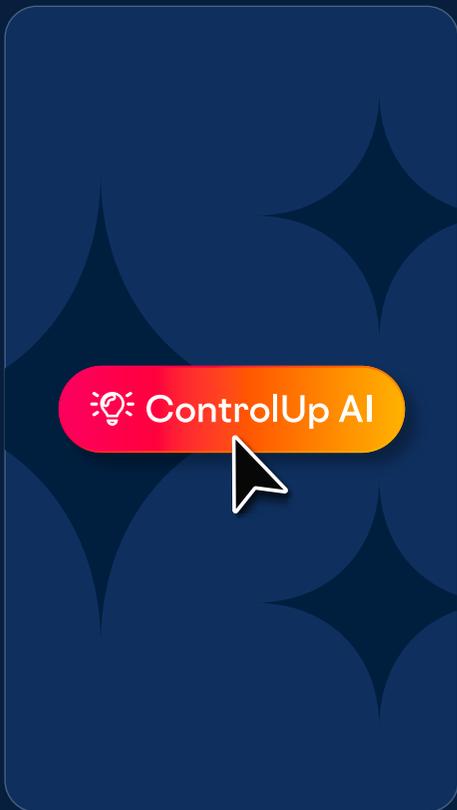
VyStar
Credit Union®

"I don't often get 'easy.'

Every day is a challenging day in our field.

ControlUp makes things easy."

Ray Davis
Senior Systems Engineer

ControlUp AI

Show me yesterday's application crashes

Event Description	Event Time Created	Creat

ControlUp

4

Script Actions

Scripts are a great way to retrieve detailed troubleshooting data from a remote device. However, getting any script to run on a remote device can be problematic as most companies lock down their machines so that employees cannot run scripts, or it's hard for IT to run a remote script on behalf of an employee.

ControlUp offers a versatile range of methods for running a script on a remote device and supports various script languages that can run on Windows, macOS, and Linux.

- ⊘ **From a remote computer's shell**
- ⊘ **Display the results in the device events**
- ⊘ **Store results in a custom database**

SECURA
INSURANCE COMPANIES

"I use ControlUp every day. I have fixed an unlimited amount of user issues when they call me telling me something works in one place and doesn't in another.

I can put the two things in ControlUp, zero in on registry level or user level, and find the problem.

It's an awesome, awesome tool."

John Okresik
Senior Systems Administrator

Configuration

Script Library

Find hardware device problems

This script gets all the computer devices and checks the status. Any device that does not have the status

Content

```
#require -version 3.0
<#
.SYNOPSIS
    Find hardware device problems

.DESCRIPTION
    This script gets all the computer devices and checks the status. Any device that does
not have the status 'OK' is recorded in the data index.

.NOTES
    Version:        1.0
    Author:         Joel Stocker
    Creation Date:  2022-05-17
    Updated:        2022-05-23  Ton de Vreede     Error handling, refactored
#>
$ErrorActionPreference = 'Stop'

# Set output encoding to ensure non-ASCII characters are captured
[Console]::OutputEncoding = [System.Text.Encoding]::UTF8

# Build an array with error codes and description, based on
https://support.microsoft.com/en-us/topic/error-codes-in-device-manager-in-windows-524e9e89-
4dee-8883-0afa-6bca0456324e
```

5

Remote Control

When IT needs to remotely troubleshoot a user's desktop, traditional remoting tools can disrupt employees and impact productivity.
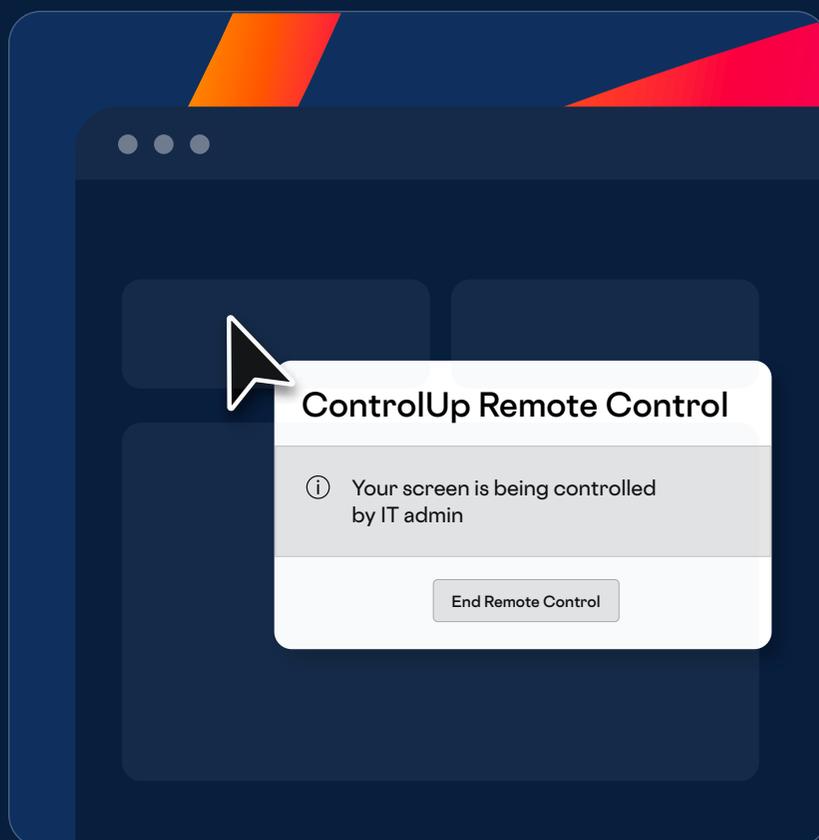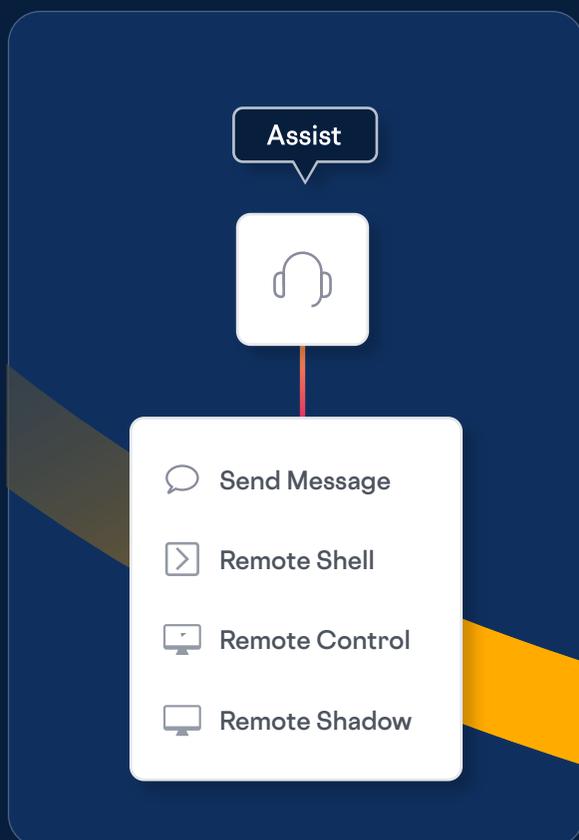
ControlUp remote assistance features can be the quickest way to troubleshoot a problem by seeing what the user is experiencing without hampering productivity. To make remote troubleshooting more efficient and help users get back up and running as quickly as possible, ControlUp has created multiple ways to access a user's computer remotely.

ÖSSUR.

"ControlUp is how I work.

I work with ControlUp 100% of my day. I don't work without it."

Róbert Þórir Sigurðsson
Senior Systems
Administrator

Assist

Send Message

Remote Shell

Remote Control

Remote Shadow

ControlUp Remote Control

ⓘ Your screen is being controlled by IT admin

End Remote Control

Why Automation Completes the Process

Many computer problems are re-occurring, and IT knows exactly how to remediate them when employees call for support. The problem with this is that the employee needs to call the service desk, IT must create a ticket, and then finally, the problem to a known issue can be resolved.
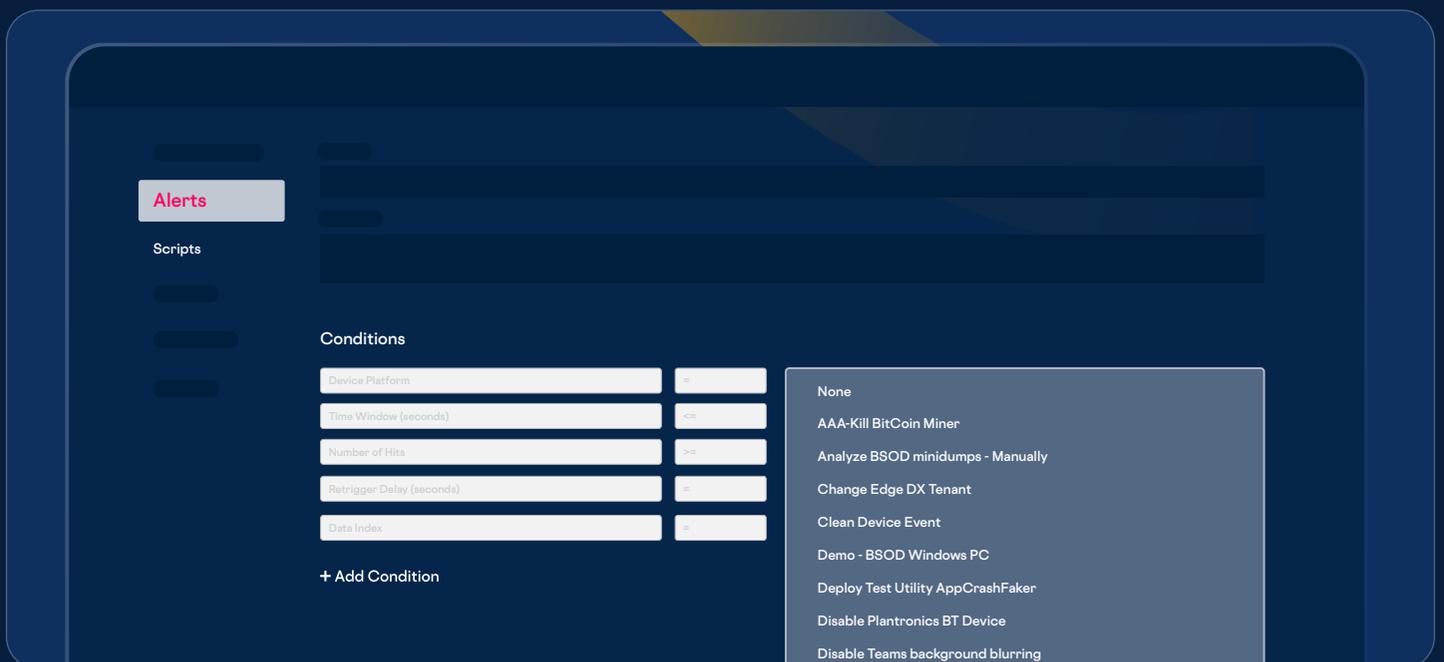
ControlUp's vision for automation combines proactive notifications (alerting) with script actions. When a problem is detected through proactive notifications, a remediation script can be executed to fix the known issue. It's that simple. For example, if a Teams call gets dropped, one reason is the local Teams cache gets corrupted. ControlUp can detect a dropped call and automatically delete the local cache, so the next call will go smoothly without an escalation to the service desk.

AVENIQ

"With ControlUp, we got what was important to us—high flexibility, extensibility, proactive and reactive actions, and real-time monitoring.

Patrik Vögtlin
Professional Systems
Engineer

Alerts

Scripts

Conditions

Device Platform	=
Time Window (seconds)	<=
Number of Hits	>=
Retrigger Delay (seconds)	=
Data Index	=

+ Add Condition

None
AAA-Kill BitCoin Miner
Analyze BSOD minidumps - Manually
Change Edge DX Tenant
Clean Device Event
Demo - BSOD Windows PC
Deploy Test Utility AppCrashFaker
Disable Plantronics BT Device
Disable Teams background blurring

Conclusion

Maintaining optimal performance and resolving technical issues swiftly is critical for businesses.

ControlUp is a robust solution that empowers IT teams to proactively manage endpoints, applications, and user experiences. By providing real-time data collection, proactive notifications, and comprehensive scoring dashboards, ControlUp streamlines troubleshooting processes, ensuring seamless operations and enhancing employee productivity.

Learn More About ControlUp

Proactive Notification

- 4 Reasons ControlUp Proactive Synthetic Monitoring Improves DEX
- Automatically Being Alerted When Disks Start to Fail
- Improving DEX: Step One - Alerting

Problem Scoring

- True Employee Experience Scoring and Insights with ControlUp's DEX Platform
- 99 Problems, But My Desktop Ain't One

Gen AI

- Optimize Your Digital Workplace with ControlUp Experience Scoring & Sentiment, AI Chatbot and Cost Insights
- Turbocharge IT Troubleshooting with ControlUp Virtual Expert™

Script Actions

- Improving DEX: Step Two - Troubleshooting
- ControlUp Supports New PowerShell CMDLETs for Faster Troubleshooting

Remote Control

- Simplify Remote User Support

About ControlUp

ControlUp reimagines Digital Employee Experience (DEX) management with true real-time visibility, enabling 20X faster issue resolution on any desktop, any application, anywhere. We empower IT to focus on elevation, not escalation, by equipping them with actionable, true AI-driven insights and proactive remediation tools to drive unbounded productivity for IT teams and employees. Nearly 2,000 customers across the globe trust ControlUp, including more than one-third of the Fortune 100.

Learn more at controlup.com.