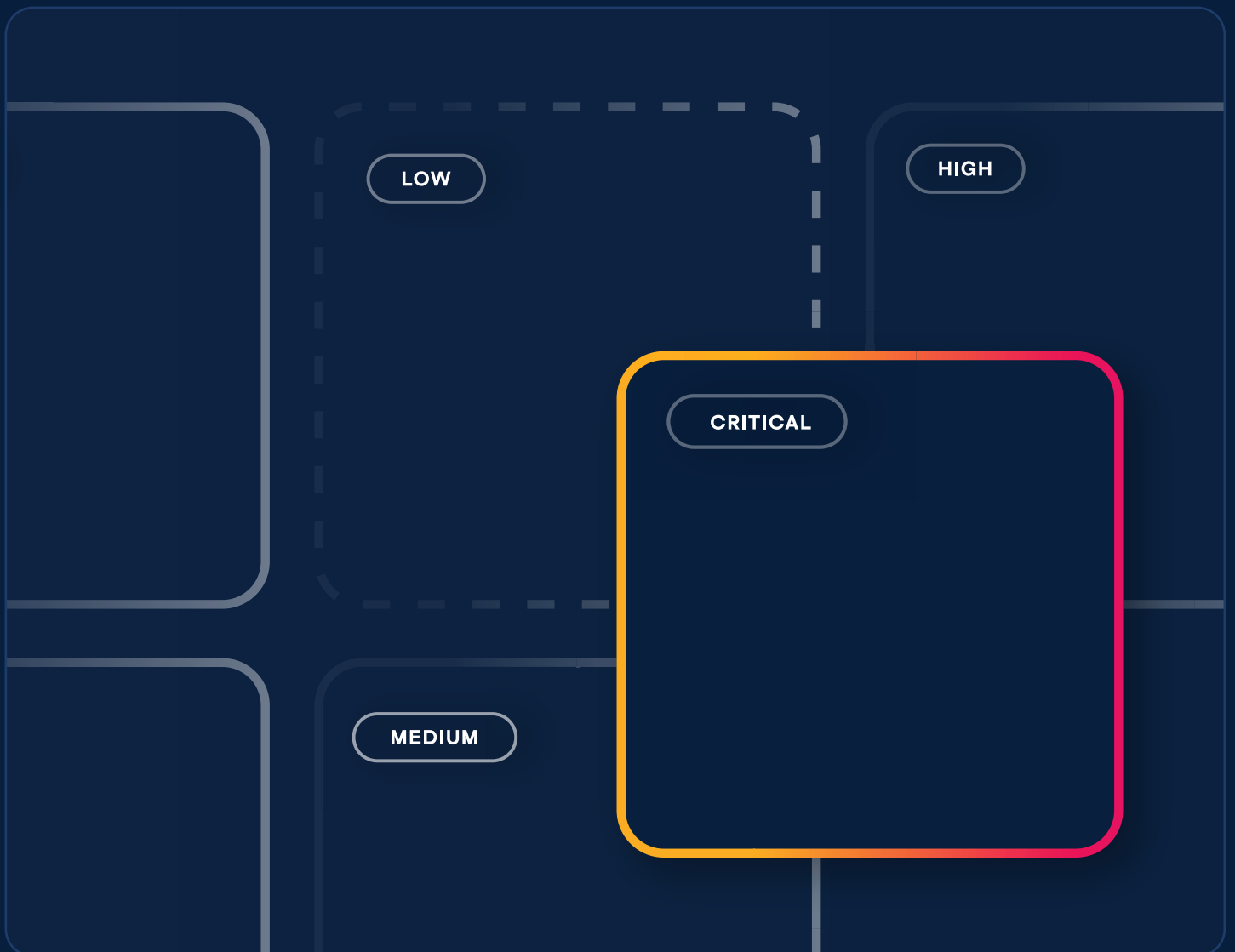


How to Resolve or Prevent Four Common Types of Tickets with ControlUp



Introduction

“My PC is taking forever to log on.”

“My call dropped during an important customer meeting.”

“My application keeps crashing.”

“I’ve tried turning it off and back on again, but it’s still not working!”

All of these might sound familiar to you, IT service desk hero. You come to the rescue again and again for your users when they encounter these common issues—and many, many more.

Troubleshooting and fixing tickets can feel exponentially harder when employees work from various locations. Perhaps they are on an unreliable network (or their kid is using all the bandwidth to play Halo Infinite). They might be experiencing issues due to a local outage. Or the issues could be due to Wi-Fi strength or software bloat.

The bottom line is that there are too many problems and not enough time, and troubleshooting and remediating issues for remote employees is often painful and sometimes impossible.

In this eBook, we will review some features of the ControlUp DEX platform that can help you resolve—or better yet, prevent common issues, improve the user experience, and help everyone get back to work quickly.

Inside the eBook

- 1 Blue Screen of Death (BSOD) and App Crashes
- 2 Slow Logons for VDI and Physical Endpoints
- 3 UC Issues
- 4 Poor Wi-Fi

Score Over Time





CrowdStrike

1

BSOD and App Crashes

The notorious “blue screen of death” (BSOD) gained attention after a faulty CrowdStrike software update impacted millions of devices, but it’s nothing new. And it’s one of the most painful errors employees encounter.

Don’t worry—ControlUp’s got you covered! The ControlUp platform helps you simplify complex and time-consuming BSOD analysis and enhances troubleshooting efficiency.

Here’s How It Works

- **Automated detection and reporting:** ControlUp can be configured to recognize when a BSOD has occurred and automatically alert IT to investigate. Then, it can analyze crucial details related to the crash, like date and time and driver information, for speedy analysis.
- **Detailed data visualization:** Readily available BSOD information provides key details, like if it was caused by the driver and that driver’s name. This provides critical insights into the root cause, enabling faster resolution.
- **Comprehensive reporting:** Detailed reporting displays devices that have encountered BSODs within a specified timeframe, allowing IT teams to prioritize troubleshooting efforts based on the most affected systems.
- **Historical data correlation:** The platform allows you to save information about crashes on your systems, helping you spot trends and correlate information to gain additional insights and understanding of what is happening in your environment.

2

Slow Logons in VDI Environments and on Physical Endpoints

Physical Endpoints and Cloud PCs

The ControlUp solution for physical endpoints enables IT teams to quickly pinpoint and resolve logon delays, enhancing the digital employee experience across all desktops.

The ControlUp platform addresses slow logons across Windows, macOS, and Linux-based devices with four key features:

- **Real-time monitoring:** ControlUp captures logon metrics like profile load times and GPO processing, giving IT immediate visibility into slowdowns.
- **Root cause analysis:** IT can drill down into detailed logon timelines to identify exactly where delays are happening and what's causing them.
- **Proactive troubleshooting:** Even without user reports, ControlUp highlights users with long logon times on dashboards, allowing IT to resolve issues proactively.
- **Visual insights:** Timelines and charts make it easy to see the logon process in detail, helping IT quickly identify and address bottlenecks.

VDI Environments

Slow logons have long been a thorn in the side of IT departments managing EUC environments. The root causes are complex, difficult to pinpoint and may occur at various stages of the logon process.

The ControlUp platform helps IT teams resolve slow logons in VDI environments in four key ways:

- **Visibility into logon phases:** ControlUp breaks down logon processes into phases, pinpointing where delays occur (e.g., Profile Load, Group Policy).
- **Detailed analysis:** The Analyze Logon Duration (ALD) script identifies the root causes of slow logons.
- **Proactive issue detection:** Real-time alerts and user experience insights help IT teams spot and resolve logon issues before they affect productivity.
- **Optimized remediation:** ControlUp offers automated script actions to detect and fix delays caused by Group Policy, user profiles, and more, significantly reducing logon times.

3

Unified Communications Tools

Unified communications (UC) tools, like Microsoft Teams and Zoom, are mission-critical in today's hybrid workplace, which is why keeping them running smoothly is key to ensuring optimal productivity.

When meetings fail and calls drop, it hurts productivity and professionalism. It can also be cumbersome to determine where problems originate: on the UC platform, client application, home network, or the endpoint device.

The ControlUp platform's comprehensive monitoring and detailed dashboards provide insights into usage and performance, enabling proactive improvement of the UC tool experience.

- **Availability monitoring:** The user-friendly dashboard allows IT to see failure rates, load times, and performance issues and proactively notify users of service issues to avoid a service desk call. You can also run synthetic tests to determine if a problem is global or regional.
- **Experience insights:** Experience scores, custom surveys, and AI-powered insights provide details on the user experience and sentiment. This shows not only how a call performed, but how users felt about their experience.
- **Remediation and troubleshooting:** Detailed device performance indicators and geographical views help pinpoint the source of a disruption, whether it's related to low Wi-Fi, available RAM, or a local UC data center. While custom troubleshooting scripts help you manually or automatically remediate issues.



4

Poor Wi-Fi

Troubleshooting home network issues presents a range of challenges for IT, as the potential problems are numerous, and the underlying cause may not be clear. Network latency can also severely affect productivity. ControlUp offers several key features that help pinpoint and address these issues:

- **End-to-end network visibility:** ControlUp offers IT teams detailed insights into network health, including metrics like Wi-Fi signal strength, latency, ISP details, and real-time device performance, enabling remote fixes of home networks.
- **Real-time monitoring and historical data:** With true, real-time visibility and historical insights, ControlUp enables IT to diagnose and solve issues quickly, simplifying troubleshooting.
- **Proactive alerts and user notifications:** IT can set proactive alerts for network issues (e.g., weak Wi-Fi) and send employees tips to improve connectivity without waiting for help.
- **Historical performance data:** ControlUp keeps historical network performance records, allowing IT to view trends, spot recurring problems, and improve future troubleshooting.
- **Automated root-cause analysis:** Using Virtual Expert™ technology, ControlUp automates the process of identifying and resolving network issues, freeing up IT resources and accelerating problem-solving.



Conclusion

These IT issues are not new; they have plagued IT and employees for some time. However, hybrid work makes troubleshooting and remediating them more complex and time-consuming. Fortunately, ControlUp's rich feature set helps IT address these common challenges and many more that organizations face today.

By effectively addressing issues with BSOD, poor Wi-Fi connectivity, slow logons, and optimizing unified communications tools, ControlUp empowers IT to enhance the digital employee experience. Implementing these fixes can reduce downtime, increase productivity, and create a frictionless digital experience.

Learn more about
ControlUp and schedule a
personalized demo today.





About ControlUp

ControlUp reimagines Digital Employee Experience (DEX) management with true real-time visibility, enabling 20X faster issue resolution on any desktop, any application, anywhere. We empower IT to focus on elevation, not escalation, by equipping them with actionable, true AI-driven insights and proactive remediation tools to drive unbounded productivity for IT teams and employees. Nearly 2,000 customers across the globe trust ControlUp, including more than one-third of the Fortune 100.

[Learn more at controlup.com.](https://controlup.com)