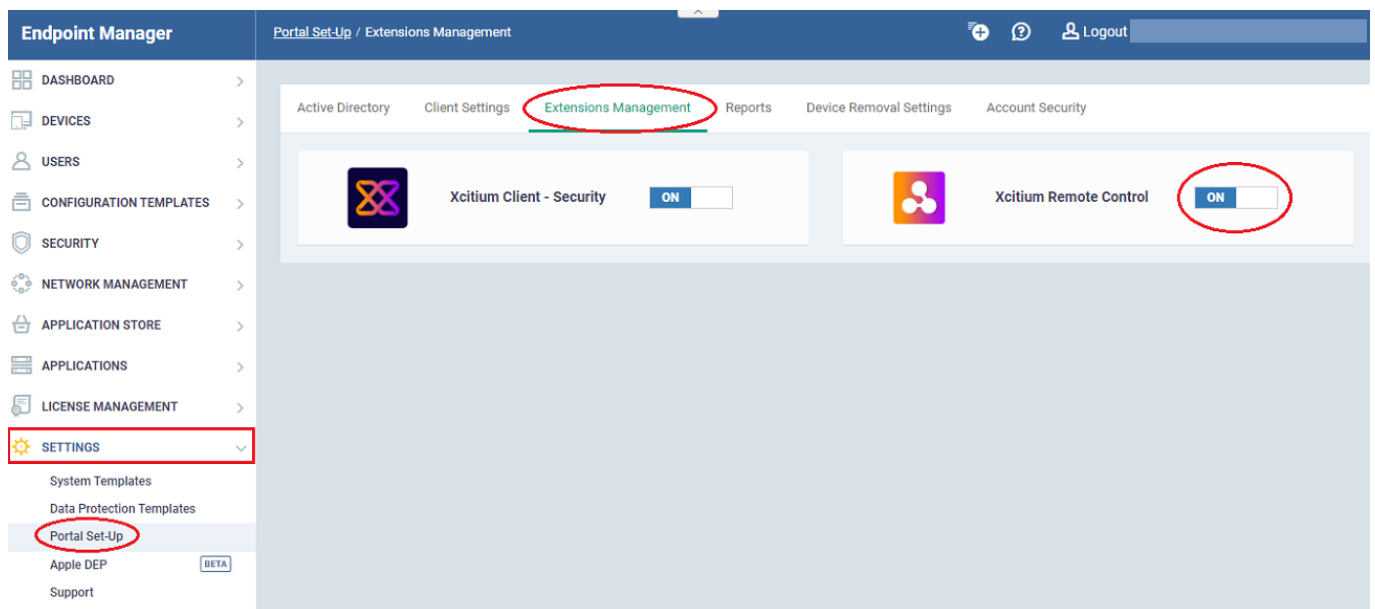


How to disable the Remote Control feature

- 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 Xcitium
- 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

Endpoint Manager | Device List / Device Management | Supported Device Platforms | Logout

DEVICES > Device List

Search group name

Show all

- as
- ComodoPMSupport
- con
- contra
- Default Customer
- Jackie
- Kapoor
- Karan
- Serhat
- Sharuk

Group Management | **Device Management**

Enroll Device | **Remote Control** | File Transfer | Remote Tools | Run Procedure | Manage Profiles | Install or Manage Packages | More

Search for devices

<input type="checkbox"/>	OS	NAME	ACTIVE COMPONENTS	VIRTUAL DESKTOP	PATCH STATUS	CUSTOMER	LAST LOGGED IN USER	LAST
<input type="checkbox"/>	Windows	DESKTOP-V...	AG AV FW CO		1	ComodoPM...	DESKT... (2022/0...	2022
<input type="checkbox"/>	Windows	WIN-952102...	AG CCS		3	ComodoPM...	WIN-95...	2022
<input type="checkbox"/>	Windows	DESKTOP-E...	AG CCS		2	ComodoPM...	DESKT...	2022
<input type="checkbox"/>	Windows	Patch-win10	AG CCS		1	ComodoPM...	PATCH...	2022

After

Endpoint Manager | Device List / Device Management | Supported Device Platforms | Logout

DEVICES > Device List

Search group name

Show all

- as
- ComodoPMSupport
- con
- contra
- Default Customer
- Jackie
- Kapoor
- Karan
- Serhat
- Sharuk

Group Management | **Device Management** | No Remote Control Icon

Enroll Device | Remote Tools | Run Procedure | Manage Profiles | Install or Manage Packages | Refresh Device Information | More

Search for devices

<input type="checkbox"/>	OS	NAME	ACTIVE COMPONENTS	VIRTUAL DESKTOP	PATCH STATUS	CUSTOMER	LAST LOGGED IN USER	LAST
<input type="checkbox"/>	Windows	DESKTOP-V...	AG AV FW CO		1	ComodoPM...	DESKT... (2022/0...	2022
<input type="checkbox"/>	Windows	WIN-952102...	AG CCS		3	ComodoPM...	WIN-95...	2022
<input type="checkbox"/>	Windows	DESKTOP-E...	AG CCS		2	ComodoPM...	DESKT...	2022
<input type="checkbox"/>	Windows	Patch-win10	AG CCS		1	ComodoPM...	PATCH...	2022