Getting Started with SolarWinds Take Control

First things first, log in to the Admin Area.

The Admin Area is where you can set up technicians and devices, and configure your account.

Take Control has three main components.

1. Console & Remote Viewer (Downloaded)
2. Admin Area (Browser-Based)
3. Agent or Temporary Applet (Downloaded)

THE STARTUP WIZARD: YOUR FIRST STOP

After logging into the Admin Area, the Startup Wizard will guide you first to add your company name, main technician's name, and logo to your account. Then it will prompt you to download the Technician Console and Agent version you require.

The Tech Console provides the ability to create and manage remote sessions and chat with technicians or customers. The Agent adds the computer to the Devices List in the Admin Area and allows for unattended or attended remote control of the device.

1. The links at the top of the page let you enable remote control mode, provide feedback or request features, search the Admin Area, and view alerts.
2. Click Your Name in the upper right corner to access settings. From here, you can change your password or language, and increase security by activating two-factor authentication.
3. The Help section lets you use the Startup Wizard, chat with Support, access the Viewer Shortcuts Guide, and view the SolarWinds® Take Control™ User Guide.
START EXPLORING!

After you're set up, you'll be greeted with an invitation to tour key bits of functionality, such as setting up technicians, devices, and of course, starting remote sessions. Roll your cursor over or click just about anything in the Admin Console navigation areas to reveal what the button does, or open the navigation section.

Feel free to explore on your own; you can always get back to the guided tours by selecting the ? in the lower right-hand corner.

The Devices section of the Admin Area shows the list of computers and devices that have the SolarWinds Take Control Agent installed.

The Agent provides 24/7 access to your customers' devices. Edit and view information about each device, deploy scripts, run audits, and click Connect to start a Support session from the Device list.

You can also search for a specific computer, use the filter options to sort the list by domain or MAC address, or view all groups.

Next, we’re going to cover the Tech Console.
The Tech Console provides a number of account configuration options, in addition to displaying incoming Support Requests and starting Support Sessions. Use the Console to chat with other technicians in your company, customize colors for remote sessions, or view your Session History.

Start an Attended Session by clicking the Connect button. Have the user of the destination machine go to startcontrol.com and input the six-digit code generated by the Console. Some details about the device SolarWinds Take Control has connected to are shown.

Lastly, the Remote Viewer communicates with the user’s Agent or Applet.
The Remote Viewer is the remote access tool launched by the technician to access the end-user’s desktop.

During a Support Session, click the Remote Desktop tab to access and control the remote computer. Use the options in the Viewer to send commands to, and interact with, the remote computer.

1. View customer’s request details and device info in the Quick Dashboard
2. Access command or Powershell® prompt
3. Share files and folders between local and remote file list
4. View remote system info, like process, applications, and services
5. Restart or shut down the remote computer
6. Use RDP, enable port forwarding or send surveys
7. Transfer, share, or pause the session
8. Adjust visualization settings of the remote computer
9. Send commands to the remote computer
10. Take screenshots, use the laser pointer and start recording the session
WE’RE HERE TO HELP

If you get stuck or want more information, we have several resources available to assist:

🌟 Online Help Guide: Learn more about each feature and the overall functionality of the product.

📝 Knowledge Base Articles: If you’re stuck or you need to figure out how to complete a task, search for the answers in our Knowledge Base.

💬 Questions and Answers from the Community: Get answers from your peers to help you troubleshoot thorny issues.