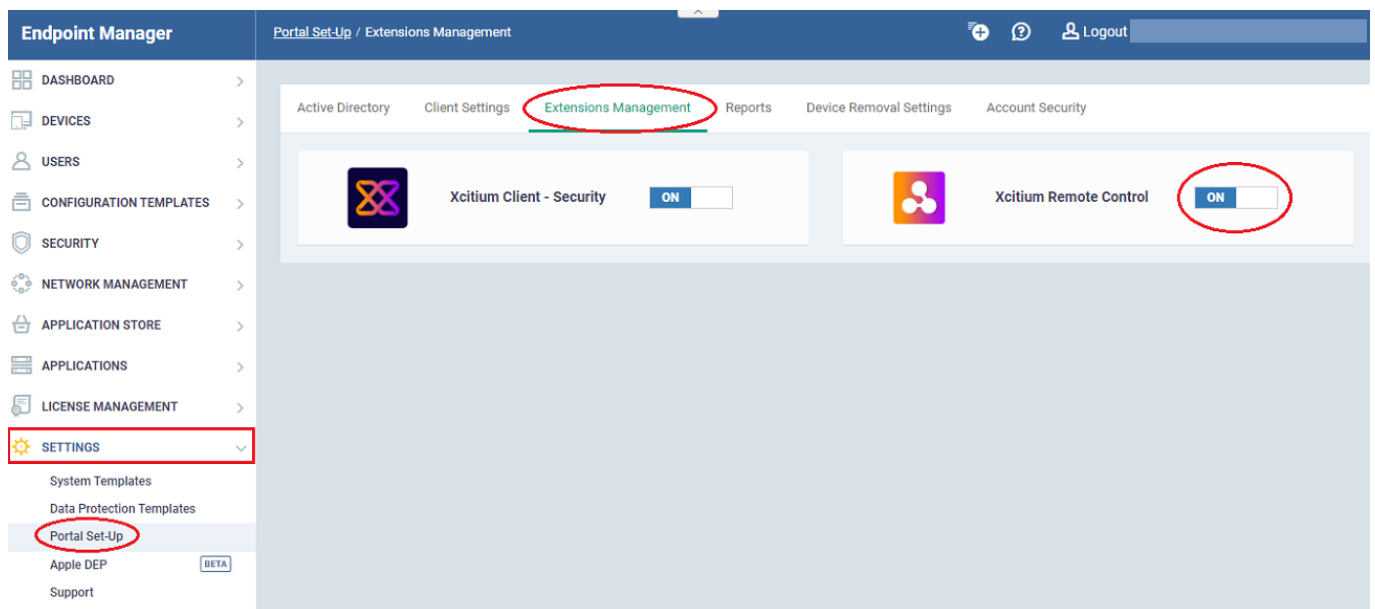


How to disable the Remote Control feature

- 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 |