

Cireson Remote Support for servicenow™



Remote Support apps are modern and secure web-based user and device management tools for Analysts and Support Teams to further maximize productivity, deliver faster problem resolution and increase end user satisfaction. Designed to work in conjunction with ServiceNow™, using the Cireson Remote Support Integration app, these apps further streamline customer support by providing valuable insights into users, devices, processes and deployments, and enable you to gain control by securely performing remote troubleshooting actions.

DEVICE MANAGEMENT



Device Insights

Get valuable insights into the state of your device, from hardware information to user interactions.



Remote Actions

Support devices in your environment with remote troubleshooting actions, and an array of other options.



Collection Control

Add or remove devices from Configuration Manager collections.



Software Control

Quickly see what software, including version information, is installed on a client to repair or remove software.



Patch Control

Identify what patches are available for a given client, and once assigned, force the installation of a given patch.



Process Insights

See live process information and make informed decisions about device performance issues and possible solutions.



Service Control

Manage installed and running services to stop, start, or restart a given service in order to resolve an issue.



Deployment Insights

Easily identify what software is deployed to a specific device, identify errors, and deployment status.



Software Deployment & Requests

Analysts can approve or deny software requests made in SCCM Software Center and deploy software on-demand to end users & devices.



User Affinity

Identify and assign ownership of an asset and access User Management functionality.

USER MANAGEMENT



User Insights

Get valuable insights into a user's account, including if an account is locked out or disabled, and validate a deployment.



Account Control

Quickly identify account issues, unlock and reset passwords, enable an incorrectly disabled account, or quickly disable an account.



Device Affinity

See what devices are assigned to the user and access Device Management functionality.



Deployment Insights

Easily view the status of a software or application package to identify any issues.



Group Control

Analysts can assign users to Active Directory groups in an intuitive and secure manner. Quickly search a list of allowed groups, or remove a user from a group.



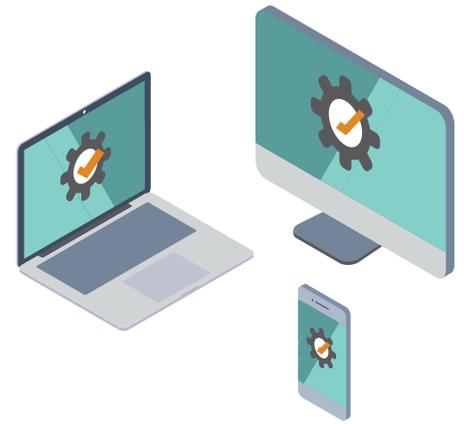
Software Deployment & Requests

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Announcements

Keep users up-to-date with important updates and changes by easily creating and delivering announcements in real time on targeted devices.



Cireson Remote Support for

Device Insights

View relevant information, including:

- ▶ Hardware Information
- ▶ Primary User Information
- ▶ Operating System Information
- ▶ IP Address Information



Summary

Computer Name: US-WD648-001

Operating System: Microsoft Windows 10 Pro Build 10.0.17134

Vendor: Microsoft Corporation

Disk Space: C: 108 GB free of 127 GB, D: 7 GB free of 8 GB

IP Address: 172.21.1.5, fe80:c3e4925a320d624

AV Definition: 4.18.1809.2

Organizational Unit: AMLIC\COMPUTERS

Primary Users: amlicjoe.smith, AMLIC\andrey.hughes

Last Machine Policy Refresh: Oct 4, 2018 8:10:48 AM

Last App Metering Scan: Sep 19, 2018 10:28:22 AM

Last Software Scan Date: Sep 14, 2018 8:34:55 AM

Last Hardware Scan Date: Sep 27, 2018 10:33:46 PM

Last Hardware Scan Date: Sep 18, 2018 7:06:41 PM

Last Hardware Scan Date: Oct 3, 2018 7:41:47 PM

Remote Actions

Perform key actions on devices, including:

- ▶ Remote Control and Remote Desktop Actions
- ▶ Remote PowerShell Console
- ▶ Device Shutdown and Restart Actions
- ▶ Configuration Manager Client Actions



Actions and Logs

US-WD648-001

Client Actions: Heartbeat Off, Inventory Cycle, Software Metering Report, Reboot, Shutdown, Software Inventory Cycle, Computer Tools, Group Policy, Power Shell, Remote Config, Remote Desktop, Remote Control, Log Folder.

Local Actions: Open CS Share, Client Evaluations, Application Deployment, Share Deployment, Machine Policy, User Policy, WMI Actions.

Server Actions: Reset Policy, Server Shell, Remote Config, Remote Desktop, Remote Control, Machine Policy, Verify, Repair, Reset.

User Actions: Deploy Software, Reset Password, Unlock Account, Decommission.

Deployment Insights

See important details, including:

- ▶ Deployments for Individual Devices
- ▶ Deployments for all Devices
- ▶ Filter Views by Targeted Collection or Package
- ▶ Summary View of Deployment Status



Deployments

US-WD648-001

Status	Software	Collection	Type	Action	Purpose	Last Update
Success	MSI Application - Citrix Skype App	Application - Required Deployment With Success deployment status	Application	Install	Required	09/13/2018
Success	MSI Application - NotePad++ for XP	Application - Required Deployment With Requirements note met (XP) deployment status	Application	Install	Required	09/13/2018
Success	MSI Application - NotePad++ With Bug MS for Deploy Failure	Application - Required Deployment With Error deployment status	Application	Install	Required	09/13/2018

Name	User Name	Status	Enforcement Status
HP-WIN10	AMLIC\james.doe	In-Progress	Content downloaded
HP-WIN10	AMLIC\joe.smith	Error	Deployment failed

Account Control

Identify account issues and take action:

- ▶ Unlock User Accounts
- ▶ Enable/Disable User Accounts
- ▶ Reset User Passwords



Account Control

claytonjohnson

User Actions: Deploy Software, Reset Password, Unlock Account, Decommission.