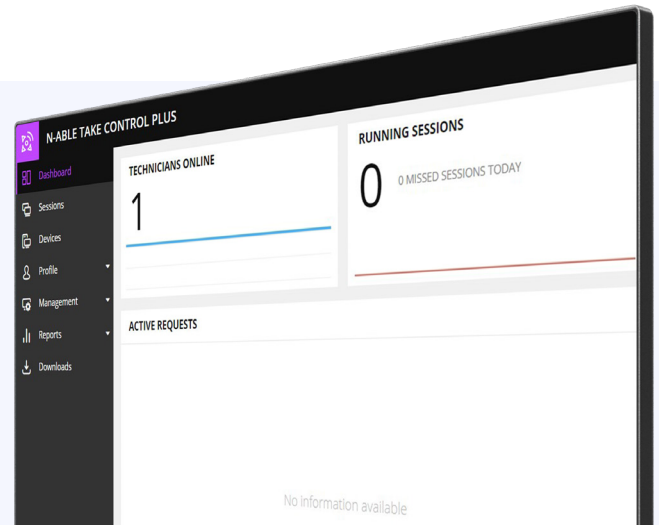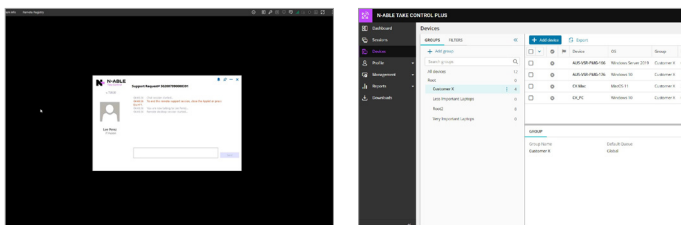# N-able Take Control Plus

Fast and powerful remote support. N-able Take Control Plus: Designed to help you take control of your business, technician efficacy, and customer experience. The right remote support solution doesn't just connect techs to machines, it helps solve your business problems.

The N-able® Take Control Plus remote support solution provides a uniquely powerful tool for IT providers to access nearly any platform or device to solve issues quickly. It delivers clear visibility and communication capabilities to solve technical problems fast and delight end users. Packed with many features of more premium, expensive solutions, N-able Take Control Plus offers powerful tools, reporting, and session monitoring at a very affordable price. Whether responding to a user support request or performing unattended maintenance, with N-able Take Control Plus, technicians can complete most remote support operations with a minimum of clicks and time.
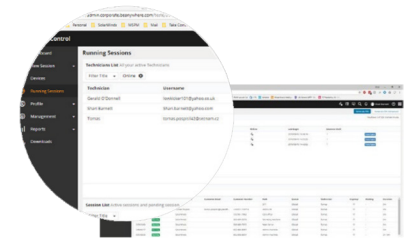
For your technicians

Techs need sharp, powerful tools to diagnose issues quickly and ensure customers get the service they expect. N-able Take Control Plus offers advanced troubleshooting, communication and security features to get the job done fast and right.
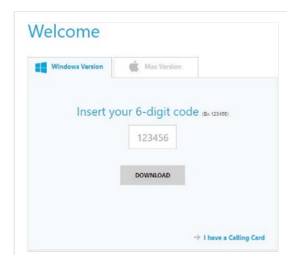
For your business

N-able Take Control Plus not only provides clear dashboards and data to help you optimize business efficiency, but also tremendous flexibility to brand and configure elements to fit your business needs. N-able Take Control Plus also considers iron-clad security to be fundamental, so you and your customers can rest assured that data is designed to stay safe at every point in the support process.

For your customers

A simple and pleasant end-user experience is always the IT support professional's goal. Fast, easy connection and fluid communication are critical to making sure end users and technicians resolve issues swiftly, the first time.

N-able Take Control Plus Product Feature Details

For your technicians

In-Session Features

- Session recording
- Session notes & search
- Missed session notifications
- Color and quality adjustment for high- to low-bandwidth users
- Fast video streaming
- Full screen and fit screen views
- Hide wallpaper and screen blanking
- Automatic keyboard translation mapping
- Block remote keyboard and mouse
- Session transfer and multisession handling
- Technician screen sharing
- Change terminal services session
- View-only (monitor-only) sessions
- Blank screen
- Pause session

Troubleshooting and Maintenance Tools

- Run local batch script (system shell session)
- System CMD shell
- PowerShell®
- Send CTRL-ALT-DEL
- Windows 8 av 10 commands
- Force reboot and reconnect—in Safe Mode if necessary
- Restart and shutdown
- Terminal session access with user access selection
- Port and RDP forwarding
- Lock PC
- Prevent auto-sleep, auto-lock, and inactivity disconnects
- Blank screen
- Pause session
- Take screenshot

Communication and User Help Tools

- Remote printing for Mac® & Windows® on any printer
- Live chat
- VoIP
- Video calling
- Laser pointer
- Switch presenter role

Dashboard Controls

- Basic system info (OS, CPU, RAM Network, Disc space)
- System health (temps, system info)
- BIOS and device details
- Video Controller and AV active
- Firewall on
- Applications and drivers
- Windows event logs and updates

Native mobile app (iOS® and Android®)

Ability to provide support from Android and iOS devices

Ability to connect to Android and iOS devices

For your customers

- One-click support requests from branded website button or on-screen tray icon
- Quick connect from startcontrol. com and 9-digit PIN
- Expected wait time information
- Position in support queue information
- Receipt of session links through email
- Live chat or VoIP calling
- Pre-session chat
- Laser pointer
- Calling cards
- Automatic report receipt
- Post-session surveys

For your business

Configuration

- Branding of agent and applet components
- Custom terms of service
- Email customization and branding
- PIN code expiration options
- Controls for idle session timeouts, expected wait time visibility, showing users their position in wait queue
- Mass deployment of agents to machines

Management Features

- Panic button (10 hours of unlimited use)
- Flexible and granular technician creation
- Multilayer authentication
- Advanced device inventory
- End-user remote access capability (10 per license)
- Ability to organize by department

- N-able Take Control Plus proxies
- Deferred support-request capabilities and queuing
- Custom warnings and communications
- Mandatory and optional surveys for end users
- Calling cards

Reporting

- Real-time session monitoring
- Session history report with option to drill down into all details and export to .xls
- Session video recording with upload to cloud
- Real-time and historical technician performance
- Customer survey summaries

Security

- Multifactor authentication
- FIPS (140-2)-compliant cryptographic library modules
- AES-256 and TLS1.2 data encryption
- Integrated with N-able Passportal to seamlessly inject secured credentials from Passportal vault directly into the endpoints
- Idle sessions timeout control

About N-able

N-able, Inc.(NYSE: NABL), the solutions partner helping IT services providers deliver security, data protection, and remote monitoring and management services. N-able fuels IT services providers with powerful software solutions to monitor, manage, and secure their customers' systems, data, and networks. Built on a scalable platform, we offer secure infrastructure and tools to simplify complex ecosystems, as well as resources to navigate evolving IT needs. We help partners excel at every stage of growth, protect their customers, and expand their offerings with an ever-increasing, flexible portfolio of integrations from leading technology providers.

n-able.com